Inspired Solutions from *Softbox Limited*

Money Management

The complete client money solution

Money Management…. *The Software*

This new and exciting application written by Softbox, a leading and innovative designer of software applications, is created to provide an invaluable tool in respect of safeguarding the finances of those service users where local authorities and associated organisations have a vital role to play in the management and administration of the overall financial process.

The software has been written to take into account the intricacies and complexities of managing service users' financial affairs against the backdrop of:

- Supporting and respecting people's right to control their finances and personal property

- Handling people's finances and valuables appropriately, in accordance with legislation, regulations and guidance

- Ensuring confidentiality at all times

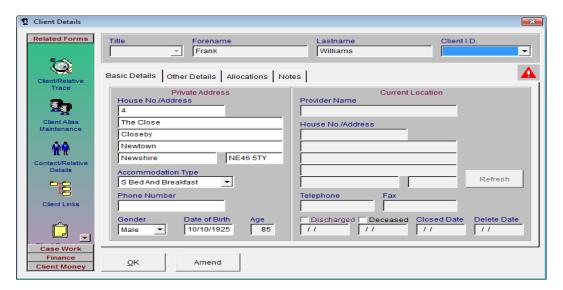- Minimising any risk of criminal activity or financial abuse.

Functionality…….

The technology is cutting edge and so too is the functionality. It centres around two key elements:

- Ensuring a complete **service user case record** is kept in a readily understandable and accessible format

- Comprehensive **financial management tools** exist to control and manage those routine and ad-hoc tasks which ensure the continued financial wellbeing of service users.

These features have been specifically designed to enable local authorities to work effectively in partnership with service users, their representatives and other bodies such as the Court of Protection.

SERVICE USER CASE RECORD

This record provides initial and unique information about the service user. Other personal information / detail screens flow from this. Importantly such detail is incorporated as part of a wider, confidential record where other service users' details are held as part of the overall financial management process. It is the starting point from which all associated information, processes and financial management tools can be accessed.

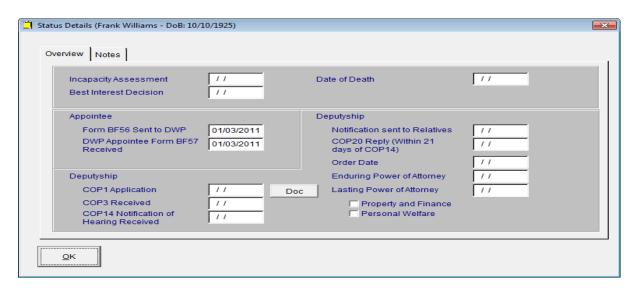Further screens capture other important information to facilitate effective case management:

- Case Status (see example below)
- Referral and case allocation
- Appointments and contact records
- 'Action' reminders which are system generated and, optionally, created manually

Similarly, any supplementary information can also be recorded. For example:

- 'Will' information
- Funeral Arrangements
- Pets/Animal records
- Document generation and storage

CASE STATUS RECORD

This screen records information and tracks the processes associated with 'Appointeeship' and 'Deputyship' applications.

Importantly there is a direct link to the Court of Protection. Any associated 'Deputyship' forms can be accessed on line for completion and alerts periodically inform and monitor key target dates.

SERVICE USER PROPERTY

A variety of useful information can be held including:

- Property details
- Property valuations
- Insurance / renewal reminders
- Storage details
- Property pictures

ASSET REGISTER

Information is held within the document creation/storage facility of the application. Essentially comprising of a register of all valuables and /or documents it also indicates where these are physically stored. Examples may include but are not restricted to:

- Will
- Property Deeds
- Insurance Policies
- Individual Valuable Items
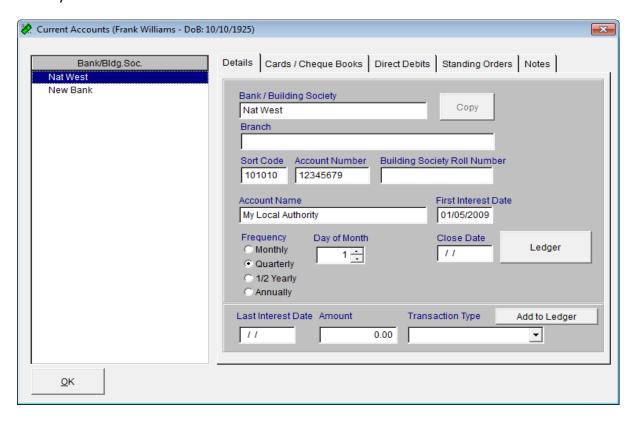
DOCUMENT GENERATION AND STORAGE

In conjunction with Word, the system will provide a full standard letter facility linked to an individual service user record, using 'Mail Merge'. With this feature any number of customised documents can be created and then stored electronically in the service users' document folder. Each new service user record will have created automatically a storage area for documents, photographs, scanned documents, reports etc.

SERVICE USER FINANCES / ACCOUNTS

Comprehensive information can be held and manipulated in respect of service user finances. Associated information includes:

- Bank accounts
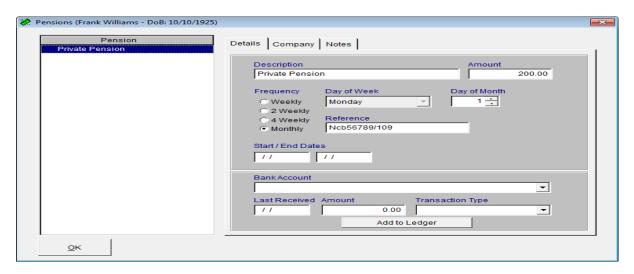- Savings
- Pensions
- Shares
- Funds in Court

Whilst service user bank accounts can be administered as individual accounts they can also be incorporated as part of a collective account for administration and financial management purposes. Any financial transaction can be recorded, monitored and traced via financial information screens associated with the 'account ledger' as shown below. This includes details in respect of any 'Standing Orders' / 'Direct Debits' which may need to be set up, are already in force or ceased.

PENSIONS / INCOME

Service user pension records, incorporating 'state' and / or 'occupational' pensions are recorded separately for ease of interrogation.

All sources of income can be entered as part of an automated update process using a bank download file or, if required, manually.
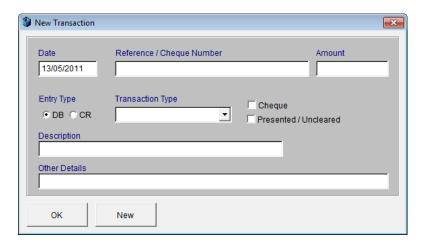
EXPENDITURE

Similarly, service user expenditure is recorded using the account ledger facility. Any financial transactions which take place are automatically updated to both ensure accurate and up to date record keeping.

In terms of recording the nature of a transaction (the 'transaction type') the application ensures that any financial information held is in a compatible format to that from which annual financial returns can be calculated. This is particularly useful when submitting individual service user accounts to bodies such as the Court of Protection for auditing and monitoring purposes.

The screen shot below highlights a further essential financial transaction recording facility. Financial items can be posted as 'presented but not cleared' with an automatic built- in reconciliation feature when the transaction is eventually shown in the banking file records.

BANK RECONCILIATION

On - going bank reconciliation is achieved by taking a regular extract from the bank and running it against the service user financial records held in the application. This will post:

- Debits
- Credits

All items presented in the file are checked against the transaction details held for the service user and any discrepancies are included in the reconciliation report. The application will automatically check multiple service user ledger entries if, for example, a cheque has been drawn for cash to cover payments to a number of service users.

ANNUAL ENQUIRY

This report collects all the transactions recorded over the 12 month period and presents a full 'income / expenditure' statement for appropriate interested bodies such as the Court of Protection / Office of the Public Guardian.

APPLICATION SECURITY

All Softbox applications come with a full user id/password maintenance utility. Tools are also provided to control access to all forms and the level of privileges permitted for any user.

Audit ability is important to us, which is why we include 2 levels of audit trail

- Log of Users logging in/out
- Optional automatic recording of any changes made to a record