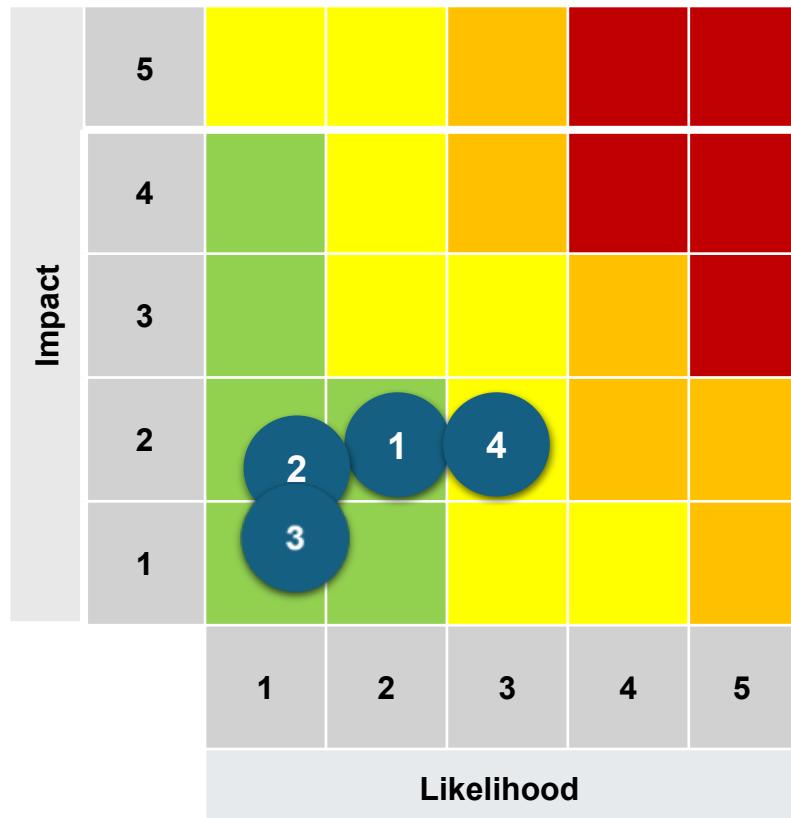


APPENDIX E

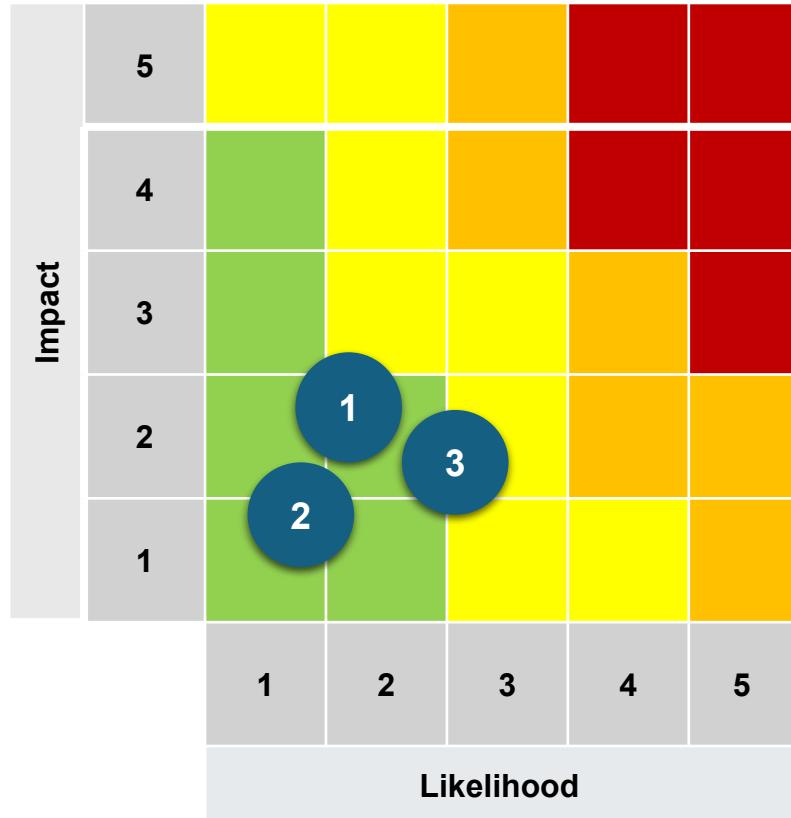
Council Tax



- 1
- 2
- 3
- 4

- 1) To ensure that bill production is accurate, complete and within the prescribed timetable and that bills are sent to each property on the Council Tax database.
- 2) To ensure that there are adequate procedures in place for the processing and recording of discounts and exemptions.
- 3) To ensure that procedures are in place to collect all monies efficiently, pay refunds correctly and reconcile SX3 transactions with the general ledger.
- 4) To ensure that recovery and enforcement action is consistent, timely and the use of Enforcement Agents is formalised, effectively monitored and managed.

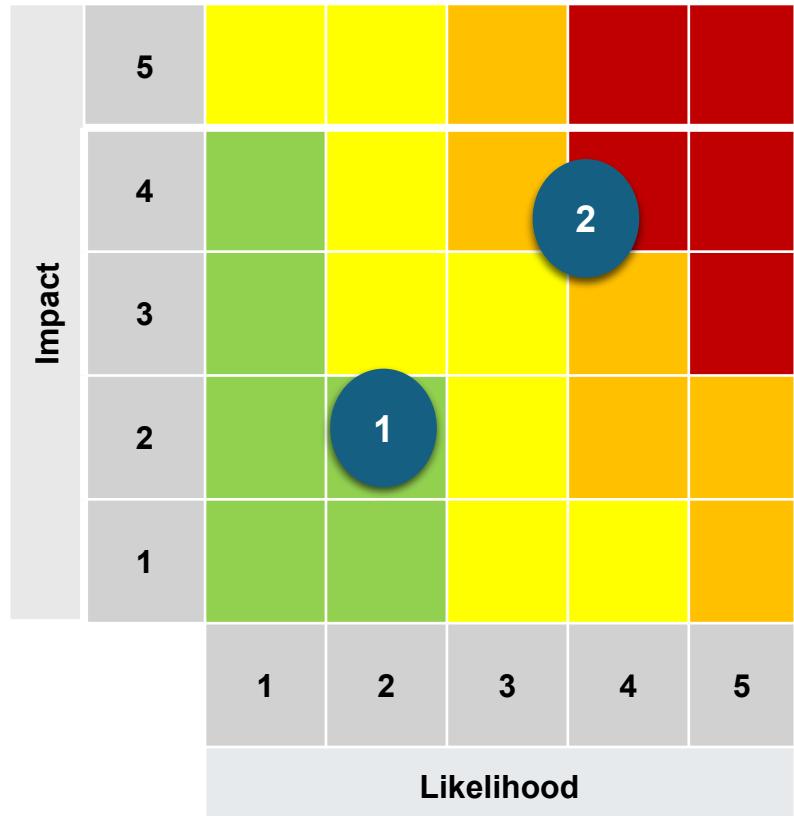
Client Financial Assessments



- 1
- 2
- 3

- 1) To ensure that Council policies and associated procedures are in accordance with the Care Act 2014 in respect of assessment of client contributions to cost of care.
- 2) To ensure that there are effective procedures for the assessment, billing, recovery and accounting for contributions due and paid.
- 3) To ensure that there are effective procedures in place for Deferred Payment Agreements (residential care).

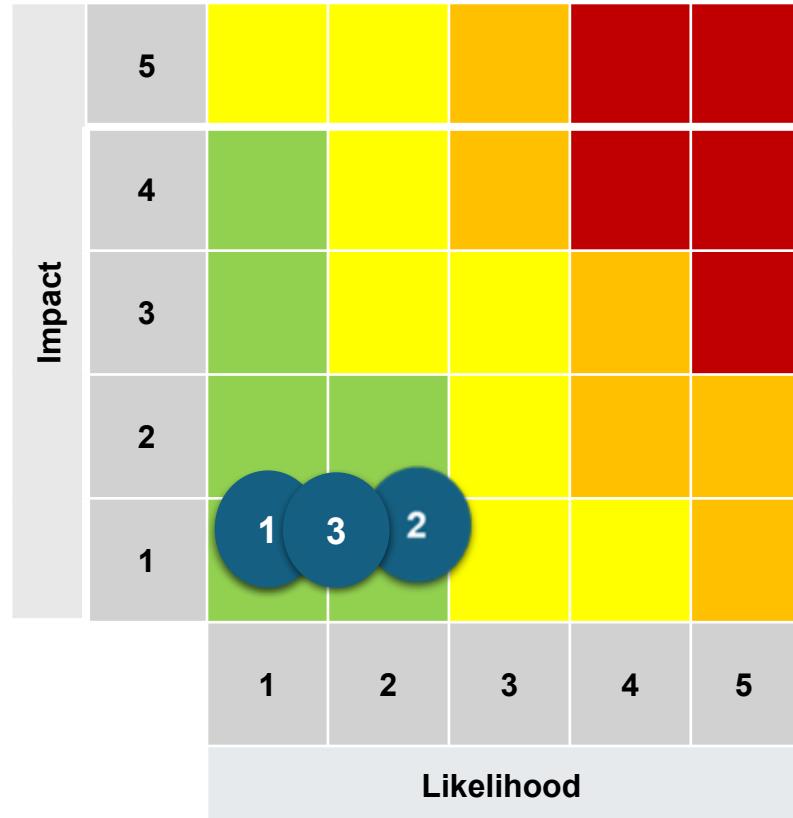
Section 17 Support



- 1
- 2

- 1) To ensure that the Council has established a policy and associated procedures for the provision of advice and financial support made under Section 17 of the Children Act 1989, which are in line with government legislation/national guidance.
- 2) To ensure that the Service has established effective procedures for the allocation, recording and monitoring of the use of Section 17 payments and the associated budgets.

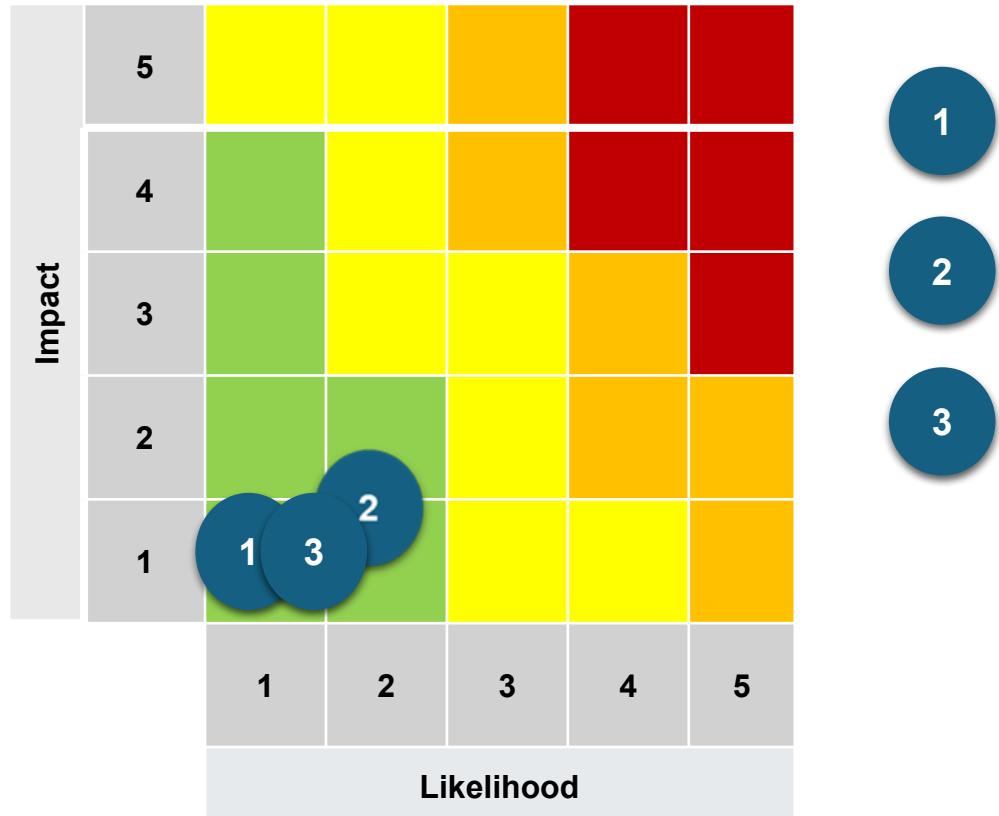
Initial Referral and Assessment



- 1
- 2
- 3

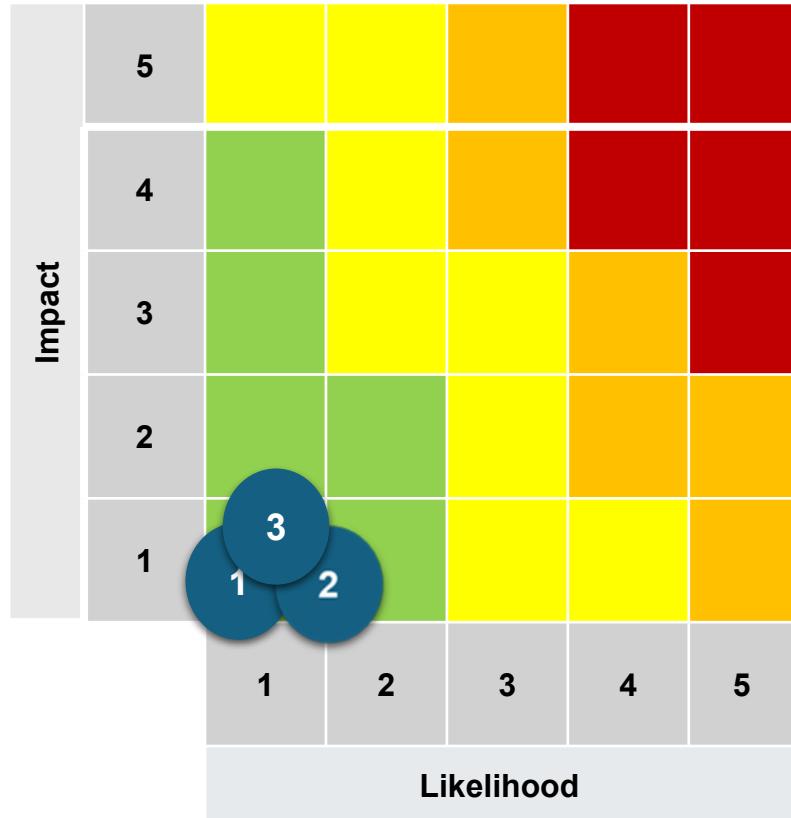
- 1) To ensure that threshold guidance, referral criteria and pathways from the 'front door' are clearly defined and meet statutory guidance, and that referral processes within the working model are operating effectively.
- 2) To ensure that threshold and referral guidance, and risk assessment tools are shared with safeguarding partners to facilitate effective use of the working model.
- 3) To ensure that the Service uses appropriate tools and processes to analyse and evidence the effectiveness of the referral framework.

Public Transport



- 1) To ensure that there is effective governance under the Enhanced Partnership, along with internal procedures to monitor and report progress against the BSIP both internally and to the DfT.
- 2) To ensure that there are effective procedures for the allocation of funding and monitoring of expenditure under the BSIP and BSOG, including contract tendering.
- 3) To ensure that there are effective operational procedures in place to monitor the quality of supported bus services provided by external operators.

Migration-Resettlement Schemes



- 1
- 2
- 3

- 1) To ensure that there are effective processes for claiming, receiving and utilising resettlement support funding.
- 2) To ensure that there are transparent processes for offering, maintaining and ending tenancies in the LAHF funded properties.
- 3) To ensure that there are effective processes for monitoring the performance and value of commissioned support services.