



AUDIT AND SCRUTINY COMMITTEE

11 DECEMBER 2018

FINANCIAL ASSESSMENT (SOCIAL CARE)

Report by Director of Assets and Resources

PURPOSE OF REPORT To provide an update on the progress being made with the processing of financial assessments for social care for both new and backlog cases.

COMPETENCE

- 1.1 There are no legal, financial, equalities or other constraints to the recommendations being implemented.
- 1.2 Charging for residential and nursing care generates an estimated £3m annual income for the Integration Joint Board.

SUMMARY

- 2.1 Subsequent to the Internal Audit Report submitted to the Comhairle in March 2016, it was agreed to provide updates on the implementation plan until such a time as the financial assessment backlog of cases had been cleared.
- 2.2 There are two hundred and two Comhairle funded bed spaces in the Western Isles.
- 2.3 Following the decision to transfer financial assessment to Finance and Corporate Resources, the caseload was categorised as current and backlog with current being new assessments which arose following 1 September 2015.
- 2.4 With the exception of cases where financial guardianship is required, all new assessments are being completed within 42.07 days of receiving financial information from the service user.

RECOMMENDATION

- 3.1 **It is recommended that the Comhairle note the progress being made with the financial assessment of care charges as detailed in the Report.**

Contact Officer: Helen Mackenzie, Head of Procurement & Exchequer Services Ext 211494
Appendix: Overview of Backlog
Background Papers: Report to Audit and Scrutiny Committee, 29 March 2016
Progress Report to Audit and Scrutiny Committee, 24 September 2018



SUPPORTING
year of young people
bliadhna na h-òigridh
2018

PROGRESS AT 2 NOVEMBER 2018

4.1 A breakdown of current caseload at 2 November 2018 is as follows:

Status	Current	Backlog
Annual review / new assessment completed	236	105
Annual review not yet started	3	
Awaiting new assessment	16	18
Awaiting guardianship	20	0
Assessed by another authority	1	

4.2 There are currently eighteen assessments in the current caseload due where the service user lacks capacity and guardianship needs to be put in place by either the Comhairle or family members. Assessment cannot be progressed until guardianship is in place.

4.3 The work on the backlog continues and there are now eighteen assessments which have not been concluded, although work is underway on all the cases. These are being held up due to a variety of factors, mainly the legal process and delays in receiving information from families/guardians/executors. These are all being followed up with the parties involved but progress is largely outwith the Comhairle's control.

Residents current living in residential or nursing care homes	2
Former residents (deceased or discharged)	16

FINANCIAL FORECASTING

5.1 Following on from recommendations in previous audit reports, a model has been developed in an effort to improve the forecasting of income. The model incorporates a detailed analysis of all beds, taking into account the most up to date assessment data available for individual residents. This is updated on an ongoing basis to reflect changes. Whilst this will significantly improve the accuracy of forecasting, there will always be an element of estimation, due to the flow of new residents and the timing of new assessments.

5.2 The availability of the model, which has been in use since the beginning of October, has improved the process and the figures generated have been fed into the latest Budget Monitoring reports. Income of £2.8m, net of provision for non-payment, is forecast in the current financial year. A large element of this will remain outstanding at the end of the year, due to the charges being held against properties.

5.3 A review of the debt outstanding, including that from previous years, will be undertaken at the year end and the provision for the non-payment of debt will be revised to reflect changes in circumstances.

APPENDIX

OVERVIEW OF BACKLOG

	Nov 2016	Feb 2017	May 2017	Aug 2017	Nov 2017	Jan 2018	Mar 2018	May 2018	Aug 2018	Nov 2018
Fully assessed and billed	10	34	64	78	84	88	95	97	103	105
Awaiting assessment/billing										
Residents currently living in residential or nursing care homes	52	4	31	22	18	13	9	9	3	2
Former Residents (deceased or discharged)	63	47	30	24	22	22	19	17	17	16
Total backlog cases	125	125	125	124*	124	123**	123	123	123	123

* total cases reduced by one as name on spreadsheet but no file or record of service users (error)

** total cases reduced as service user on spreadsheet twice

