

## Deferred Payments and Property Cases Workplan

Task	Source	Deadline
Action Plan of risks in audit report	Brief meeting	31/05/2024
Matrix of info from all systems Property s/s, PARIS, CIS - RAG rated	Audit report	31/05/2024
List all actions in the process from start to debt recovery Inc letters to send, when and what to say	Brief meeting	30/11/2024
Create process for debt recovery	Brief meeting	30/11/2024
Create process and leaflet to give to families	Brief meeting	30/11/2024
Create procedure for deferred Payments process	Additional	30/11/2024
Create procedures for ends (property sale, death or CHC)	Additional	30/11/2024
Create procedure for year end process	Additional	30/11/2024
Create procedure for non co-operative families	Additional	30/11/2024
Create letter – a charge has been registered	Additional	30/11/2024
Create letter – property needs registering with the land registry	Additional	30/11/2024
Create letter - a valuation has been requested	Additional	30/11/2024
Create letter – a valuation has been completed (Deferred Payment Only)	Additional	31/05/2024
Create letter – CHC funded, client contribution to be paid towards property debt accrued	Additional	31/05/2024
Check Deferred Payment Application form is correct Re compound interest and date payment due	Additional	31/05/2024
Deferred Payment contract from legal - is this correct?	Additional	31/05/2024
Create checklist for WBOs – to built into Financial Assessment Claim Form	Additional	31/05/2024
Update WBO process / procedure	Additional	30/11/2024
Update property procedure	Additional	30/11/2024
Create flowcharts for processes and actions	Brief meeting	30/11/2024
Review all property cases	Brief meeting	31/05/2024
Manual Six monthly statements until ContrOCC in place	Audit report	31/12/2023
Introduction of case file audits	Audit report	31/05/2023
Monthly FACT Legal surgeries to review all DP agreements	Audit report	30/11/2024
Review each charge through the legal surgeries, and actions needed to ensure debt recovery	Audit report	30/11/2024

Monthly reports of cases with risk and / or non payment	Audit report	30/11/2024
Training for FAOs around correct agreements and charges - from Blake Morgan	Audit report	30/11/2024
Debt recovery to be invited to legal surgeries	Audit report	30/11/2024
Identify bad debts for write off	Audit report	30/11/2024
Complete a policy review	Audit report	30/11/2024
Incorporate learnings into the policy review	Audit report	30/11/2024
Define the appropriate debt recovery process as part of the policy review	Audit report	30/11/2024
Complete IIA	Audit report	30/11/2024

**Completion Due****Date****30/11/2024**

Owner	Status	Comments
Gemma	Complete	See second tab
Working Group		Spec sent to PARIS - waiting for matrix to be built
Gemma	Complete	Actions identified and listed in spec for Matrix
Working Group		To be completed once Matrix is in place and process is agreed
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Danielle		26/2/24 Danielle to draft template
Danielle		26/2/24 Danielle to draft template
Danielle	Complete	Detail included in initial letter
Danielle		26/2/24 Danielle to draft template
Danielle		26/2/24 Danielle to draft template
Gemma		Draft v2 sent to working group 26/02/24
Ian		
Working Group		To be completed once Matrix is place and process is agreed
		To be completed once Matrix is place and process is agreed
Working Group		Booked date 03/04/24 to review cases and input on new PARIS form
Claire / FAOs	Complete	Confirmation manual process is in place
		To be introduced once Matrix is in place

PARIS matrix will provide reports

Claire

Complete

Claire meeting with Carwyn & Hannah (Debt Management) and taking the information to Blake Morgan Legal Surgeries. Claire then feeding back to debt recovery in bi-monthly meetings

To be completed once Matrix is in place and process is agreed