

Children, Young People and Family Services

Section 17 Payments - Guidance

1	Introduction	2
2	The Legal Framework	2
3	Welfare Rights Service	3
4	Citizens Advice Hull and East Riding	3
5	Hull City Councils Immediate Financial Help	4
	5.1 Community Crisis Payment	4
	5.2 Community Support Grant	4
	5.3 Discretionary Housing Payment	4
6	Household Support Fund	4
7	Charities	4
8	Health Start Scheme	5
9	Foodbanks	6
10	Section 17 Payments	6
	10.1 One off Section 17 Payments to Parents and those with Parental Responsibility	7
	10.2 Occasional Section 17 Payments to Parents and those with Parental Responsibility	7
	10.3 Occasional Section 17 Payments to those without Parental Responsibility	7
	10.4 Exceptional Regular Payments	8
	10.5 Direct Payments Children with Disabilities	8
	10.6 No Recourse to Public Funds	9
	10.7 Emergency Accommodation	9
11	Section 17 Payment Process	9
	11.1 Approvals	10
	11.2 Local Assistance Payments	10
	11.3 Cash Payments	10
	11.4 P Card Payments	11
	11.5 Public Transport	11
	11.6 Purchase Orders	12
	11.7 Gift Cards / Vouchers	11
12	Section 17 Payments Monitoring	12
	12.1 Costs Tab	12
	12.2 Reviewing Payments Received	12
	12.3 Regular Payments	12
13	Government Acts and Hull City Councils Guidance	12
14	Flowcharts	13

Updated August 2025

To be Reviewed Annually

Next Review Date April 2026

Section 17 Guidance 15th July 2016

Reviewed August 2025

Version 2.2

Final Version.

Next Review – 01.04.2026

1. Introduction

The following is intended to guide staff as to the circumstances in which payments may be made to be families of **Children in Need** under Section 17 of the Children Act 1989.

Section 17 refers to a piece of law (Section 17 Childrens Act 1989) that places a duty on councils to meet the needs of children who are in their area who are in need, to promote the upbringing of such children by their families, by providing a range and level of services appropriate to those children's needs.

The law says that councils can provide accommodation, giving assistance or in cash support to meet children's needs, facilitate the provision by others (including in particular voluntary organisations) of services; may make such arrangements as they see fit for any person to act on their behalf in the provision of any such service.

2. The Legal Framework

17 Provision of services for children in need, their families and others.

- (1) It shall be the general duty of every local authority
 - (a) to safeguard and promote the welfare of children within their area who are in need; and,
 - (b) so far as is consistent with that duty, to promote the upbringing of such children by their families,
 by providing a range and level of services appropriate to those children's needs.
- (3) Any service provided by an authority in the exercise of functions conferred on them by this section may be provided for the family of a particular child in need or for any member of his family, if it is provided with a view to safeguarding or promoting the child's welfare.
- (4) Before determining what (if any) services to provide for a particular child in need in the exercise of functions conferred to them by this section, a local authority shall, so far as it reasonably practicable and consistent with the child's welfare:
 - (4a) ascertain the child's wishes and feelings regarding the provision of those services; and,
 - (4b) give due consideration (having regard to his age and understanding) to such wishes and feelings of the child as they have been able to ascertain.
- (5) Every local authority—
 - (a) shall facilitate the provision by others (including in particular voluntary organisations) of services which to provide by virtue of this section, or section 18, 20,
 - (b) may make such arrangements as they see fit for any person to act on their behalf in the provision of any such service.
- (6) The services provided by a local authority in the exercise of functions conferred on them by this section may include providing accommodation and giving assistance in kind or in cash.
- (7) Assistance may be unconditional or subject to conditions as to the repayment of the assistance or of its value (in whole or in part).
- (8) Before giving any assistance or imposing any conditions, a local authority shall have regard to the means of the child concerned and of each of his parents.

- (9) No person shall be liable to make any repayment of assistance or of its value at any time when he is in receipt of universal credit (except in such circumstances as may be prescribed), of income support under Part VII of the Social Security Contributions and Benefits Act 1992, of any element of child tax credit other than the family element, of working tax credit, of an income-based jobseeker's allowance or of an income-related employment and support allowance.
- (10) For the purposes of this Part a child shall be taken to be in need if—
- (a) he is unlikely to achieve or maintain, or to have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision for him of services by a local authority under this Part;
 - (b) his health or development is likely to be significantly impaired, or further impaired, without the provision for him of such services; or
 - (c) he is disabled,
- and “family”, in relation to such a child, includes any person who has parental responsibility for the child and any other person with whom he has been living.
- (11) For the purposes of this Part, a child is disabled if he is blind, deaf or dumb or suffers from mental disorder of any kind or is substantially and permanently handicapped by illness, injury or congenital deformity or such other disability as may be prescribed; and in this Part—
- “development” means physical, intellectual, emotional, social or behavioural development; and
 - “health” means physical or mental health.

3. Welfare Rights Service

The Welfare Rights Service is a council-run, specialist, benefit advice service which provides advice, advocacy and representation. The aims of the team are -

- to provide a resource to council staff to delivery specialist benefit advice and training
- to provide a specialist benefit advice and representation service to Hull residents, which is free, independent and confidential. It aims to meet increasing demands for advice
- to enable individuals to protect fundamental rights and resolve legal disputes
- to tackle disadvantage and promote social and financial inclusion
- to work with providers to ensure advice services are integrated

We have experienced Welfare Rights Officers that can help with benefit matters that involves challenging adverse decisions. To access Welfare Rights Services email – welfare.rights@hullcc.gov.uk telephone: 612130/1 or complete the [Welfare Rights Service - Consultancy Service](#) referral form, under ‘How can we help you?’ check Full Benefit Assessment.

4. Citizens Advice Hull and East Riding

Citizens Advice Hull and East Riding are an independent, local charity providing free, confidential, and impartial advice to people in Hull and the East Riding of Yorkshire for more than 85 years. We help people overcome their problems and advocate for change to improve lives. They provide advice on issues such as:

- Debt and money
- Housing and homelessness
- Energy
- Welfare benefits
- Employment rights
- Consumer issues

They support people face-to-face, by phone, and online.

Website: [Citizens Advice](#) Telephone: 0808 278 7981 Request Advice Form: [Request Advice Form](#)

5. Hull City Council's Immediate Financial Help

Hull City Council offer local assistance schemes which can be accessed for immediate financial help.

5.1. Community Crisis Payment

[Community Crisis Payment](#) (CCPs) are part of our local assistance scheme. CCPs are for applicants who are unable to meet their immediate short term needs either, in a crisis in relation to some expenses or as a consequence of a disaster. Expenses that can be considered whether the need arises from a crisis, or a disaster are daily living expenses such as: food, toiletries and fuel, meeting the cost of repaying emergency credit on a gas or electrical prepayment meter, so that supply of fuel can be maintained or restored, emergency travel expenses where the applicant is stranded away from home in a disaster.

To make a claim; complete form online [How to make a claim | Community Crisis Payment | Hull](#)

5.2. Community Support Grant

[Community Support Grant](#) (CSGs) are part of the local assistance scheme. CSGs are to help vulnerable applicants live independently in the community. Providing financial assistance for such items as: furniture or furnishings, minor repairs and redecoration, white goods, certain travel expenses, and or clothing. To make a claim; complete form online [How to make a claim | Community Support Grant | Hull](#)

5.3. Discretionary Housing Payment

[Discretionary Housing Payment](#) is for people who need extra help with their rent. This could be when certain benefits do not meet the value of their rent or to secure a tenancy. Benefits include housing benefits and the housing cost element of Universal Credit. A discretionary payment to help towards these payments are made if individual suffering severe financial hardship as a result or if tenancy is at risk. To make a claim; complete the form online [Making a claim | Discretionary Housing Payment | Hull](#)

6. Household Support Fund

The Household Support Fund is a government funded support fund administered by Local Authorities. It is up to individual LAs how they spend the fund, but the overall aim is to support residents who are struggling during the cost of living crisis. Hull City Council tenants are getting help through the tenancy sustainment teams; therefore, they are not eligible for Household Support Fund. Non-council tenants have a separate source of support. Non-council renters, application form to apply for funds can be obtained by emailing inclusion@hullcc.gov.uk.

7. Charities

The Joseph & Annie Cattle Trust Fund (Charity number: 262011) welfare.rights@hullcc.gov.uk

- Aims to ensure that a person's basic needs are met,
- Awards are not cash; instead, goods and services are provided,
- Hull City Council administer funds on behalf of the Joseph & Annie Cattle Trust

The Mother Humber Memorial Fund (Charity Number: 225082) [The Mother Humber Memorial Fund](#)

- Relief of poverty and distress within the city of Kingston upon Hull.
- Assistance includes the supply of electrical 'white goods' and essential furniture, clothing and bedding although all other types of appeals are considered, limited to £500.

Family Fund (Charity Number: 1053866) [Can I apply? - Family Fund](#)

- Help with essential items relating to the needs and wellbeing of a disabled or seriously ill child or young person and their family.
- Assistance includes support of kitchen appliances, family breaks, laptops, furniture, bedding, clothing, hospital visiting costs, play equipment and many other items.

Children Today Charitable Trust (Charity Number: 1137436) [Children Today](#)

- Grants for mobility equipment

British Gas Energy Trust (Charity Number: 1179578) [Grants Available - British Gas Energy Trust](#)

- Grants to clear domestic gas and electricity debts owed to British Gas and other suppliers

The League of the Helping Hand (Charity Number: 208792) [LHH – League of Helping Hand; Linking Help with Hope](#)

- One-off grants up to £250 towards items including, essential household goods, specialist equipment and carer breaks.

Buttle UK (Charity Number 313007) [Home - Buttle UK](#)

- Funds for critical household items such as gas or electric cookers, essential household items, furniture and kitchen equipment, clothing in exceptional or emergency situations, baby equipment, fridges and freezers, washing machines, children's beds and bedding.
- Maximum grant £300 (only one item considered)

The Heinz, Anna and Carol Kroch Foundation [hakf50@hotmail.com](#)

- Support people experiencing severe poverty, on-going medical problems, domestic violence or homelessness
- Grants of £100 to £200

Carers Trust (Charity Number: 1145181) [Grants & Financial Support for Carers](#) | [Carers Trust](#)

- Grants of up to £300 for essentials for carers

The Glasspool Charity Trust (Charity Number: 214648) [Glasspool Charity Trust](#)

- Grants for white goods, beds and bedding, essential household items and other household goods, clothing, including school uniforms.

Percy Bilton Charity (Charity Number: 1094720) [The Percy Bilton Charity](#)

- Assistance is given to individuals in need.
- Supported housing schemes and educational and training projects to encourage disadvantaged young people who may be homeless and/or unemployed away from crime, substance/alcohol misuse and homelessness.

8. Healthy Start Scheme

Pregnant mothers or parents who have children under the age of four, could get help to buy food and milk with NHS Healthy Start. If mothers are more than 10 weeks pregnant or have a child under 4, they may be entitled to get help to buy healthy food and milk. If eligible, they will be sent a Healthy Start card with money on it that you can use in some UK shops.

You can use your card to buy -

- plain liquid cow's milk
- fresh, frozen, and tinned fruit and vegetables

- fresh, dried, and tinned pulses
- infant formula milk based on cow's milk

Check eligibility for the Healthy Start scheme on the [Healthy Start](#) website.

9. Foodbanks

Hull Foodbank vouchers are available from Front of House which can be used at Foodbanks in Hull.

Hull Foodbank

Jubilee Central
Waltham Street,
Hull HU1 3SL
Hull Foodbank (West)
St Martin's Church
Hull HU4 6DD

Hull Foodbank (East)

The Well, The Mount Retail Park
Mount Pleasant
Hull HU9 2BN
Hull Foodbank (North)
The Orchard Centre
Orchard Park Road
Hull HU6 9BX

Parents and carers of children from birth to 11 years old, and expectant parents can become members of FareShare. They can collect a bag of food weekly from their local Family Hub. To register contact your local Family Hub.

The Goodwin Pantry

The Goodwin Trust (The Octagon)
The Octagon Family Hub
Walker Street,
Hull, HU3 2RA

- Acorns Family Hub, Nester Grove, HU9 4DB
- Fenchurch Family Hub, Fenchurch Street, HU5 1JF
- Lemon Tree Family Hub, 2 Lothian Way, HU7 5DD
- Little Stars Family Hub, 95 Preston Road, HU9 3QB
- Longhill Family Hub, 160 Shannon Road, HU8 9RW
- Marfleet Family Hub, Preston Road, HU9 5AN
- McMillan Family Hub, 21st Avenue, HU6 8HS
- Mersey Family Hub, Mersey Street, HU8 8TX
- Parks Family Hub, Courtway Road, HU6 9TA
- Priory Family Hub, HU5 5RU
- Rainbow Family Hub, Wheeler Street, HU3 5QE

10. Section 17 Payments

Before assistance is offered under Section 17 it is expected that families will have maximised their income from other sources. This will include benefit maximisation as well as consideration must also be given to the possibility of obtaining assistance from Hull City Councils Immediate Financial Help, Welfare Rights Services, Household Support Fund, Charities, Health Start Scheme and/or Foodbanks.

The Local Authority should be the last resort when all other efforts to obtain financial assistance has failed.

10.1. One off Section 17 Payments to Parents and those with Parental Responsibility

Section 17 payments to those with parental responsibility will never take the form of a regular allowance. They will rather be a one off payment designed to overcome a cash crisis, which would otherwise have an unacceptable impact on the care of the children in the family.

- In a crisis to enable a child to remain with family.
- Emergency situations to prevent unnecessary suffering to safeguard and promote the welfare of child e.g. absence of heating and light, a very basic standard of childcare.

- Families who are in receipt of benefit payments and have no food for their children; in these circumstances the worker must contact Local Assistance Team/Welfare Rights Service to confirm the information is correct.
- For children with disabilities to minimise the immediate effects of their disability.
- Where a child is suffering or likely to suffer ill treatments at the hands of someone in the household, and that person proposes to move out, assistance to that person to enable them to obtain alternative accommodation.
- Parents who are fleeing domestic violence with a child and have no means to providing for the child's basic needs.
- Accommodation or subsistence to children without access to public funds, these families must be approved by Head of Service in line with No Resource to Public Funds Guidance. [NRPF Guidance](#)
- Homeless 16 and 17 years old who need help with costs associated with obtaining temporary or permanent accommodation; Homelessness Protocol must be implemented. [Homelessness Protocol](#)

Exceptionally occasional payments may also be made to meet a special need on the part of a child, which would not otherwise be met.

- | | |
|------------------------------|---------------------------|
| • Food | • Clothing |
| • Toiletries | • Household fuel payments |
| • Nappies and baby milk | • Household equipment |
| • Childrens safety equipment | |

Items will be either purchased via a purchase order, P Card, Paypoint, gift cards / vouchers only in exceptional circumstances will cash will be issued. Consistent with the wording Section 17, such payments will be 'exceptional' and will consist of the minimum amount required to reasonably meet the assessed need.

10.2. Occasional Section 17 Payments Parents and those with Parental Responsibility

Consideration of such payments see 'Request for Payment' approval officer limits the basis of the decision (including any amounts) must be clearly recorded.

10.3. Occasional Section 17 Payments to those without Parental Responsibility

Section 17 can be used to support extended family members and family friends to assist in the care of children at a time of crisis.

Whenever the need for alternative arrangements to care for children is assessed as being required, social workers are required to assist parents to consider the scope for a child's care needs to be met by extended family members and friends. Such arrangements must always be explored in partnership with parents as an alternative to a **child becoming Looked After**. In such circumstances the arrangements for placement are made between the parents and the carers and the role of Children's Social Care is limited to assisting the parties to make the arrangements and to advise regarding benefit claims etc.

While most 'kinship care' arrangements are established without Children's Social Care involvement, there are occasions when financial assistance is required to support such placements. As children placed through such arrangements are not looked after, any such support is provided under Section 17.

Generally, family or friend carers will obtain the finance necessary to support the child from the parents or be claiming welfare benefits and, in these circumstances Section 17 assistance will be limited to

occasional payments designed to overcome a cash crisis, which would otherwise have an unacceptable impact on the care of children. Exceptionally occasional payments may also be made to meet a special need on the part of a child, which would not otherwise be met.

Consistent with the wording of Section 17, such payments will be 'exceptional' and will consist of the minimum amount required to reasonably meet the assessed need. Consideration of such payments must be at Group Manager and the basis of the decision (including any amounts) must be clearly recorded.

N.B. Support payments for children who are looked after by kinship/connected carers, these payments are administered by Corporate Finance on behalf of the Fostering Service the payments are within the Temporary Approval Process. Please contact Fostering Service for support in requesting a payment.

10.4. Exceptional Regular Payments

Section 17 assistance is limited to 'One off Payments and 'Occasional Payments' as outline above. In very exceptional circumstances however, regular payments may be made as follows:

- Regular payments made to persons with parental responsibility can only be made after a **Welfare Rights Service Full Benefits Assessment** has been undertaken. [Welfare Rights Service - Consultancy Service](#).
- Regular payments for parents who have 'No Recourse to Public Funds' can only be made once prior online approval has been granted by Head of Service. [NRPF Guidance](#)
- Regular payments can only be made to family/friends whose income is below the specified 'needs allowance' for the family and child and who are not entitled to claim welfare benefits to supplement this.
- Regular payments **should never take the form of a regular allowance**, and to ensure they are **not a substitute for benefits payments**.
- Regular payments for looked after children are paid by corporate finance, Fostering Service should be contacted.

Consideration of the need for a regular payment **must be approved by Head of Service** providing them with the **outcome of the Welfare Rights Service Full Benefits Assessment** and any payment arrangements must be reviewed at 3 weekly intervals. The basis of the decision (including the amounts) must be clearly recorded.

10.5. Direct Payments Children with Disabilities

All requests for short breaks including respite and personal assistant hours for children with disabilities are presented to the Childrens Disability Short Breaks and CHC Panel, chaired by the Head of Service of Childrens Disability Service.

A Short Breaks Panel request form [Appendix 1] will need to be completed by the allocated worker and sent to their team manager for management oversight. Once this has been completed it should be forwarded to the Childrens Disability Panel inbox where a date and time will be allocated for the child's lead worker and their team manager, to present the request to the panel members.

After the panel a Parent Carer Panel Decision letter will be sent to the allocated worker, who will deliver the letter to parents/carers and discuss the panel decision face to face. All paperwork for agreed PA

hours will all be sent to the allocated worker for completion with the parents/carers. These are to be returned electronically to direct.payments@hulcc.gov.uk.

All payment are processed by the Childrens Disability Team. A minimum of an annual review is required of the ongoing support package. Panel may request a review earlier that this and a date will be allocated. Audits of direct payment accounts are carried out by corporate finance, requested paperwork must be provided by parent/carer when an audit is triggered.

10.6. No Recourse to Public Funds

There is no statutory guidance relating to the delivery of support to families with no recourse to public funds and statutory guidance for social workers does not specifically mention children in no recourse to public funds households. [NRPF Guidance](#).

No Recourse to Public Funds (NRPF) is an immigration condition restricting access to public funds, including many mainstream benefits such as welfare and housing.

Despite the NRPF condition, families and individuals may have a right to financial support (accommodation and subsistence) from social services to avoid destitution or because of complex health needs.

In these cases, the local authority has a duty to support the accommodation and subsistence costs of residents with NRPF. These cases are often complex to identify, assess and resolve and unpredictable in terms of how much they cost and how long they last.

10.7. Emergency Accommodation

When Hull City Council Housing Team have dispensed their duties under Housing Law, responsibility defaults to Children's Services under the Childrens Act 1989, S17 as child is now considered a 'Child in Need' due to homelessness.

Team Manager should liaise with their Group Manager/Head of Service for approval to seek emergency accommodation and the number of nights/weeks the accommodation can be agreed for; regular review points must be agreed and recorded as management oversight.

All payments must have relevant approval, by completing 'S17 Payment Request Form' on Liquidlogic.

11. Section 17 Payment Process

Prior to a Section 17 payment/service issued, P Card payment placed, order processed **approval must be obtained from the relevant approving manager dependant on the value of the payment and or the regularity of Section 17 request.** A S17 Payment Request Form must be completed [Appendix 2], the approved form must be completed on a child's record on Liquidlogic, the approved form should be uploaded when applying for Local Assistance or presented to Front of House for a cash payment, P Card payment or purchase order place.

The parent/carer who is receiving the Section 17 payment **must** provide their **NI Number** mandatory field on S17 Payment Request form. **NB** record on the relevant adult record on Liquidlogic under 'Identity' for future reference.

11.1. Approvals

The 'S17 Payment Request Form' should be completed for each payment requested, the amount and the regularity the following approval is required:

Reason for Payment	Cash up to value of:	Approval Required by
--------------------	----------------------	----------------------

<i>One off Section 17 Payments to Parents and those with Parental Responsibility</i>	£50.00	Team Manager
	£100.00	Group Manager
	Above £100.00	Head of Service
<i>Occasional Section 17 payments to parents and those with parental responsibility</i>	£50.00	Team Manager
	£100.00	Group Manager
	Above £100.00	Head of Service
<i>Occasional Section 17 Payments to those without Parental Responsibility</i>	£50.00	Team Manager
	£100.00	Group Manager
	Above £100.00	Head of Service
Exceptional Regular Payments - All regular payments		
<i>Dependant on the outcome of Welfare Rights Service Full Benefits Assessment.</i> <i>NB: Multiple one off S17 payments are classed as a exceptional regular payment.</i>		Head of Service

11.2. Local Assistance Payments

When applying through the Local Assistance Team for a Section 17 payment the online 'Apply for a Crisis Payment' on line form should be used, Community Support Grant (CSGs) [Online application](#) follow the forms instructions, from the 'I want to make an application for' choose 'S17 – Social Workers Only', organisation HCC, inserting member of staff's details who is applying for the payment prior to then inserting parent's details. **Parents National Insurance number must be inserted.**

Discretionary Award Items must be selected along with the reason Section 17 payment requested, date last payment received, and the amount and type of last payment received.

Preferred payment method is required these can be: Paypoint SMS voucher to customer, Paypoint SMS voucher to Social Worker or Paypoint Voucher with ID to be collected. Should the parent have a bank account their account details will be required so they can be paid into their bank account.

Amount required must be entered along with member of staff's email address should Local Assistance Team need to contact them regarding the claim. Family income information is required of the parent(s) along with child/ren's details.

All payments must have relevant approval, by completing 'S17 Payment Request Form' on Liquidlogic, a copy of the approved S17 Payment Request Form should be uploaded along with any other supporting benefits documentation prior to submitting the claim request.

All payments issued by the Local Assistance Team are checked against approved S17 Payment Request Forms.

11.3. Cash Payments

Wherever possible, purchases must be made through the Oracle iProcurement system with approved suppliers. Where the Council has a contract in place for the supply of goods or services, that contract must be used and orders placed through the Oracle iProcurement process. If you are unsure whether a contract exists for the supply of goods or services, please contact the Procurement Team on 613582.

Petty cash must only be used for small, urgent one off items under £50; with prior approval from the relevant approving manager dependant on the value of the payment regularity.

All receipts must be retained as evidence of the expenditure to enable, if appropriate, VAT to be reclaimed from HMRC, receipts must be given to Front of House member of staff who issued the cash. Should you make a payment by your own credit card you should submit a request for reimbursement via i-expenses you will not be reimbursed with petty cash.

All payments must have relevant approval, by completing 'S17 Payment Request Form' on Liquidlogic. Heads of Service and Group Managers will be advised of cash payments made where no receipt has been provided as evidence of the expenditure.

All cash payments issued via petty cash are checked against petty cash reconciliation documentation.

11.4. P Card Payments

Wherever possible, purchases must be made through the Oracle iProcurement system with approved suppliers. Where the Council has a contract in place for the supply of goods or services, that contract must be used and orders placed through the Oracle iProcurement process. If you are unsure whether a contract exists for the supply of goods or services, please contact the Procurement Team on 613582.

A P Card can be used to make purchases of goods for which the cardholder has prior approval from the relevant approving manager dependant on the value of the payment regularity, if the value of the purchase is within the credit limit allocated to the card and within the Request for Payment approval limit.

All payments must have relevant approval, by completing 'S17 Payment Request Form' on Liquidlogic. Receipts must be obtained; payment should be reviewed on the RBS portal as soon as practicable possible after the payment has been made using the correct cost centre and subjective code ensuring the VAT amount is correct, a copy of the approved Payment Request Form should be uploaded along with the receipt.

As with personal credit cards the authorised cardholder must be the only user of the Council's Purchase Card. The Purchase Card must never be used by anyone other than the cardholder.

11.5. Public Transport

All payments must have relevant approval, by completing 'S17 Payment Request Form' on Liquidlogic for all requests for Stagecoach, East Yorkshire Motor Services (EYMS) or Trains, prior approval from the relevant approving manager dependant on the value of the payment regularity is required before issuing a ticket to access their services. A request for regularly issuing of tickets for a number of journeys; request should only be for a maximum of three consecutive journey requests.

11.6. Purchase Orders

For all non-cash request for payments, goods, services etc the correct Oracle approval process should be followed in line with Hull City Council Financial Arrangements and New Procurement Act 2023. A 'S17 Payment Request Form' is required to be completed for all requests with prior approval from the relevant approving manager dependant on the value of the payment regularity.

All payments must have relevant approval, by completing 'S17 Payment Request Form' on Liquidlogic. To enable Heads of Services and Group Managers with their budget monitoring each transaction

purchase order; must include the child(s) PID number along order description, please do not include the child(s) or parents' names in line with GDPR.

Dependant on the goods, services or supplier purchase order is for a Contract Purchasing Agreement (CPA) will be required should the rules not be followed then a Dispensation will be required. [Dispense with CPA rules](#).

11.7. Gift Cards / Vouchers

All payments must have relevant approval, by completing 'S17 Payment Request Form' on Liquidlogic for all gift cards or vouchers.

If practicably possible the worker requesting the gift card or voucher should accompany the individual who has been gifted the card or the voucher when they redeem it on goods or services so a receipt can be obtained to enable, if appropriate, VAT to be reclaimed from HMRC, receipts must be given to Front of House member of staff who issued the gift card or voucher.

Gift cards or vouchers should only be used for the purchase it was approved for.

Any balances on gift cards or vouchers should be returned to Front of House staff to ensure we are managing our responsibility of public money.

12. Section 17 Payments Monitoring

In line with Hull City Council Financial Guides, Heads of Service are accountable for monitoring spend from the budgets they are responsible for. To assist with the monitoring and to ensure transparency of all Section 17 payments and processes have been adhered to, reports of expenditure are produced from spend which is recorded on HCC ledgers, verification of this spend will be validated against completed recording of S17 Payment Request Forms on a child's record on Liquidlogic which will be recorded under a child's Costs tab.

12.1. Costs Tab

Upon completion of the S17 Payment Request Form in Liquidlogic the payment details will be linked with ContrOcc (financial system) which will populate all Section 17 expenditure which have been incurred by a child or family.

Costs Tab will show an accumulation of costs incurred, advising of any one off, occasional and regular payment made.

12.2. Reviewing Payments Received

Payments will be reviewed every third week ensuring all payments have followed the Section 17 guidance, S17 Payment Request Form has been completed, and payments have been recorded on relevant payments monitoring systems.

Any anomalies will be identified and escalated to Group Manager/Head of Service for rectification.

12.3. Regular Payments

When a request for an occasional regular payment; second or subsequent payments; Welfare Rights Service Full Benefits Assessment referral form should be completed; who will check household benefits entitlements to ensure they are claiming what they are entitled to; Welfare Rights Service will also explore other council funding options available to them. You will receive a response within 24 hours as to the assessment outcome and whether a subsequent/regular payment should be requested. Copy of the Full Benefits Assessment outcome to be uploaded to the child/ren documents. All requests for occasional regular payment and second or subsequent payments should be presented to the Heads of Service Section 17 request panel for approval prior to any payments being progressed. All requests for

occasional regular payments and second or subsequent payments must have a Full Benefits Assessment completed by Welfare Rights Service.

Ratification of payments will not be approved.

13. Government Acts and Hull City Council Guidance

[Children Act 1989](#)

[New Procurement Act 2023](#)

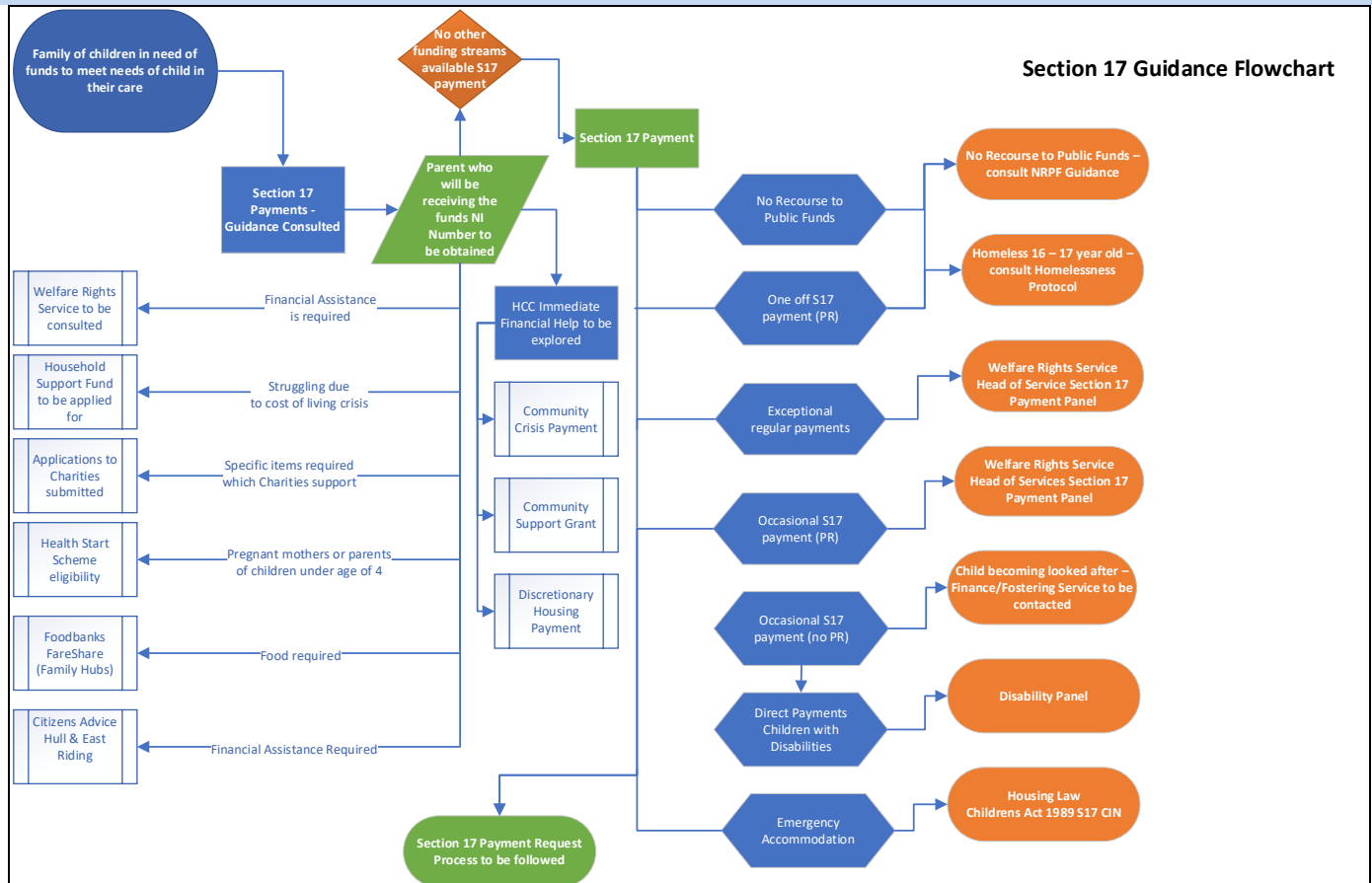
[Petty Cash Protocol](#)

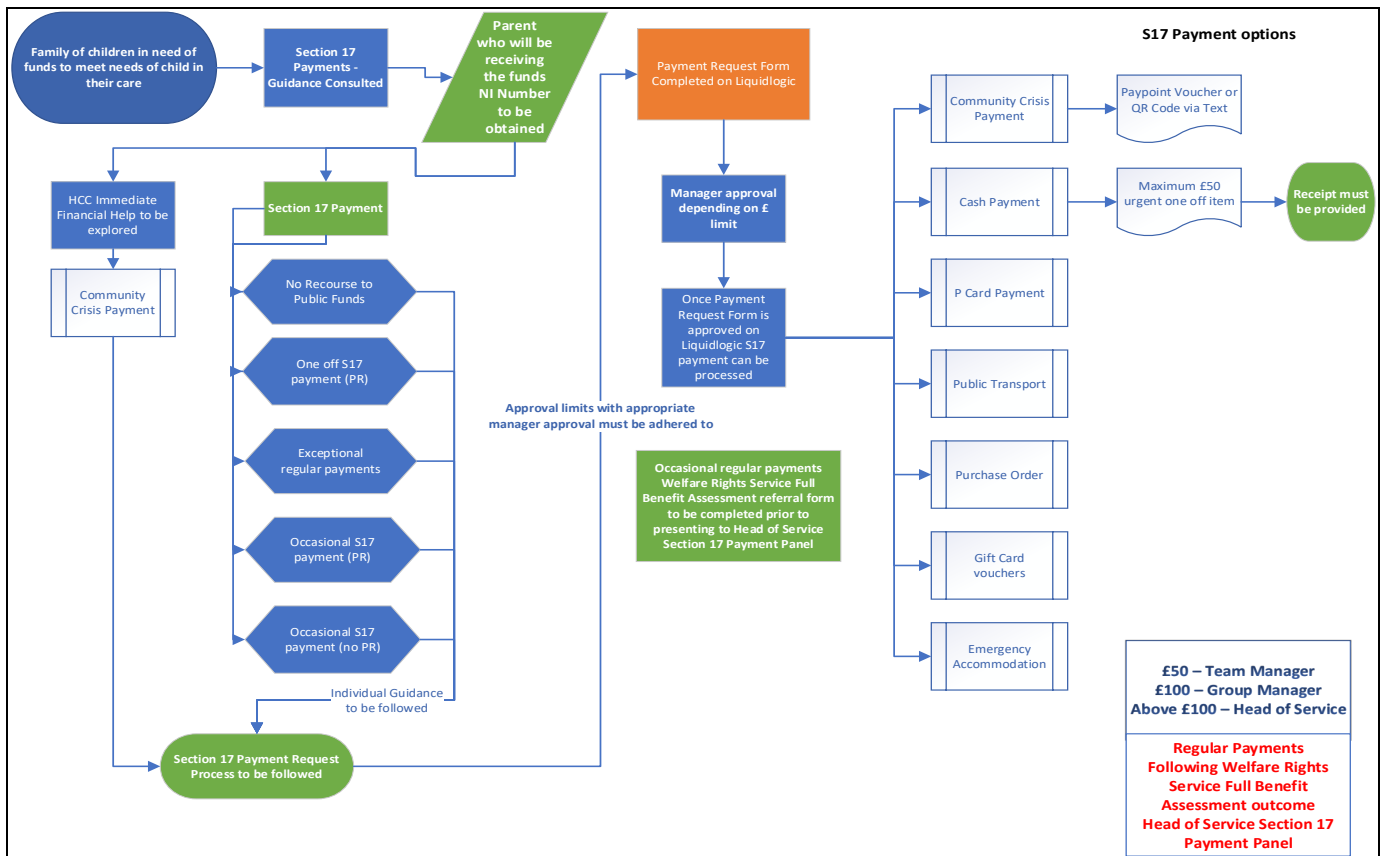
[Children Act 1989 Section 17](#)

[Hull City Council Finance Arrangements](#)

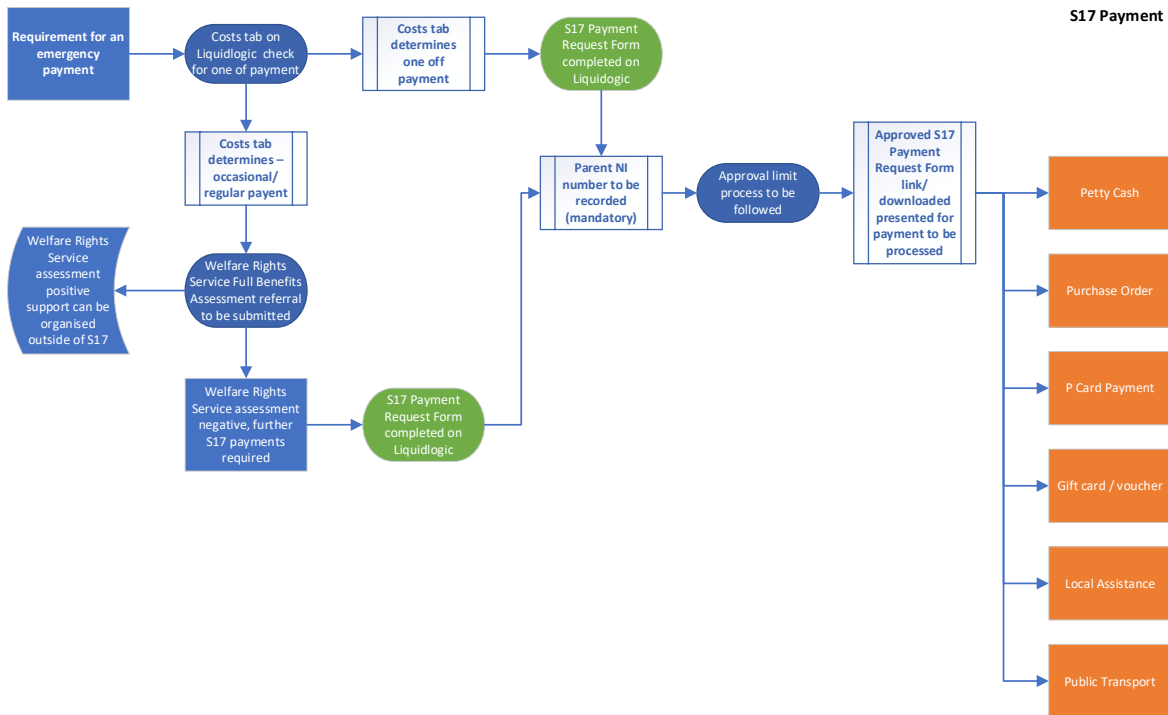
[Purchase Card \(P Card\) Protocol](#)

14. Flowcharts

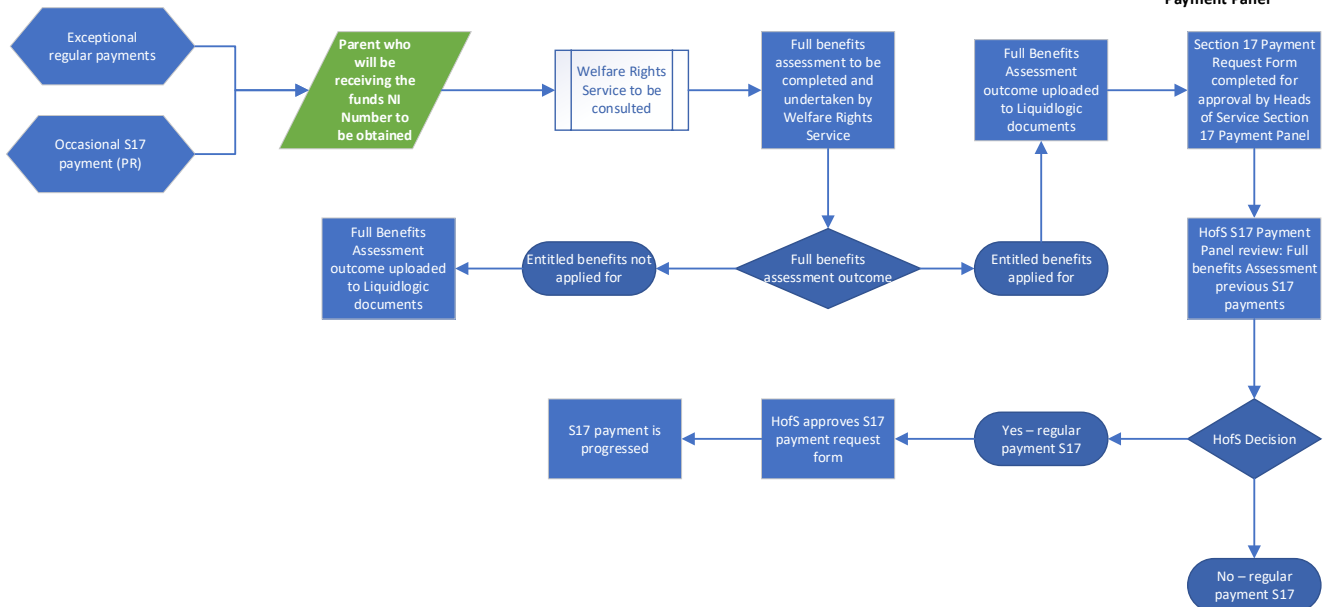




S17 Payment Request Form



Occasional and Regular Payments Section 17 Payment Panel



Appendix 1

Hull City Council Childrens Disability & CHC Short Breaks Panel Request Form

Sections in Blue to be completed by Social Worker or Lead Practitioner.

About the Request	
Form Completed by:	
Contact Details of social worker/ lead practitioner	Email:
	Telephone:
Name of Child/ Young Person	
Date of Birth	
Age	
PID Number	
Year Group at School	
Education Status	
Does this child have a disability?	Y/N
Category of Disability	
Threshold met for Panel? (Discussed during Supervision)	Y/N
Date request received by Panel Administrator	
Panel Date	

Needs of CYP	
Summary of Short Break Need (include any other activities already accessed to help meet need)	
Impact on CYP/ Family	
Level of support required to achieve the outcomes for the CYP/Family	
Social short break activity	
Individual short break activity	
Individual short break activity with a high level of supervision	
Overnight short break	
Family support	

Is this a new request to panel?	Y/N
--	-----

If this is a review, when was the package last at panel?		
Dates required if temporary	Start	End
Details of <u>all</u> current support (including universal, targeted, PA hours, Agency or respite)	*Please include details on how any current support is used and what the benefits of the package are and how these services are working for the CYP/ Family	
If current DP hours in place, please provide details below		
Number of Hours		
Number of Weeks		
Hourly Rate		
Total Cost of package (weekly & annually)		
If a new package has been requested or an amendment to current package, please provide details below of the proposed package		
Number of Hours		
Number of Weeks		
Hourly Rate		
Total Cost of package (weekly & annually)		

Why is The Support Required?
Summary (to include what assessed need the support is for)
What is going well for the CYP/Family? What is not going so well?
If any, what work has been done with the family to meet the need from existing services to provide alternate support or to allow CYP to remain at home?
What are the parents'/carers views?
What is the CYP wishes and feelings?
What other support is in place from other services (Education, Health, DWP)?
If there is a risk of a placement breakdown and what has been done to maintain the placement? What support has been offered to the carers/family and CYP?
What are the immediate needs, safety and/or welfare issues that would be addressed by this support?

Please Describe any additional vulnerabilities the family may be experiencing:
*Please include any additional needs of parents or siblings and whether a referral has been made to adults if necessary
If there is an assessed need for a short break for the carer, what options in the community have already been explored and why are these not suitable?
Are there any Religious or Cultural Beliefs and/ or needs which panel should be aware of
What additional Education Support is in place or has been explored (e.g., EHCP, AP, etc) and how can the support requested help improve these outcomes for the child?
If the young person is aged over 14, has transition planning started with adults? How is this progressing?
*Please include date of referral and name of allocated adults worker if one has been already allocated. Ensure you include information about how the transition is progressing and whether adults have started their own assessment. *Please include information regarding MCA and future care and support planning in relation to MCA.

Financial Assessment	
Has a financial assessment been undertaken?	Y/N *If yes, please attach the assessment details to this package request form *If no, please explain the reason as to why not
Has the social worker discussed this case with welfare rights?	Y/N *If yes, please summarise the discussion which took place
Benefit Details	
*Please include what benefits CYP/Family are in receipt of including what rate/ level	
Does the support request require any additional spend? (Occupational Therapist/ Specialist Equipment/ 2:1 staffing etc)	Y/N *If yes, please list details here

Team/Group Manager
Team/Group Managers comment on the assessment of need for a short break and support request

Team Manager Signature	
Date	

Sections in Green to be Completed by Panel Decision Maker

This section to be completed post panel.

Approval of Support	
Support approved at Panel	Y/N
Summary of The Decision Process at Panel	
Panel Decision (To be copied into Parent/Carer Panel Decision Letter)	
Package Review (3/6/9/12 months)	

Providers	
About The Providers	
Details of Providers	Support Being Provided
1:	
2:	
3:	
4:	
5:	
Contact Details for Each Provider	1. 2. 3. 4. 5.
Has all Quality Assurance been carried out with the Provider and all relevant checks completed BEFORE the CYP has been placed?	Y/N

Have any issues been identified which need addressing with the provider and if so, has an action plan been agreed with the provider to implement/rectify the issues?	Y/N *If yes, please list below
---	--

Costings	
Agreed Price for The Duration of the Agreed Support	
Number of DP Hours	
Number of Weeks	
Hourly Rate	
Total Cost of package (weekly & annually)	
Payment Terms	Monthly/ Termly/ Annual/ In Advance/ In Arrears *
*Uplift to the agreed support can only be authorised by the panel and <u>not</u> by individual workers, on a yearly basis, at the end of the financial year to keep in line with Hull CC budgets. If the uplift is more than 8%, the case <u>must</u> be taken back to panel.	
Who is funding the agreed support?	
If support is joint funded, which services are providing the funding and what proportion?	

Decisions		
Panel Chair		
Name of Panel Chair(s)		
Finance		
Representative at Panel	Name:	
Finance Lead Consulted	Y/N	
Decision Sign Off		
Decision Approved By:		
Chair:		
Date:	Signed:	
Discussion & Decision Recorded By		Date:

A formal decision will be presented to families within 10 working days of panel.

Appeals can be made 14 days after the date of the Parent/ Carer letter. Appeals are to be sent to the panel chair via the Panel Administrator, Danielle Wiles. This can be done via email (Danielle.wiles@hullcc.gov.uk) or post at Childrens Disability Team, Lil Bilocca House, Porter Street, Hull, HU1 2RH.



Section 17 Payment Request Form

CHILDREN(S) DETAILS							
(1)Surname		(1)Forename		(1)PID			
(2)Surname		(2) Forename		(2)PID			
(3)Surname		(3) Forename		(3)PID			
(4)Surname		(4) Forename		(4)PID			
(5)Surname		(5) Forename		(5)PID			
(6)Surname		(6) Forename		(6)PID			
Please include all children who will benefit from the S17 Payment							
PARENT/CARER DETAILS							
Name:		NI Number:		Mandatory			
TEAM DETAILS							
Service Area/Locality:		Workers Name:					
Section 17 PAYMENT DETAILS							
Payment is required for:							
Amount required:		£					
Why has funding been requested?							
I confirm this payment is not a substitute for a benefit payment:			(tick to confirm)				
I confirm Welfare Right Service has been consulted:			(tick to confirm)				
I confirm Citizen Advice have been promoted:			(tick to confirm)				
I confirm if this payment is a 'Crisis Payment' Local Assistance Team will be making the payment.			(tick to confirm)				
Payment to be made via the following method:							
Local Assistance	Purchase Order	Pay point	P Card	Public Transport	Gift card/ Voucher	Cash	Accommodation
Cost Centre:			Subjective Code:				
PLEASE ONLY CODE TO YOUR TEAM COST CENTRE CODING TO ANY OTHER CODE REQUIRES APPROVAL BY THE BUDGET OWNER (Hofs)							
Is this payment required more than once:		Yes	No	If yes, how many?			
APPROVAL IS REQUIRED FOR THIS ARRANGEMENT BY AN ASSISTANT CITY MANAGER							
PREVIOUS PAYMENTS RECEIVED (Last 4 payments)							
1	Reason payment made:						
	Date of payment:						
	Amount paid:		£				
2	Reason payment made:						
	Date of payment:						
	Amount paid:		£				
3	Reason payment made:						
	Date of payment:						

	Amount paid:	£	
4	Reason payment made:		
	Date of payment:		
	Amount paid:	£	
APPROVAL			
Team Manager:		Date	
Group Manager:		Date	
Head of Service:		Date	