

Financial Abuse and Safeguarding Officer (FASO)

Paul Claxton

Norfolk County Council

Contact Methods

Email:

paul.claxton@norfolk.gov.uk

For NCC staff: LAS finance
request form: finance Abuse
and Safeguarding

Learning Outcomes

- Why there is a FASO
- What enquires the FASO makes
- Types of outcomes (case studies)
- Figures and considerations

Care Act 2014 s42

Where a local authority has reasonable cause to suspect that an adult has needs for care and support (whether or not the authority is meeting any of those needs), is experiencing, or is at risk of, abuse or neglect, and

as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The local authority **must** make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult's case and, if so, what and by whom.

“Abuse” includes financial abuse (*stolen, defrauded, put under pressure or misuse*)

Financial Abuse and Safeguarding Officer

Provide a universal service to persons in need of care and support who have suffered or are at risk of suffering Financial abuse

To assist in investigations and complaints of financial abused of person in need of care and support raised by Financial services, Social Services and Police

To be a point of contact for Financial Services, Social Services and Police in Financial Abuse and Safeguarding cases.

To provide guidance and information to NCC staff on Financial Abuse cases.

FASO actions

- Information – research financial, social services, DWP systems
- Enquires – remote and in-person contact with clients, Attorneys, Appointees, and other relevant persons
- MCA assessment – Finance
- Prepare reports for Safeguarding, DWP and OPG
- Monitor and inform

FASO case - 1

JW – Lacks Capacity

Credit Control contacted the FASO due to a debt to NCC

Son was the Lasting Power of Attorney contact by FASO

Safeguarding submitted – Police investigate

OPG and DWP contacted

Son removed as LPA + charged and received an 18 months imprisonment, suspended for 24 months

£9,200 paid by the son + debt to NCC was paid from the suspended benefits totalling £15,930

FASO case - 2

VS – FASO MCA assessment – Lacks Capacity

Financial assessment team noted a high level of expenditure.

Grandson helping with money (No Appointee or LPA)

FASO completes MCA and advice to grandson

Grandson continued to use money when client in Hospital

Safeguarding referral submitted and Daughter in Law became Appointee

The Police investigated and the grandson was given a conditional caution to pay back money taken

FASO case - 3

DD – Lacks Capacity

Credit Control debt to NCC and No PA

Son LPA, no contact or bank statements seen

Safeguarding referral - non police but OPG and DWP

LPA removed and Deputy appointed by CoP

FASO case - 4

DR – has capacity

There was a debt to NCC

Daughter is LPA and provided bank statements

A mental capacity assessment completed

Client not aware of the debt or expenditure but declines
Safeguarding action.

LPA informed of client wishes and now paying £1,000
monthly and a £6,000 one off payment.

FASO case - 5

JG – MCA by FASO has capacity

Debt to NCC

Husband non contactable and has access to money

Client does not wish any Safeguarding

DWP contacted and State income paying towards care

New information about credit card

FASO case - 6

CM – MCA not assess

Financial assessment team note expenditure on utilities

LPA – Daughter contacted and living in his house

Advice given re utilities and expenditure

FASO case - 7

AB – lacks capacity

Son makes Safeguarding referral about mother

Mother (LPA) visited by FASO

Advice about house keeping and utilities

Advice about pension credit

FASO – 2022/2023

- Cases = 159
- Recovered one off payments to NCC = £248,528
- Monthly payments to NCC = £19,133
- Mental Capacity Assessments completed = 29

Considerations

Record details of any documents you see, take copies if possible:-

Bank accounts

Other financial documents

Expenditure

Family

history

Record any comments made or explanations given