Direct payments set up process

Single Assessment identifies an unmet need

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Fieldwork team manager & allocated caseworker discuss best option to meet unmet need including in-house provision - Community & Home Support, Short Breaks, Direct Payments etc

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Direct Payment identified as a possible option

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Allocated caseworker meets with parent/carer to discuss options and explain how a direct payment works ┄┄→ Give family a copy of the Direct Payments Policy

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If the parent/carer wishes to apply for a direct payment they read and sign a 'Requesting a direct payment' (DP01) form ┄┄→ Parent/carer to sign 'Requesting a Direct Payment' (DP01) form

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Allocated caseworker submits an 'Application for a Resource' form to VCM requesting a direct payment ┄ ┄ ┄→

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VCM Panel accepts or declines request for Direct Payment
(DHoS level or above only)

┄→ If declined, see individual outcome

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If accepted, a Direct Payment Agreement (DP03) and New Customer Form (DP04) is drawn up and sent to parent/carer/representative to complete

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Parent/Carer returns signed Agreement and completed New Customer Form - new supplier process is completed and payments are set up on LCS/ControCC with Finance Department

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Direct Payment pack is sent to parent carer, including:
1. Initial Payment confirmation letter
2. Financial monitoring guidance & Spending forms (DP05/DP06)
3. Copy of counter-signed Agreement (DP03)
4. 4-weekly payment schedule

→ **Review process commences**

The 'Application for a Resource' must be accompanied by:

1. Single Assessment which covers:

➢ need
➢ ability of parent/carer to maintain a Direct Payment package
➢ why the proposed support is cost effective
➢ Which rate of DP is being requested and why
➢ Details of any set up costs to be included - see Rates structure (DP02)
➢ Details of any representative and/or payroll service to be included in contract

2. Signed 'Requesting a direct payment' (DP01) form