



# Sheffield City Council Money Management List (part of the Recognised Provider List) Guidance for Applicants

## What is the Money Management List?

The Money Management List (MML) is set up, monitored, and updated by **Sheffield City Council** as part of the Recognised Provider List. It allows adults in Sheffield who are looking for budget/financial support to manage their direct payments to choose from a list of providers that adhere to a clear quality framework. In order to gain Money Management status and the quality mark, providers must meet our minimum quality standards including:

- Customer focused approach
- Considerate and respectful conduct of employees
- Transparency in service provision
- Proactively seeking and using customer feedback
- Robust Budgeting/Financial Systems and Processes
- Quality Assurance systems that ensure a high-quality service
- Safeguarding clients
- Practice that follows Health & Safety legislation
- Appropriate employment practices
- Adequate insurance in place
- Compliance with the Equality Act 2010

**Please note:** *The Council will only pay direct payment money to providers on the MML. Individuals will still be able to choose a direct payment support organisation that is not on the MML but the Council will pay their direct payment to them (the individual) personally and they will need to make their own arrangements to transfer funds to the support organisation.*

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### **Where can Individuals find providers who are on the MML?**

The MML is located within the Adults section of the Sheffield Directory; this is the website that we use for displaying the MML logo and promoting the MML providers and their services - [www.sheffielddirectory.org.uk](http://www.sheffielddirectory.org.uk).

### **Who should apply?**

Providers that offer budget/financial management support to individuals who are in receipt of a direct payment. This includes older people, people with a learning or physical disability, adults with a sensory impairments or mental health condition and carers in Sheffield.

**Please note:** The budget/financial management support role does not include payroll or PA support services.

If your organisation is not based in Sheffield, you are still welcome to apply to be included on the MML, but we would expect you to be already providing a service to clients in Sheffield before we would award you the logo. You can still register your organisation and services on the Sheffield Directory.

### **Application & Evaluation Dates**

Applications can be submitted at any time during the year and will be allocated for assessment to the next available evaluation period.

- Applications received from 1 December to 31 May will be evaluated between June and August and we will let you know the outcome by 1 September
- Applications received from 1 June to 30 November will be evaluated between December and February and we will let you know the outcome by 1 March

### **How will my application be assessed?**

Your application will be assessed by two Council Officers and a person who has personal experience of using a Money Management Company, against the specific quality standards stated on page 1 of this guidance. The assessors are given written guidance on what to look for in each answer and the policies & procedures that you submit with your application.



Each question in Section B and C will be scored as either a pass or a fail and each question in Section D and E of the application will be scored out of 5. Any application getting a fail in Section B and C and scoring less than half (50%) of the marks available in Section D and E will not be included on the Money Management List.

If the assessors cannot agree on a score, or on whether the provider should be included on the MML, applications will be moderated by a separate panel who reconsider all the scores and make a final decision.

We will contact you if we need you to provide further details or clarify any part of your application.

### **When will I hear whether or not my application has been successful?**

The e-mail message you will receive upon submission of your application will be your proof of us receiving your application. Once the evaluation of all applications has been undertaken you will be notified in writing of the outcome of the assessments.

**Applications received from 1 December to 31 May will be notified of the outcome by 1 September.**

**Applications received from 1 June to 30 November will be notified of the outcome by 1 March.**

### **What happens if my application is successful?**

We will write to you to confirm that you will be included on the MML and we will award you the MML logo which will be displayed next to your organisation's entry on the Sheffield Directory; this will let people know that you meet the quality standards specified by the Council. If you are not already on the Sheffield Directory, the Directory team will contact you to let you know you have been registered with them and provide you with a password to enable you to access your page so you can keep your information up to date (you can update all the contents on your page apart from any CQC ratings and the MML information).

You will be asked to sign up to conditions (details of the conditions are shown at the end of this document) that confirm that you will continue to deliver the budget/financial support services within the specific quality standards stated, following appropriate policies and procedures and complying with the Council's monitoring requirements. If you remain on the MML we may ask you to re-sign the conditions if we make any significant changes.

Please note that we reserve the right to consider charging for inclusion on the MML at a later date.

### **What if I am unsuccessful?**

If we decide that you have not evidenced that your organisation can meet the standards and therefore will not be included on the MML, we will write and explain why and tell you what you can do next. You may be allowed to re-submit your application if you address the issues that we raise with you.



## **Monitoring of the MML**

If your application is successful and you are included on the MML we will contact you and ask you to submit, via email, audit statements for a sample of clients within the first 6 months. If this audit is satisfactory, you will be then be audited once a year, during a month identified by Direct Payments Audit Team. We will carry out a monitoring visit on at least once a year to look at evidence that your organisation is complying with the standards and/or to explore any particular operational issues.

The local authority reserves the right to:

- Request evidence at any time
- Mystery Shop
- Carry out spot checks
- Survey people in receipt of support
- Intervene where non-compliance is identified including putting a suspension on registering new clients
- Remove your organisation from the MML on a temporary or permanent basis.

If you do not comply with the monitoring requirements you may be suspended or removed from the MML.

## **Failure to Deliver Services**

If your organisation is included on the Money Management List, you must meet the specific quality standards stated in the conditions that you sign up to. Should Sheffield City Council receive information which indicates that your organisation has failed to deliver a money management service under these standards then the Council will have the right at its absolute discretion to:

- Require the organisation to complete a full investigation into the allegations
- Require the organisation to remedy any outcomes from the investigation
- Suspend the organisation from the MML, if required

Sheffield City Council reserve the right to remove the organisation at its absolute discretion from the MML should the organisation be unable to remedy any outcomes from the investigation. If you are removed from the MML, you will be told why and under what circumstances we may allow you to re-apply to be included on the List.

## **Disclaimer**

The following disclaimer will be included in the conditions that organisations on the MML will sign, as part of the Money Management Recognised Provider List:

*The inclusion of any organisation on the Money Management Recognised Provider List is not intended to be and shall not constitute a recommendation by Sheffield City Council. No representation, express or implied, is or will be made and no liability or responsibility is or will be accepted by Sheffield City Council in respect of any organisation included on the Money Management Recognised Provider List and in respect of, or in any way arising out of the provision of, or failure to provide services by any organisation. It is important that Individuals satisfy themselves that any organisation on the Money Management Recognised Provider List is suitable for their own requirements.*



**If you are included in the MML, you must also include the above disclaimer in the terms and conditions that you provide to your customers.**

### **How to Apply?**

The application is split into 5 sections:

**All sections and questions must be answered, don't forget to include all the required supporting documentation.**

### **Completing Section A**

We need you to tell us the company name and address, contact details and legal status of the organisation applying to be included on the MML. We also need to know whether you are based in Sheffield and the size of the organisation.

If you are a national organisation and not based in Sheffield, please provide the address in Sheffield you are operating from. If you are not based in Sheffield, we would ask you to be providing a service to clients in Sheffield before we award you the logo.

In question A.7 we would also like you to tell us for how many Direct Payment Clients are you providing a service for.

### **Completing Section B**

We need you to tell us if your organisation has any convictions relating to bribery, corruption, fraud, and money laundering.

Please provide copies of financial evidence to demonstrate your organisation's financial standing.

Each question will be scored as a PASS or FAIL

### **Completing Section C**

**C.1:** Please provide details of DBS checks, qualifications and experience of owners, managers, supervisors, and staff within your organisation for delivering this type of service. We would expect all staff who work with Individuals to have relevant DBS checks in place.

**C.2:** Please provide details of the insurances held by your organisation. Sheffield City Council sets a minimum level that you must have; if you don't have those levels currently, but are accepted onto the MML we will only award you the logo once you have increased your insurance to meet those levels.

- Public liability – All organisations should have and maintain a minimum of £2M Public Liability Insurance.
- Employers' liability – All organisations who employ staff should have and maintain a minimum of £10M Employers' Liability Insurance.



**C.3:** This section covers your policies and procedures. We expect that you should have all the policies and procedures on the list in place and that they are up to date and reviewed regularly. We do not need you to submit all your policies however we do ask that you submit with your application the policies and procedures listed below. We will check and review these as part of your application to make sure they meet a minimum standard:

- **Health & Safety:** this should include details about how you make sure that the services you deliver follow appropriate health and safety legislation and other health and safety guidelines. If you have less than 5 staff, then you do not need this. See the following link to the Health & Safety Executive website: [www.hse.gov.uk](http://www.hse.gov.uk)
- **Recruitment & Selection:** this should take account of current legislation, including, without limit, equal opportunities legislation. The policy needs to cover the recruitment, advertising and interviewing for paid staff. Before you employ anyone, we expect you to obtain the appropriate DBS checks and at least 2 written references.
- **Safeguarding Adults:** The new Care Act 2014, Chapter 14 – Safeguarding has introduced changes to safeguarding for adults. Please make sure your organisation is aware of these changes and that you're Safeguarding policies and procedures are up to date to reflect the new requirements. Details can be found at the following locations: [www.sheffield.gov.uk/caresupport/adult/adult-abuse.html](http://www.sheffield.gov.uk/caresupport/adult/adult-abuse.html)

Each question will be scored as a PASS or FAIL

### **Completing Section D & Section E**

Each question in section D and E will be scored out of 5 using the scoring matrix below; you must achieve at least 50% (2.5) marks for each question.

<b>Score</b>	<b>Description of Response</b>
0-1.4	Completely unsatisfactory response, suggesting the provider would have serious difficulties meeting quality standards, or has provided no relevant information at all.
1.5-2.4	Unacceptable response, indicating that the provider would meet only some of the quality standards some of the time.
2.5-3.4	Acceptable response, indicating that the provider would be likely to meet the basic quality standards.
3.5-4.4	Good response, clearly indicating that the provider can apply and deliver all the required quality standards.
4.5-5	Response indicating that the Provider has a wholly comprehensive understanding of quality standards.

### **Completing Section D**





**D1:** What banking and accountancy arrangements are in place to manage individual customer's direct payments? Tell us about how you keep customers' monies secure, level of approval for transactions and transfers, what data security measures are in place and how customers' monies are monitored and spent.

**D2:** What practices and processes does your organisation have in place to manage the person's individual account and the operation of their direct payment? Tell us about how you verify the expenditure to ensure it is in line with the Care & Support Plan. What processes are in place with the service/activity providers to identify and resolve any discrepancies? What are your processes in place for recording / returning unspent monies?

**D3:** What systems you have in place to monitor client contributions. How do you inform clients they are required to pay a contribution and ensure that their contribution is paid into their direct payment account? What systems are in place for tracking income received?

**D4:** How will you ensure your organisation has adequate staffing levels for current levels of business and for and business expansion? What contingency plans or model you have in place for any rapid changes.

### **Completing Section E**

**E.1:** What systems you have in place for quality assurance and for monitoring the quality of the service that you are providing? Tell us about your internal quality standards describing how these are set, managed, monitored, and reviewed and what actions you take if your services do not meet your quality standards. Please describe any external quality assurance standards your organisation operates under.

**E.2:** How do you ensure you have robust communication methods to meet your customers' needs? Please provide examples of differing communication models and how you ensure you are accessible to your customers by taking into account the wide range and variety of customer needs. Tell us how you communicate with regards to your service agreements; how do you ensure customers understand the terms of the service you are providing including prices, bank interest, terminations, contributions etc.

**E.3:** What feedback do you obtain to ensure your customers' needs are met.

- How do you obtain feedback? How often and what do you do with it to make a difference and improve your service?
- How do you know what your customers feel about the support you are providing? Do you involve customers in the planning / design of your / their service?
- How often do you verify with the Individuals that care services or activities are being received are in line with the agreed care and support plan?

Please include an example or a case study to support this question.



**E.4:** How do you ensure your staff understand the organisational standards required to deliver a quality service to your customers? Tell us about what you do when new staff start:

- do they have inductions?
- do your staff operate within a set code of conduct?
- what ongoing support do they receive? for example supervisions, appraisals etc.

**E.5:** This question is about how you ensure you and your staff have the appropriate qualifications, skills, and experiences to carry out specific roles. What systems do you have in place to check competencies i.e. recruitment process / training / appraisals etc. Tell us about any training plans you have and how you put this into practice. How do you consider your customers' varying needs?

**E.6:** How do you put your organisation's policies into practice when delivering services to customers? How do you ensure you and your staff follow best practice standards?

- where are your policies displayed?
- are they made available to staff / customers and in what format?
- How do you make sure your customers are aware of and understand your policies, so they know how to report incidents / make complaints etc.?
- How do you record reported issues and what do you do with them?

**E.7:** What would happen if you cannot deliver an agreed service for any reason and what you would do? Please provide details of your business continuity or emergency plan what is included and what you will do in cases of emergency, including but not limited to adverse weather, severe staffing problems, loss of power, other utilities etc.

- How / when do you let customers know if there are problems delivering their service?
- What records do you keep?
- Is information accessible in case of emergency
- Do you offer alternative services?
- What compensation do you offer in case of service failure?

**E.8:** This question relates to the Equality Act 2010 and asks you to tell us how you comply with it to make sure you meet the needs of staff and customers covered by protected characteristics. We would like you to include specific examples of how you put this into practice. For further details see: [www.gov.uk/guidance/equality-act-2010-guidance](http://www.gov.uk/guidance/equality-act-2010-guidance)

### **Where can I get more information?**

If you need more information or if you have questions about completing your application, please contact Lauren Beever on 07747 205 444 or email [lauren.beever@sheffield.gov.uk](mailto:lauren.beever@sheffield.gov.uk)

- ❖ **Please email your completed application form and all the accompanying documents to [Lauren.beever@sheffield.gov.uk](mailto:Lauren.beever@sheffield.gov.uk).**





## What you can expect from Sheffield City Council

### We aim to:

- Be accessible to a wide range of providers, both small and large
- Be fair and transparent in how we assess applications to the Money Management List and make sure that no applicant receives less favourable treatment on the grounds of race, age, ethnic origin, gender, sexual preference or disability.

### We will:

- Answer questions about the application form and process.
- Return your telephone calls / emails within five (5) working days.
- Send you a decision within the timescales we have stated, providing you have sent us all the information we asked for.
- If your application is unsuccessful, tell you why and what happens next
- Ask for your feedback on our service and improve it where possible.
- Answer questions in a clear, friendly, and polite way.
- Make the Money Management List easily accessible online to adults looking for budget/financial support to manage their direct payments.

### What you can do to help us:

- Contact us if you are not sure whether your organisation is eligible for inclusion on the Money Management List or if you are unsure what to do.
- Read our guidance and send us your application **only** when you can give us all the information we ask for.
- Give us a telephone number and email address where we can contact you during office hours.
- If you are included on the Money Management List, contact us to let us know if you cannot keep to the conditions or there are any changes in service provision, ownership or management because we will always try to work co-operatively with you if problems arise.
- Return the audit statements by the date we give you and comply with all monitoring requests.

### If you are not happy with us:

If you have a complaint about our service or a member of our staff please write to the Quality & Performance Team Manager - Level 9, West Wing, Moorfoot, Sheffield S1 4PL alternatively please email [contractsandpartnership@sheffield.gov.uk](mailto:contractsandpartnership@sheffield.gov.uk) We will write to tell you what we have done in response to your concerns and explain how to take it further if you are not happy with the outcome.



## **Additional Information / Further Reading**

Disclosure & Barring Service (DBS)

[www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service)

Health & Safety Executive [www.hse.gov.uk](http://www.hse.gov.uk)

Safeguarding [www.sheffield.gov.uk/caresupport/adult/adult-abuse/professionals/procedures.html](http://www.sheffield.gov.uk/caresupport/adult/adult-abuse/professionals/procedures.html)

Equality Act 2010 [www.gov.uk/guidance/equality-act-2010-guidance](http://www.gov.uk/guidance/equality-act-2010-guidance)

Data Protection Act 1984 and 1998 [www.gov.uk/data-protection/the-data-protection-act](http://www.gov.uk/data-protection/the-data-protection-act)

Care Act 2014 – Chapter 14 [www.gov.uk/guidance/care-and-support-statutory-guidance/safeguarding](http://www.gov.uk/guidance/care-and-support-statutory-guidance/safeguarding)

Sheffield Directory [www.sheffielddirectory.org.uk](http://www.sheffielddirectory.org.uk)



## **MML Conditions**

***Please note: In this document, Direct Payment Recipients/ their Representative are referred to as:***

- ***Client***
- ***Consumer***
- ***Customer***
- ***Individual***

We (the Provider) will deliver our money management support services within the quality standards defined by the Council as follows:

### **Customer Care**

1. We will be clear and transparent about the services that we provide, and we will provide a service description which explains the services we offer, the different levels of service available (if applicable) and clear pricing. This will be open to the public.
2. We will have a detailed service agreement, that we will agree with each customer.
3. We will provide to the customer clear, up front information about our fees, including making clear what fees will be payable in the event of the consumer closing their account within a year of account opening.
4. We will ensure that the privacy of our customers is protected throughout all our communications.
5. We will have a clear, easy to understand and accessible privacy notice available for our customers and will include this in our Service Agreement.
6. We will have in place a Code of Conduct for all employees and ensure that they sign to indicate that they understand and agree that they must always be considerate and respectful in their dealings with customers.

### **Handling Customer Money**

7. We will ensure that Direct Payment monies will not be used for illegal activities or gambling.
8. We will set up a transparent banking account system, which will keep the individual's direct payment money safe and secure. Our banking account system will make it possible to clearly identify the recipient's balance of money at any given time.
9. We will ensure that all money relating to the recipient's Direct Payments is held securely in a bank account solely for the benefit of the recipient.



Customer funds shall be kept completely separate from the organisation's business account.

10. All interest accrued on the recipient's money will be accounted for and added to the recipient's account.
11. We will facilitate the payment of any assessed financial contribution into the dedicated bank account. If we become aware of clients not paying contributions, we will follow the guidance as set out in "Money Management Companies Guidance" document. We understand that the Council will NOT pay any shortfall.
12. We will ensure that we will contact our client if we notice there are any unexpected fluctuations in their spending habits to identify the reason behind any changes.
13. We will report to the Council if it appears that the recipient is no longer receiving any aspect of their assessed care.
14. If we identify unspent money in our client's account, we will contact the client to identify if they are saving for something specific in line with their support plan.
15. We understand that unspent money is described as any money in the direct payment account above the normal four weekly budget that is not being saved for care outlined in our client's support plan.
16. We will work with the Auditing team of the Council to identify how much of the unspent money can be returned, as per section 5 in the guidance document.
17. We will ensure that no client's account goes into deficit. If we find this is about to happen or find there is not enough money left in an account to pay an invoice, we will notify the Duty social worker team and DP audits team straight away. We understand that if an account does go into deficit, it will be investigated to find out how the account became in deficit.
18. We will keep detailed records of how the Direct Payment has been spent, e.g. bank statements, for a period of six years and at any time (upon giving reasonable notice) to allow the Council to have access to these records to ensure that the terms are being met.
19. When we have taken an annual fee from a client's account and that account is closed before the end of a full year, we will ensure the return of a proportional amount of this fee to SCC. This amount will take into account when the annual fee runs from/to and when the client's account was closed.
20. Where account fees are paid monthly, we will ensure that we will no longer take a monthly fee from an account that is closing once we have made the final payments.



## Policies & Compliance

21. We will ensure we have, and comply with, up to date policies and procedures in place in relation to:

- Health and Safety
- Recruitment and selection
- Safeguarding Adults/Children
- Staff code of conduct
- Business Continuity / Emergency Planning
- Confidentiality/Data protection
- Complaints
- Service Terms and Conditions/Agreement
- Disciplinary
- Grievance/ Whistle blowing
- Financial and Payroll procedures
- Equality, Diversity and Inclusion
- Accessible Information Standards

These policies shall take into account current legislation and will be agreed to by all staff before they work with Direct Payment recipients' funds.

22. Through our policies, procedures and training we will ensure the Human Rights of people are at the forefront of our delivery services.

23. Before any employees deliver services to the customer we will obtain:

- Appropriate Disclosure and Barring Service (DBS) checks: and
- 2 written references.

24. We will refer employees to the Disclosure and Barring Service (DBS) where the employee has:

- harmed, or placed at risk of harm a customer; or
- been dismissed on grounds of misconduct (or the organisation would have considered dismissal had the employee not resigned) or has been transferred to a non-care & support position on grounds of misconduct.

25. In the implementation of our Safeguarding Adults and Children's Policy we will (without limitation):

- keep documentation and records including all actions taken in respect of all safeguarding issues
- provide training and systems to record how training requirements will be met (including refresher training)
- keep up to date details of arrangements for liaison and co-operation with the Council and other appropriate agencies and individuals.

26. We will comply with the Equality Act 2010. We will ensure our service is welcoming and accessible to, and meets the needs of, customers who are covered by 'protected characteristics' (age, disability, gender reassignment, pregnancy and maternity, race, sex, religion or belief, and sexual orientation).



27. We will comply with the Accessible Information Standard (AIS) which is set out in Section 250 of the Health and Social Care Act 2012, which places a legal duty on service providers to take steps or make “reasonable adjustments” in order to not put a disabled person at a disadvantage.
28. We will implement quality assurance systems that follow clear standards, and we will regularly monitor, manage, and review these systems on an on-going basis.
29. We will pro-actively seek customer feedback, at least every 6 months, and use this feedback to make service improvements where necessary.

### **Dealing with the Council**

30. We will obtain adequate insurance to cover potential loss of all client monies, in addition to public liability insurance (min £2m) and employers’ liability insurance (min £10m)), and all licences and permissions required for our activities. We will include the following statement in the terms and conditions that we provide to customers:
  - “No representation, express or implied, is or will be made and no liability is or will be accepted by Sheffield City Council in respect of this organisation and in respect of, or in any way arising out of the provision of, or failure to provide services by this organisation.”
31. We recognise that the Council has no responsibility for any incidental risks that may occur and for which we may be liable, for example fire or a compensation claim from a third party, whether or not these are caused by negligence.
32. When emailing the Council about specific customers, we will refer to them via their initials and client reference number.
33. When emailing any documentation that contains personal information, we will do so using a password protected document or zip file. This includes any Financial Monitoring.
34. We will have our own password protocol. This will not be easily guessable.
35. We will send document passwords separately.
36. We will inform the Council if we become aware of any breach in data security which may compromise customer information. We understand that any breaches of GDPR regulations, or these expectations, identified will be recorded and may be communicated to the Information Commissioner by the Council.
37. We understand that, where a data breach has taken place, there will be an investigation. This investigation could result in our suspension from the Recognised Provider List.





38. We will refer any breaches of GDPR made by SCC to the relevant Data Protection Officer for it to be followed up (see <https://www.sheffield.gov.uk/privacy> for details).
39. We will inform Sheffield City Council in writing of any referrals made to the Disclosure and Barring Service (DBS) within 7 days of making the referral.
40. Should allegations of the abuse of a customer by any person be made, then we will co-operate fully with the Council and with appropriate statutory agencies, in the investigation of these allegations. We will work with the Council and other agencies as agreed within the South Yorkshire Safeguarding Adults Policy and Procedures to implement the protection plan aimed at both providing support to the customer and preventing further abuse from occurring.
41. If we make any changes to our service delivery including terms and conditions, types of service delivered, or change of ownership and management, we will inform the Council immediately.
42. We will comply with all the Council's monitoring requirements and return a completed audit statements by the date given to us by the Council. This will include all reasonable requests from the Council to visit the service to monitor the activities. We also agree to the Council carrying out spot checks and mystery shopping on our service provision.
43. We will complete a "Monthly Capacity Return" form every month and will return this to [RPL@sheffield.gov.uk](mailto:RPL@sheffield.gov.uk) no later than the 14<sup>th</sup> of the following month. We understand that it is our responsibility to ensure we have enough staff to effectively manage our workload.
44. We will always co-operate with the Council and comply with its procedures and guidance relating to direct payments. In the event that we do not respond to the Council's requests for information in line with the processes set out in the guidance, we understand that we may be suspended from the Money Management Recognised Provider List. This includes circumstances in which customers may contact the Council to raise issues about our service delivery.
45. We will contact the Council in writing immediately if:
  - We become aware of anything that might affect our ability to meet any of the conditions outlined in this form.
  - We become aware the Direct Payment is being used illegally or for items that are not allowed under direct payment legislation or that do not meet the recipients assessed needs.
  - We become aware of anything that might affect our ability to carry out the services that we deliver.
  - We discover that any of the information we have provided to the Council is untrue, incomplete, or misleading in any way.

Suspension or Removal from Recognised Providers List



46. We recognise that the Council has the right to suspend and/or remove us from the Money Management Recognised Providers List, including, but not limited to, in the following circumstances:

- If we do not keep to the conditions outlined in this document and the accompanying guidance.
- If we do not provide the services as stated in our application and / or the terms and conditions supplied to customers.
- If the Direct Payments are not used to meet the outcomes identified in the individual's support plan.
- If our application or audit statements are completed dishonestly or any supporting documents are false or contain misleading information.
- If it is found that any Direct Payment money has been used illegally or not used in the best interests of the recipient, as decided by a discussion between the individual/their representative, social worker, member of audit team and any other professional who may need to be involved.
- If we become bankrupt or make a voluntary arrangement to restructure debts that is approved in line with the Insolvency Act 1986.
- If any member of our governing body or staff acts dishonestly or negligently in their work for us at any time whilst we are on the Money Management Recognised Provider List and we fail to take the appropriate action.
- If we fail to comply with the Equality Act 2010 in our employment practices and the delivery of our services.
- If we do not undertake a full investigation (when requested to do so by the council) into allegations about our service provision and do not remedy any outcomes from the investigation.
- If there are regular breaches of GPDR.
- If it is found that we are not paying invoices in a timely manner despite having been prompted to by the Council's Direct Payments Audit team.

47. If we are removed from the Money Management Recognised Provider List, or if we choose to be taken off the list, we will inform all customers in writing. This may include adding a statement to our entry on the directory.

48. We confirm that we will only take on new customers where we are satisfied that we will be able to deliver an appropriate level of service to both new and existing customers. If the Council becomes concerned about our ability to take on new customers, the concerns will be discussed with us. We understand that we may be suspended from receiving new customers during this time.

### **Terms and Conditions for Usage of Money Management Recognised Provider List Logo:**

49. The Money Management Recognised Provider List logo will be emailed to successful Money management companies on the confirmation of their inclusion on the MML.



50. The Money Management Recognised Provider List logo can only be used to publicise the services that were specifically stated on their application for which the Provider has been awarded Money Management Recognised Provider List status. The Money Management Recognised Provider List logo can be used widely on organisations communication publications including publicity material, letter heads, website, promotion posters etc.
51. The Provider recognises that the Council has the right to suspend and remove the Provider from the Money Management Recognised Provider List for use of the logo for services that have not been included in the Money Management Recognised Provider List.
52. These terms and conditions will apply whilst we remain on the Recognised Provider List. The Council reserves the right to amend these terms and conditions at any time and will notify us accordingly.

**I confirm that the organisation will keep to these conditions and maintain the quality standards specified by the Council on the first page of the conditions.**

**Name:**

**Organisation:**

**Position within the organisation:**

**Signature:**

**Date:**