

Direct Payment Audit Process Factsheet

Audit Process

Your Direct Payment Personal Budget should only last the term of one year and will be audited during this time. There are four types of audits completed by the Direct Payments Team. These are the 1st, 2nd, Unscheduled and End of Old audits. The purpose of these are to ensure that Direct payment funds are being used appropriately, as detailed in your Care Plan.

The Direct Payment Officer undertaking the audit will contact you if we require any further information i.e. copies of invoices. If your Direct Payment is being managed by Direct Payment Support Services or via an external Broker, we will contact them, rather than yourself, as they are managing the budget.

At the end of the budget, the Direct Payment Officers complete the End of Old Audit and reclaim any funds from the card that were not used. If there are any funds from your previous direct payment, we will contact you to request to reclaim these funds on a certain date, unless advised otherwise by yourself.

Should you wish to utilise the available funds, in a different way, to what has been agreed within the Care Plan, this would need to be discussed with your Key Worker or the Duty Officer who can be contacted on (01983) 823340.

Fraudulent Use

The Isle of Wight Council is under a duty to protect the public funds it administers, **as well as ensuring the funds that are allocated for care purposes are used for that purpose.** A Direct Payment Officer will monitor the transactions and any additional information provided for the prevention and detection of fraud **and misuse. A decision will be made as to whether this has taken place based upon an analysis of the assessed care plan which has been approved for the purpose of meeting the care needs of the individual, using the services it lists.** It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

The Isle of Wight Council is committed to the fight against fraud in all forms. Any individual in receipt of a Direct Payment who tries to make any unauthorised transactions from their prepaid card or direct payment bank account, may have committed an offence under the Theft Act 1968. Where the Direct Payment Officer suspects that such a fraud may have occurred, the matter will be investigated as appropriate and this may lead to criminal proceedings being instigated.

The IWC will terminate your Direct Payment with immediate effect if, after investigation, it is found that you are using the Direct Payment illegally, or fraudulently, or using it in a way which is not supporting your assessed outcomes.

Independent Financial Advice

The Isle of Wight Council does not endorse or recommend any financial services. We highly recommend that you seek independent financial advice and it is your responsibility to ensure any financial adviser you instruct is appropriately experienced and qualified. Further information in relation to independent financial advice about your own particular circumstances (including paying for your care, deferred payment scheme, court of protection procedure, lasting power of attorney procedure) can be found at:

The **Money Advice Service** can be accessed by clicking [here](#) or:

<https://www.moneyadviceservice.org.uk/en>

offer information on paying for care or the option to speak to an online adviser. Their telephone number is 0300 500 5000.

The **Society of Later Life Advisers** can be accessed by clicking [here](#) or:

<https://societyoflaterlifeadvisers.co.uk/>

can help you find advice on how to make financial plans for care in retirement years.

Other Sources of Good Information and Advice

The **Isle of Wight Age UK** can be accessed by clicking [here](#) or:

<http://www.ageuk.org.uk/isleofwight/>

has great advice for older people and those planning for later years.

Carers Isle of Wight can be accessed by clicking [here](#) or:

<http://carersiw.org.uk/>

has an excellent resource of advice for carers who need to help someone else.

Isle Help can be accessed by clicking [here](#) or:

<https://www.islehelp.me/>

offers free, impartial, independent, confidential advice to anyone requiring help and support. **Free Advice Line: 0800 144 8848 – Mon to Fri 9am – 5pm**

NHS Choices can be accessed by clicking [here](#) or:

<http://www.nhs.uk/conditions/social-care-and-support-guide/pages/what-is-social-care.aspx>

is a comprehensive guide to choosing and arranging care and support.

Which? Elderly Care can be accessed by clicking [here](#) or:

<http://www.which.co.uk/elderly-care/financing-care>

provides information on the funding options you can explore for care homes and home care.

Court of Protection can be accessed by clicking [here](#) or:

<https://courtribunalfinder.service.gov.uk/courts/court-of-protection>

Offers advice on people who have capacity issues. The Court of Protection can be contacted on 0300 456 4600 or email

courtofprotectionenquiries@hmcts.gsi.gov.uk.

Department of Work and Pensions can be accessed by clicking [here](#) or:

<https://www.gov.uk/government/organisations/department-for-work-pensions>

Provides advice on Appointeeship (the authority needed to manage the benefits of someone who is mentally incapable of doing so themselves).

