

**Oldham Borough Council
Record of Decision**



1. **TITLE:** Adult Social Care Client Finance, recovery plan 2025/26
2. **SERVICE AREA:** Adult Social Care Service
3. **PURPOSE OF DECISION**

The Client Finance team are responsible for the completion of financial assessment, to determine the amount residents pay towards their care and support, which results in approximately £10m of income received into the council.

In August 2024 the Client Finance team transferred into the management and oversight of the Finance Directorate, within the Revenues and Benefits service area. The team has had reduced capacity for the last 24-18 months, which has had an impact on the completion of financial assessments, with over 600 assessments (3.2.25) currently in a waitlist for completion.

The reduced capacity has also had an impact on the management and oversight of deferred payments and adult social care debt.

4. **DECISION MADE BY:** Cabinet Member - Adults, Health and Wellbeing

5. **DECISION:**

RESOLVED - That:

1. Note the current position of the Client Finance Team and the impact of the backlog of financial assessments.
2. Approve the additional resources as per the recommended option of engaging with Civica On Demand services through an approved procurement route.
3. Note the transfer of the Client Finance team from Revenues and Benefits (part of the Finance Directorate) to Adult Social Care for an interim period of up to 6 months.
4. Note that a comprehensive review of the policies, procedures and systems alongside the resource need is recommended to take place, and a report outlining this activity will follow.
5. Note the CQC assessment position, with risks to Oldham's CQC assessment outcome should no action be taken to remedy the position with the Client Finance team.

6. **REASON FOR DECISION**

Acreport that outlines the impact of the waitlist of financial assessments, and explores options for managing this over the next 6-12 months.

7. **ALTERNATIVE OPTIONS CONSIDERED**

1. Support from other services
2. Agency staff
3. Civica On Demand - ASC Resilience Services
4. Online systems

8. **INTERESTS AND NATURE OF INTERESTS DECLARED**

None



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9. **PRINCIPAL GROUPS CONSULTED:** Not applicable
10. **DOCUMENT CONSIDERED:** DDR Client Finance Recovery Plan 2025-26 (1).pdf