

Purchasing a new ongoing Direct Payment

This guide is for setting up a new Direct Payment on Mosaic. For increasing, decreasing or ending an existing Direct Payment, please see the *Amending a Direct Payment Guide*.

Please note, prior to adding a Direct Payment on Mosaic, the practice side of setting up this Direct Payment must be completed:

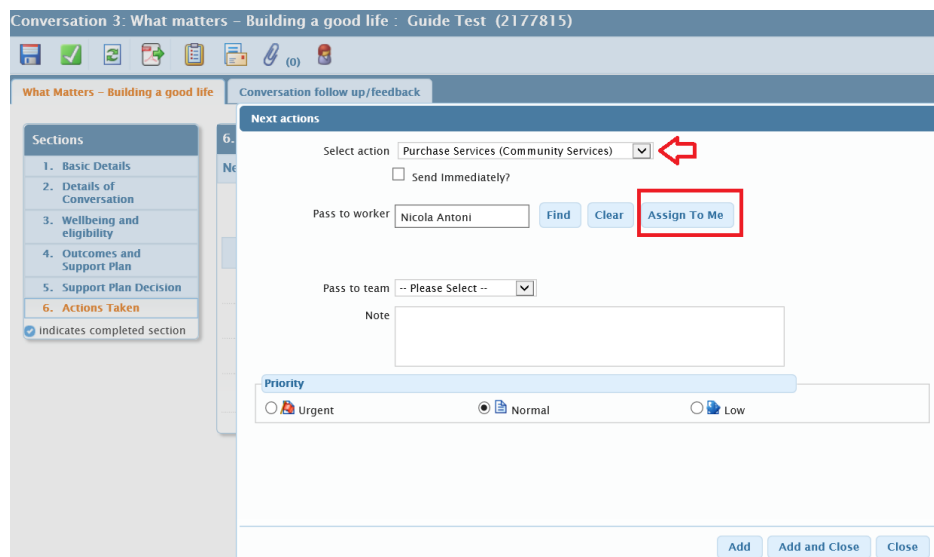
- ✓ You will have the package of care/ service agreed by your manager, and all workflow will be up to date.
- ✓ The individual has been financially assessed (and they're not a self-funder).
- ✓ You will have referred to the relevant payroll company to organise the DP arrangement with the individual, informing them how this DP is to be provided (on a prepaid card or managed payroll), provided information around who will be managing it etc.
- ✓ That payroll company will have confirmed a start date for this DP, so it is ready to be added onto the system, and payments to be made.

The Mosaic process of purchasing a DP, in summary:

- Open a Purchase Service (Personal Budget) workflow step
- Provide the missing information required under the Budget tab
- Add the Direct Payment provision under the Provision and Contributions tab
- Add an element to that Direct Payment provision
- Send for authorisation to your manager
- Once authorised, select a next action of 'Purchasing Outcome'
- Then FINISH with the green tick, and a Purchase Order will be generated.

1. Opening a Purchase Service (Personal Budget) workflow step

You will generate a **Purchase Service (Personal Budget)** step, from your existing workflow. This may be from a Conversation 3 workflow or from a Support Plan Updates/ Review workflow, and the step is otherwise known as Purchase Service (Community Services). You are assigning this to yourself, as you the practitioner are completing the purchasing for Direct Payment.



Conversation 3: What matters – Building a good life : Guide Test (2177815)


What Matters – Building a good life Conversation follow up/feedback

Sections

1. Basic Details
2. Details of Conversation
3. Wellbeing and eligibility
4. Outcomes and Support Plan
5. Support Plan Decision
6. Actions Taken

6. Ne

Next actions

Select action Purchase Services (Community Services) 

Send Immediately?

Pass to worker Nicola Antoni

Pass to team -- Please Select --

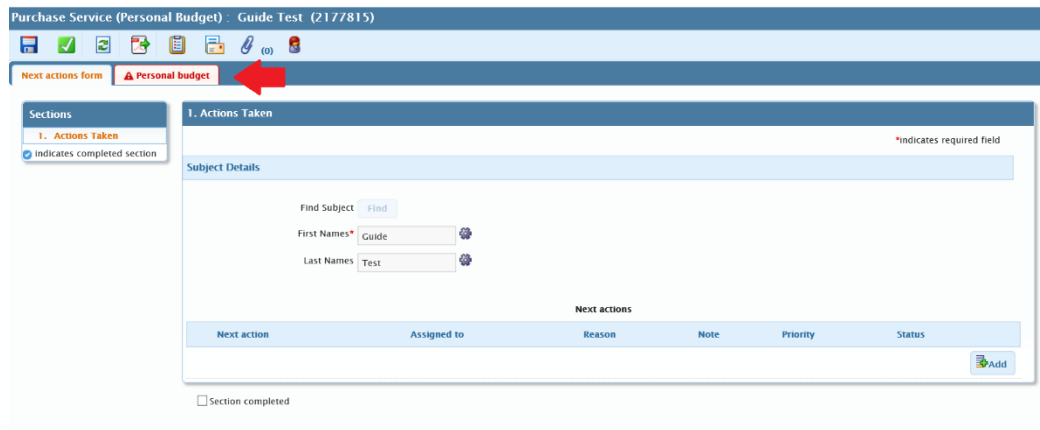
Note

Priority

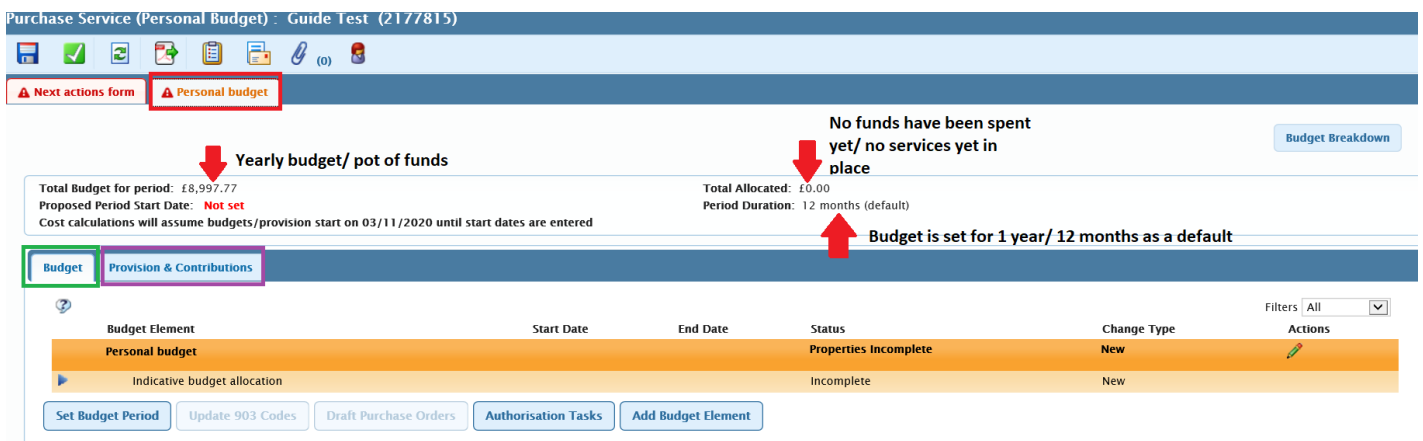
Urgent Normal Low

Navigating the Purchase Service (Personal Budget) workflow step:

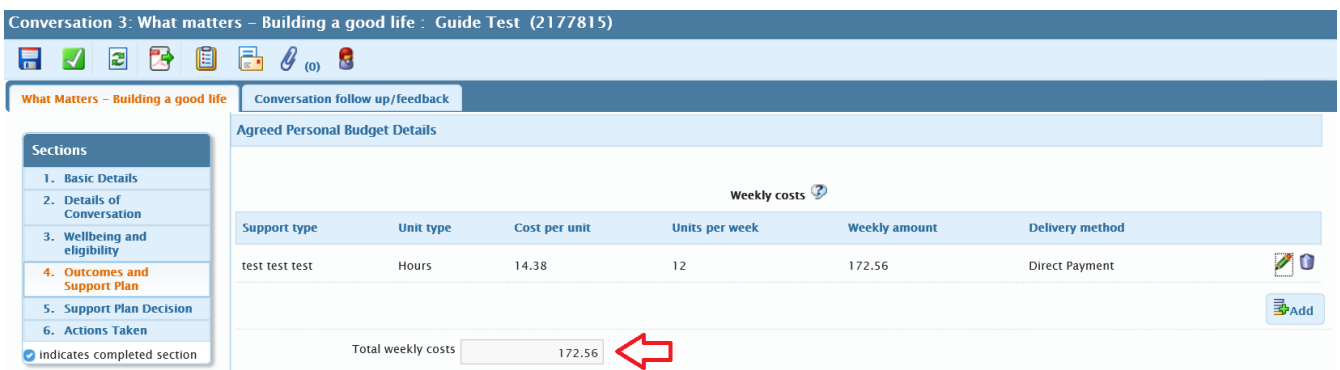
- When you first open this step, you will see two tabs. The 'Next actions' tab can be completed at the end (like every workflow step, a next action is always needed before finishing). To start the purchasing of a Direct Payment, you need to click on the '**Personal budget**' tab:



- When you open the 'Personal budget' tab you will see the following. Take some time to familiarise yourself with this page:



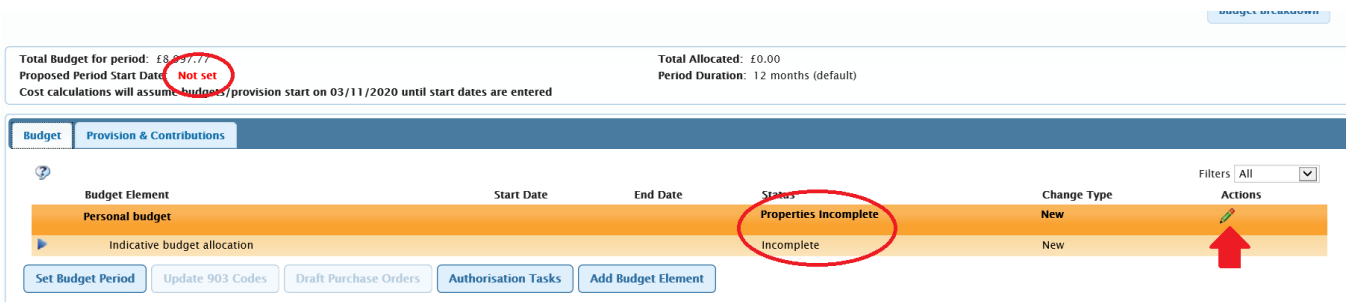
- The **Total Budget for period** is the yearly budget. This amount of money (in this case £8,997.77) is the pot of funds for the year, and will roll over each year unless amended or ended. This is a specific amount of money, as it is generated from your previous workflow step (Conversation 3) when a budget is organised for the first time. When you add to the weekly cost table in your Conversation 3, and state how much money you need each week, it pulls through to your purchasing step as a yearly amount. This ensures you have the correct funds in the purchasing step waiting for you. If it shows as £0 here in the purchasing step, then it means it wasn't entered in the weekly cost table in Conversation 3:



- The **Total allocated**, is the funds spent. It currently shows £0 as this person does not have any services in place yet- therefore we haven't spent any of the budget so far. When services are added, with costs, then this figure will change.
- The **Period duration**, is set for 12 months. This is our default, as our budgets run for 1 year, and then roll over/ start again in the next year and so on.
- You will also note there are two tabs. The **Budget** tab (circled in green) is the tab showing at the moment, and the **Provisions and Contributions** tab (circled in purple). The Budget tab is where you will amend/add anything to do with the budget. The Provisions and Contributions tab is where all services are added.

2. Provide the missing information required under the Budget tab

Please note, you only need to complete the following in this section if the person does not already have an active/current budget. If they currently have other services in place, and you're adding a new Direct Payment to their existing services/ or replacing an existing service with this Direct Payment, then their budget should already be set and you can skip this part (move on to Section 3/ Page 7 of this guide).



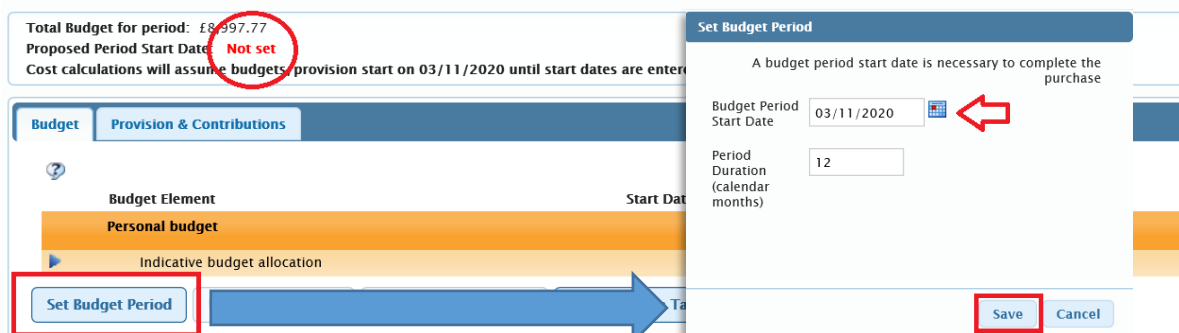
Total Budget for period: £8,997.77
 Proposed Period Start Date: Not set
 Cost calculations will assume budgets/provision start on 03/11/2020 until start dates are entered

Total Allocated: £0.00
 Period Duration: 12 months (default)

| Budget Element | Start Date | End Date | Status | Change Type | Actions |
|------------------------------|------------|----------|-----------------------|-------------|---------|
| Personal budget | | | Properties Incomplete | New | |
| Indicative budget allocation | | | Incomplete | New | |

Buttons: Set Budget Period, Update 903 Codes, Draft Purchase Orders, Authorisation Tasks, Add Budget Element

- You can see there are two things that need to be addressed here under the Budget tab. Firstly, setting the **Proposed Period Start Date**- as it states 'Not set'. The other is the **Properties Incomplete** which needs additional information added before proceeding.
- Setting the **Proposed Period Start Date**: Select 'Set Budget Period' which will open up a box for you to enter the date you want this budget to start from, before selecting 'Save'. The Period duration can be left as '12' to indicate 12 months/ 1 year.
IMPORTANT: Once you've set the budget date, and finished this step, you cannot amend the budget date to an earlier date. You can make it a later date, but not earlier. Please ensure that if you are putting on a Direct Payment retrospectively, that you set the budget date as the date the service started, or before that date.



Total Budget for period: £8,997.77
 Proposed Period Start Date: Not set
 Cost calculations will assume budgets/provision start on 03/11/2020 until start dates are entered

Set Budget Period

A budget period start date is necessary to complete the purchase

Budget Period Start Date: 03/11/2020
 Period Duration (calendar months): 12

Buttons: Set Budget Period, Save, Cancel

- You can now see this date has been added, and the Start Date has been set:

Total Budget for period: £8,997.77
Proposed Period Start Date: 03/11/2020
 Cost calculations will assume budgets/provision start on 03/11/2020 until start dates are entered

Budget
Provision & Contributions

- Next, provide the missing information required under **Properties Incomplete**, using the pencil icon:

Total Budget for period: £8,997.77 **Total Allocated:** £0.00
Proposed Period Start Date: 03/11/2020 **Period Duration:** 12 months
 Cost calculations will assume budgets/provision start on 03/11/2020 until start dates are entered

Budget
Provision & Contributions

| Budget Element | Start Date | End Date | Status | Change Type | Filters |
|------------------------------|------------|----------|------------------------------|-------------|---------|
| Personal budget | | | Properties Incomplete | New | All |
| Indicative budget allocation | 03/11/2020 | | Proposed | New | Actions |

Set Budget Period
Update 903 Codes
Draft Purchase Orders
Authorisation Tasks
Add Budget Element

- Click 'review and amend':

Total Budget for period: £8,997.77 **Total Allocated:** £0.00
Proposed Period Start Date: 03/11/2020 **Period Duration:** 12 months
 Cost calculations will assume budgets/provision start on 03/11/2020 until start dates are entered

▲ Budget Properties are incomplete - review and amend

| Budget Components in this Care Package | Start Date | End Date | Status | Change Type |
|--|------------|----------|----------|-------------|
| Indicative budget allocation | 03/11/2020 | | Proposed | New |

- This will then bring you to this page, with three tabs. The *Summary* tab, is the *Purchaser* tab and *Budget Codes* tab summarised. You can see there is missing information under 'Purchasing team' and under 'Budget codes'. Your team may have pulled through under Purchasing team, but please ensure it's the correct one:

New Personal budget

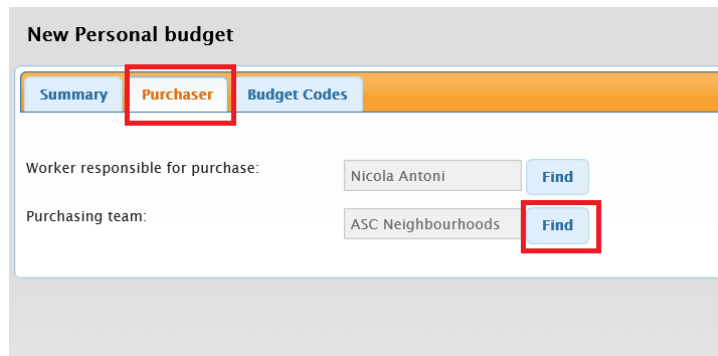
Summary
Purchaser
Budget Codes

| | | | |
|---------------------|----------------------------------|---------------|---------------------------------|
| Purchaser | Worker responsible for purchase: | Nicola Antoni | Missing information here |
| | Purchasing team: | | |
| Budget Codes | Budget Codes: | [None] | |

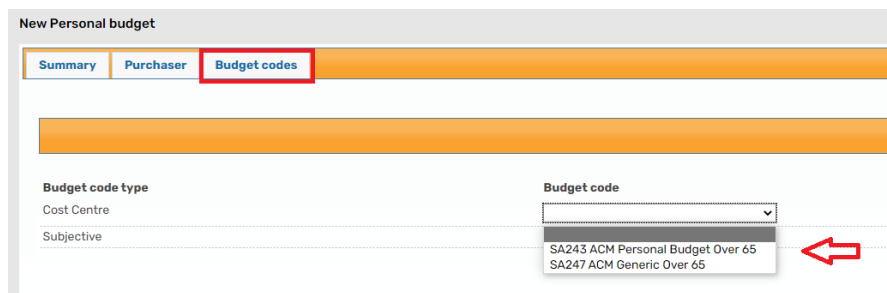
- For instance, if you are in a neighbourhood team, and ASC Neighbourhood Team North has pulled through under ‘Purchasing team’ for example, this will need to be changed to **ASC Neighbourhoods**. This applies to any neighbourhood team.
- If you are in the CYPDS team, you will need to change your Childrens team (CSSW Young People with Disability Transitions Team 14-25 for example), to **CLDS Integrated Team – CYPDS** instead.

This is because not every team on Mosaic has a budget code associated with it. Therefore, if you find there are no budget code options under the Budget Codes tab, then it’s because the team you’re listed under doesn’t match with the service user group on the individual’s front screen to produce a budget code; and it’s likely either your team or the service user group is incorrect for purchasing purposes.

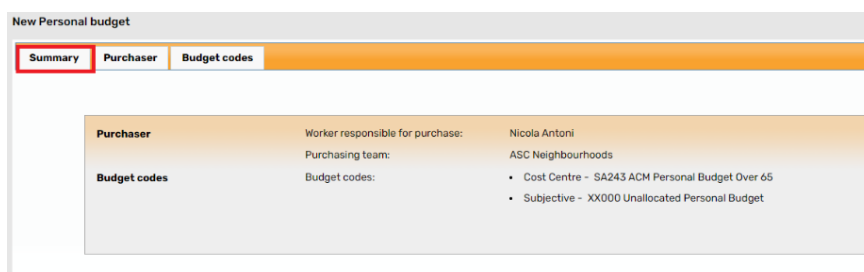
- To change your team, select the **Purchaser** tab, and click ‘Find’ under Purchasing team. Type in the correct team and select it:



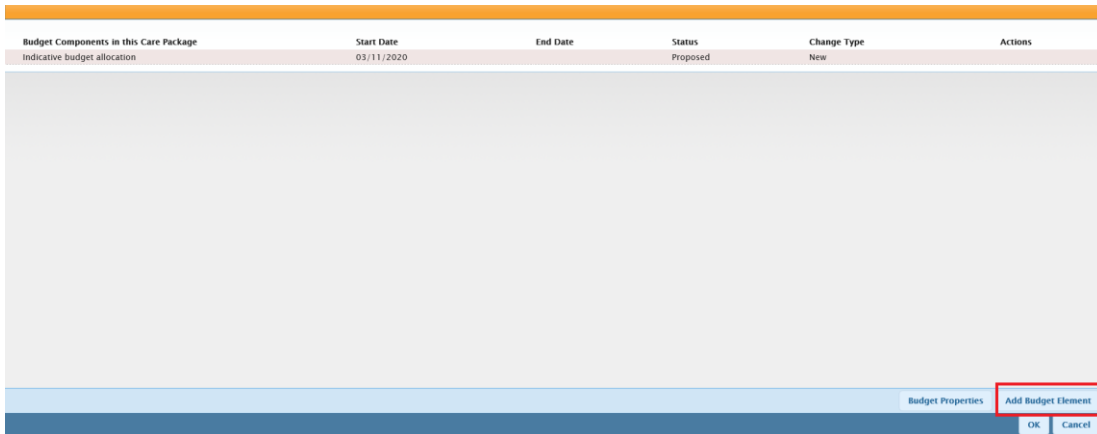
- Then under the **Budget Codes** tab, choose the budget code from the drop-down (if presented with ACM Personal Budget or ACM Generic option, choose ACM Personal Budget). You’ll note they’re both over 65, as the service user group on the individual’s front screen is over 65 in this case.



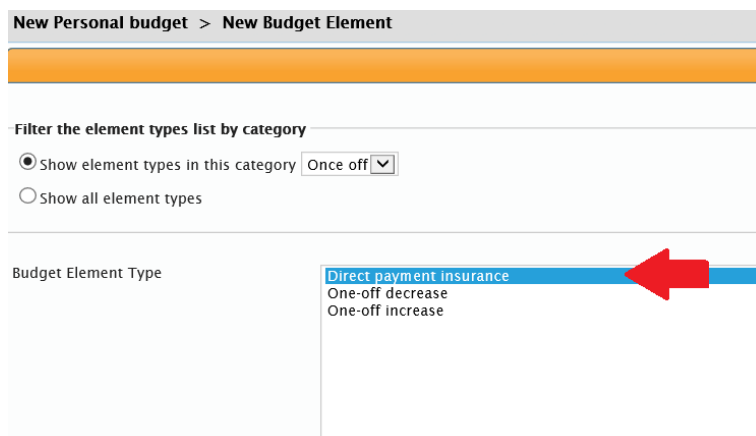
- My Summary tab now shows all information has been added, and there are no longer any properties incomplete:



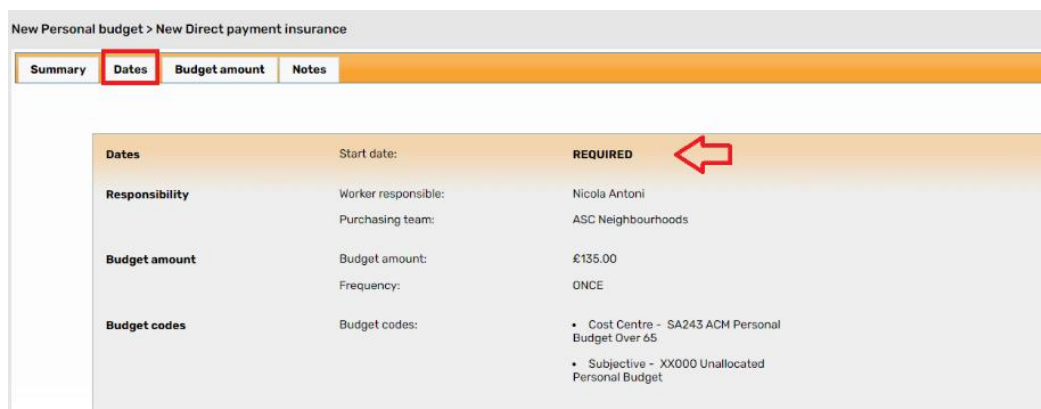
- Select 'OK', and you'll note on this page that the red warning with 'review and amend' has now gone as this has been completed:



- Now you can add **Direct Payment Insurance**. This is required for new Direct Payments, and is not part of the service we are purchasing, but added into the budget instead. Select 'Add Budget Element', circled above.
- Choose Direct Payment Insurance from the list, and select 'OK':



- You will now be brought to this page. If you have entered all the information previously when rectifying the Properties Incomplete part of the budget, such as Purchasing team and Budget Code, then they will be completed here for you already. You simply need to add a 'Start date', under the **Dates** tab. You do not need to amend the Budget amount (it's £135 as standard):





- Enter the date (same date as the new Direct Payment is starting), and select 'OK':




New Personal budget > New Direct payment insurance

Summary **Dates** Budget Amount Notes

Fields marked with a * are required before the service can be purchased.

Start date *  

- This has now been added, and you can select 'OK' again to bring you back to the main page:


| Budget Components in this Care Package | Start Date | End Date | Status | Change Type | Actions |
|--|------------|------------|----------|-------------|---|
| Indicative budget allocation | 03/11/2020 | | Proposed | New | |
| Direct payment insurance  | 03/11/2020 | 03/11/2020 | Proposed | New |   |

- You'll notice that the 'Properties Incomplete' has now been changed to 'Proposed', and we have now sorted everything we need to under the **Budget** tab:

Total Budget for period: £9,132.77
 Proposed Period Start Date: 03/11/2020
 Cost calculations will assume budgets/provision start on 03/11/2020 until start dates are entered

Total Allocated: £0.00
 Period Duration: 12 months

Budget Provision & Contributions

| Budget Element | Start Date | End Date | Status | Change Type | Actions |
|------------------------------|------------|------------|-----------------|-------------|---|
| Personal budget | | | Proposed | New |  |
| Indicative budget allocation | 03/11/2020 | | Proposed | New | |
| Direct payment insurance | 03/11/2020 | 03/11/2020 | Proposed | New | |

3. Add the Direct Payment provision under the Provision and Contributions tab

To purchase a Direct Payment on the system, we add a Direct Payment provision. A 'provision' can be a Direct Payment or a Day Service or Floating Support etc; it's the type of service you are setting up.

- To add a Direct Payment provision, we need to select the **Provisions and Contributions** tab. If any services have ever been provided to this individual, past or present, they will be listed here. In this instance, this individual has never had a service so there is no list.
- To add a provision, simply select '**Add Provision**', circled below:

Total Budget for period: £9,132.77
 Proposed Period Start Date: 03/11/2020
 Cost calculations will assume budgets/provision start on 03/11/2020 until start dates are entered

Total Allocated: £0.00
 Period Duration: 12 months

Budget **Provision & Contributions**

Service/Element Element Type Start Date End Date Status Change Type Actions

- Choose 'Direct Payment' from the Service Group list, and then choose one of the two options that open up under Service:

Add Service – Choose Service Type

Service Group (select first)

- Customer contributions
- Day services
- Direct payments** ←
- Floating Support
- On-going Services Homecare
- Other
- Residential respite
- Shared Lives
- Sheltered housing
- Supported living

Service

- DP Card Scheme ←
- LBC Direct Payment Scheme

- If you have decided with the individual that the Direct Payment will be provided via a prepaid card, then select **DP Card Scheme**. If the Direct Payment is to be provided via managed payroll, choose **LBC Direct Payment Scheme**. Once you've selected an option, click **'OK'**.

➤ **IF YOU CHOOSE DP CARD SCHEME OPTION:**
 (If you are choosing the LBC Direct Payment Scheme option, please proceed to Page 14 of this guide)

- You now need to fill in the relevant information, in the circled tabs below, in relation to the DP you're setting up:

New DP Card Scheme > Change Standard Settings for Service

Summary **Dates** **Purchaser** Provision **Allocated Party** **Budget Codes** Outcomes

Decision date: Start date:

Purchaser Planned end date: Nicola Antoni

Worker responsible for purchase: Nicola Antoni

Purchasing team:

Provision Supplier: Allpay Limited

Allocated Party Allocated person:

Allocated organisation:

Budget Codes Budget Codes: Cost Centre –

Subjective –

Outcomes Desired Outcomes:

- **Dates:** Put the start date of the Direct Payment in. Do not put an end date in if this is an ongoing Direct Payment for the foreseeable future (unless you know the Direct Payment will be ending on a specific date).
- **Purchaser:** This is you the practitioner, so under 'Purchasing Team', ensure the correct team is detailed. (See page 5 of this guide for more information, when we did this with the Budget).
- **Allocated party:** This is the person managing the Direct Payment card. This could be the individual or a nominated person. Under 'Person', select 'Find' and find the person to add here. The person should already be on Mosaic (if it's a nominated person, they should have been added as a personal relationship on the individual's main page). Ignore 'Organisation' here.

New DP Card Scheme > Change Standard Settings for Service

| Summary | Dates | Purchaser | Provision | Allocated Party | Budget Codes | Outcomes |
|---|-------|-----------|-----------|-----------------|--------------|----------|
| Person <input type="text"/> Find Clear | | | | | | |
| Organisation <input type="text"/> Find Clear | | | | | | |

- **Budget Codes:** Again, like with the Budget, choose a budget code from the drop down (if presented with an ACM Personal Budget or an ACM Generic option, choose ACM Personal Budget).
 - The other tabs do not require your attention. The Provision tab has already selected the supplier of Allpay (this is the provider for the prepaid card). The Outcomes tab is optional.
- Your Summary tab of this Direct Payment provision should now look similar to the following:

New DP Card Scheme > Change Standard Settings for Service

| Summary | Dates | Purchaser | Provision | Allocated Party | Budget Codes | Outcomes |
|------------------------|----------------------------------|-----------|-------------------|---|--------------|----------|
| Decision date: | Start date: | | Planned end date: | 03/11/2020 | | |
| Purchaser | Worker responsible for purchase: | | Purchasing team: | Nicola Antoni | | |
| Provision | Supplier: | | Allocated person: | ASC Neighbourhoods | | |
| Allocated party | Allocated organisation: | | Budget codes: | Allpay Limited | | |
| Budget codes | Desired outcomes: | | | Guide Test | | |
| Outcomes | | | | Cost Centre - SA243 ACM Personal Budget Over 65 | | |
| | | | | Subjective - | | |

- Then **select 'OK'**.

4. Now, we add an element (add a cost) to this Direct Payment. You will have noticed we haven't yet stated how much this Direct Payment will be a week. To do this, we select 'Add Element':

Service Group: Direct payments Service: DP Card Scheme

Desired Outcomes:

Note

| Elements in this Service | Start Date | End Date | Status | Change Type | Actions |
|--------------------------|------------|----------|--------|-------------|---------|
| | | | | | |

- Initially, one off options are visible, however if you click on the *Show element types in this category* drop down, you can see more options. For an ongoing Direct Payment, you want to select **DP Card- Ongoing**:

Filter the element types list by category

Show element types in this category

DP Card - One off
 DP Card - Ongoing
 Information
 Other contributions

←

Show all element types

Element Type

DP - Agency Rate - Card (one off)
 DP - Standard Rate - Card (one off)
 DP - Variable Rate - Card (one off)
 Day Services - Card (one off)
 Other - Card (one off)
 Residential respite - Card (one off)
 Transport - Card (one off)

- These may seem like a lot of element options for an ongoing Direct Payment; however, they provide different things:

New DP Card Scheme > New Element

Filter the element types list by category

Show element types in this category DP Card - Ongoing ▾
 Show all element types

| Element Type |
|----------------------------|
| Carer - Card (Weekly) |
| DP - Agency Rate - Card |
| DP - Standard Rate - Card |
| DP - Variable Rate - Card |
| Day Services - Card |
| Other - Card |
| Residential respite - Card |
| Transport - Card |

- **Carer- Card (Weekly):** This is used for instances where a Carer receives an ongoing Carer budget.
 - **DP- Agency Rate- Card:** This is used for an ongoing Direct Payment, at the £16.73 agency rate.
 - **DP- Standard Rate- Card:** This is used for an ongoing Direct Payment, at the £15.04 standard rate.
 - **DP- Variable Rate- Card:** This provides flexibility, without an embedded rate. This is used for an ongoing Direct Payment at a different agreed hourly rate. (This could be a Direct Payment above the standard or agency rates or a Direct Payment calculated as an averaged weekly amount- common in the CYPDS team).
 - **Day Services- Card:** This is used for those receiving ongoing day service funds via Direct Payment (where it's not one of our commissioned services that can be purchased under a Day Service provision).
 - **Other- Card:** This is used for any additional costs that need to be added to the ongoing Direct Payment. For instance, if you've already selected one of the other elements, and need to add another part of the Direct Payment under a different rate (as you cannot select the same element here, twice).
 - **Residential Respite- Card:** This is to be used for Residential Respite funds, added to the Direct Payment.
 - **Transport- Card:** This is to be used for when individuals are provided with funds via Direct Payment for transport, for instance weekly taxi costs.
- When you have chosen the appropriate element, **select 'Next'**.

- You are now in the element, and can see that there is missing information (the cost), under the 'Delivery' tab. (If any other information is missing then this is due to it not being entered at the Provision stage, please return to the Provision and add in all necessary information):

New DP Card Scheme > New DP - Standard Rate - Card

| Summary | Dates | Purchaser | Provision | Allocated Party | Delivery | Budget Codes | Note | Payments |
|---------|-----------------|-----------|----------------------------------|---|----------|--------------|------|----------|
| | Dates | | Start date: | 03/11/2020 | | | | |
| | | | Planned end date: | | | | | |
| | Purchaser | | Worker responsible for purchase: | Nicola Antoni | | | | |
| | | | Purchasing team: | ASC Neighbourhoods | | | | |
| | Provision | | Supplier: | Allpay Limited | | | | |
| | Allocated Party | | Allocated person: | Guide Test | | | | |
| | | | Allocated organisation: | | | | | |
| | Delivery | | Frequency: | Weekly | | | | |
| | | | Quantity: | REQUIRED | ← | | | |
| | | | Standard total cost: | £0.00 | | | | |
| | | | Overridden total cost: | | | | | |
| | Budget Codes | | Budget Codes: | Cost Centre SA243 ACM Personal Budget Over 65 Subjective JH030 Direct Payments | | | | |
| | Payments | | Method of payment: | Via Corporate System | | | | |

- Select the 'Delivery' tab, and under 'Quantity', add the hours of care (remember to use the correct decimal of hours to ensure an accurate calculation). Then click 'Recalculate' and it will provide the total weekly cost (you'll notice this example is the **standard rate element**, which is embedded. This works the same if you chose the **agency rate element**).

New DP Card Scheme > New DP - Standard Rate - Card

| Summary | Dates | Purchaser | Provision | Allocated Party | Delivery | Budget Codes | Note | Payments |
|---------|-------|-----------|-----------|-----------------|----------|--------------|------|----------|
|---------|-------|-----------|-----------|-----------------|----------|--------------|------|----------|

Fields marked with a * are required before the service can be purchased.

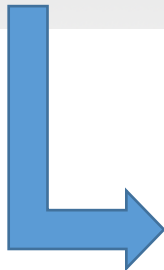
Frequency *

Quantity * ←

Standard Unit Cost £

Standard Total Cost £

Have you changed the quantity?



New DP Card Scheme > New DP - Standard Rate - Card

| Summary | Dates | Purchaser | Provision | Allocated Party | Delivery | Budget Codes | Note | Payments |
|---------|-------|-----------|-----------|-----------------|----------|--------------|------|----------|
|---------|-------|-----------|-----------|-----------------|----------|--------------|------|----------|

Fields marked with a * are required before the service can be purchased.

Frequency *

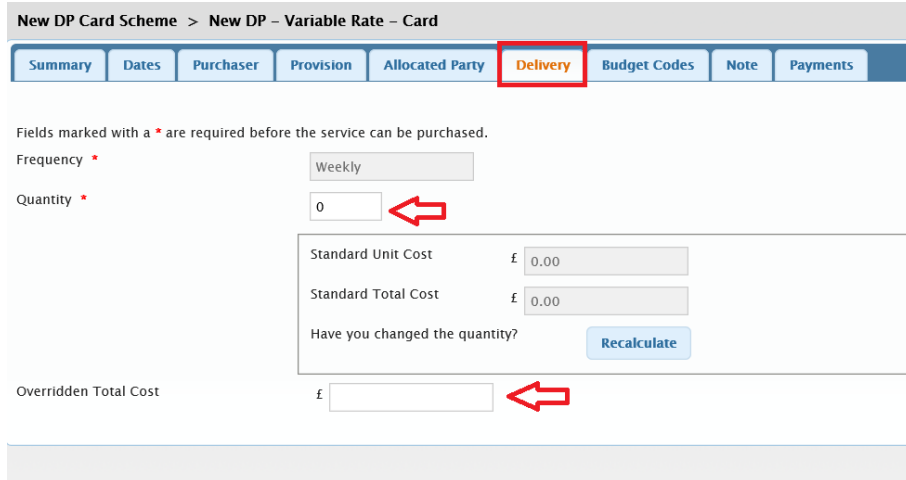
Quantity *

Standard Unit Cost £

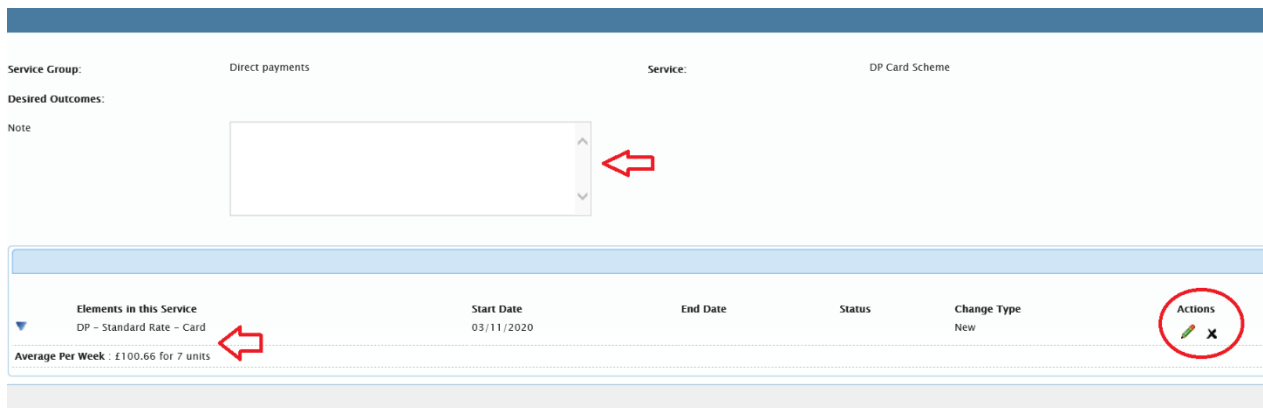
Standard Total Cost £

Have you changed the quantity?

- If you choose a **variable element**, then again enter the number of hours under 'Quantity', however the 'Recalculate' button has been disabled (there is no embedded rate, to enable you to purchase a direct payment with a varying hourly rate). Therefore, you need to have calculated the weekly cost yourself, based on the variable rate you have confirmed, and enter it under 'Overridden Total Cost':



- If you choose one of the other elements, then it just requires you to enter the weekly amount in the box provided under the 'Delivery' tab (again, calculated by yourself).
- Note, you can add multiple elements if the Direct Payment is broken down into different support at different rates etc, but you cannot choose the same element twice.
- Once you have added in the relevant information under the 'Delivery' tab, then **select 'OK'** which will bring you back to the main element page. You can see your element has now been added and displays the hours/ costs that you've entered. You can amend this by using the pencil icon, or delete it using it the 'x' icon. You can also use the 'Note' text box available to detail the breakdown of the Direct Payment if there are multiple elements (this can prove useful as guidance for those in the future who may need to amend part of the Direct Payment).



- Select 'OK' to return to the main page. You can see the Direct Payment provision you added (the orange line) and the element you added to that (the white line underneath). If you do not see both of these lines of information, then you know this has not been added correctly:

Total Budget for period: £9,132.77
 Proposed Period Start Date: 03/11/2020
 Cost calculations will assume budgets/provision start on 03/11/2020 until start dates are entered

Total Allocated: £5,248.70
 Period Duration: 12 months

Budget | Provision & Contributions

The provision you have added

| Service/Element | Element Type | Start Date | End Date | Status | Change Type | Actions |
|---------------------------|--------------|------------|----------|----------|-------------|---------|
| DP Card Scheme | | | | Proposed | New | |
| DP - Standard Rate - Card | P | 03/11/2020 | | | New | |

The element you added to the provision

Buttons: Set Budget Period, Update 903 Codes, Draft Purchase Orders, Authorisation Tasks, Add Provision

****PLEASE NOW PROCEED TO PAGE 20 OF THIS GUIDE FOR WHAT YOU NEED TO DO NEXT****

➤ **IF YOU CHOOSE LBC DIRECT PAYMENT SCHEME OPTION:**

- You now need to fill in the relevant information, in the circled tabs below, in relation to the DP you're setting up:

New LBC Direct Payment Scheme > Change Standard Settings for Service

Summary | **Dates** | **Purchaser** | **Provision** | **Allocated Party** | **Budget Codes** | Outcomes

Decision date: Start date:
 Purchaser Planned end date:
 Worker responsible for purchase: Nicola Antoni
 Purchasing team:
 Provision Supplier: LBC Direct Payments Scheme
 Allocated Party Allocated person:
 Allocated organisation:
 Budget Codes Budget Codes: Cost Centre -
 Subjective -
 Outcomes Desired Outcomes:

- **Dates:** Put the start date of the Direct Payment in. Do not put an end date in if this is an ongoing Direct Payment for the foreseeable future (unless you know the Direct Payment will be ending on a specific date).
- **Purchaser:** This is you the practitioner, so under 'Purchasing Team', ensure the correct team is detailed. (See page 5 of this guide for more information, when we did this with the Budget).
- **Allocated party:** This is likely to be individual themselves who is going to receive the services. In some rare instances (mainly in the CYPDS team), the allocated party is

someone where it has been agreed the funds will go directly into their account. If so, then this person's name needs to be entered here instead. Under 'Person', select 'Find' and find the person to add here. The person should already be on Mosaic (if it's a nominated person, they should have been added as a personal relationship on the individual's main page). Ignore 'Organisation' here.

New DP Card Scheme > Change Standard Settings for Service

| Summary | Dates | Purchaser | Provision | Allocated Party | Budget Codes | Outcomes |
|--------------|----------------------|-------------------------------------|--------------------------------------|-----------------|--------------|----------|
| Person | <input type="text"/> | <input type="button" value="Find"/> | <input type="button" value="Clear"/> | | | |
| Organisation | <input type="text"/> | <input type="button" value="Find"/> | <input type="button" value="Clear"/> | | | |

- **Budget Codes:** Again, like with the Budget, choose a budget code from the drop down (if presented with an ACM Personal Budget or an ACM Generic option, choose ACM Personal Budget).
- The other tabs do not require your attention. The Provision tab has already selected the supplier of LBC Direct Payments Scheme. The Outcomes tab is optional.
- Your Summary tab of this Direct Payment provision should now look similar to the following:

New LBC Direct Payments Scheme > Change Standard Settings for Service

| Summary | Dates | Purchaser | Provision | Allocated Party | Budget Codes | Outcomes |
|------------------------|----------------------------------|-----------|-----------|---|--------------|----------|
| Decision date: | Start date: | | | 03/11/2020 | | |
| | Planned end date: | | | | | |
| Purchaser | Worker responsible for purchase: | | | Nicola Antoni | | |
| | Purchasing team: | | | ASC Neighbourhoods | | |
| Provision | Supplier: | | | LBC Direct Payments Scheme | | |
| Allocated party | Allocated person: | | | Guide Test | | |
| | Allocated organisation: | | | | | |
| Budget codes | Budget codes: | | | Cost Centre - SA243 ACM Personal Budget Over 65 | | |
| | | | | Subjective - | | |
| Outcomes | Desired outcomes: | | | | | |

- Then **select 'OK'**.

4. **Now, we add an element (add a cost) to this Direct Payment.** You will have noticed we haven't yet stated how much this Direct Payment will be a week. To do this, we select 'Add Element':

Service Group: Direct payments Service: LBC Direct Payment Scheme

Desired Outcomes:

Note

| Elements in this Service | Start Date | End Date | Status | Change Type | Actions |
|--------------------------|------------|----------|--------|-------------|---------|
| | | | | | |

- Initially, one off options are visible, however if you click on the *Show element types in this category* drop down, you can see more options. For an ongoing Direct Payment, you want to select **DP- Ongoing**:

New LBC Direct Payment Scheme > New Element

Filter the element types list by category

Show element types in this category

DP - One off
 DP - Ongoing
 Information
 Other contributions

←

Show all element types

Element Type

- Carer (one off)
- DP - Agency Rate (one off)
- DP - Standard Rate (one off)
- DP - Variable Rate (one off)
- Day Services (one off)
- Other (one off)
- Residential respite (one off)
- Transport (one off)

- These may seem like a lot of element options for an ongoing Direct Payment; however, they provide different things:

New LBC Direct Payment Scheme > New Element

Filter the element types list by category

Show element types in this category DP - Ongoing ▼
 Show all element types

| Element Type |
|---------------------|
| DP - Agency Rate |
| DP - Standard Rate |
| DP - Variable Rate |
| Day Services |
| Other |
| Residential respite |
| Transport |

- **DP- Agency Rate:** This is used for an ongoing Direct Payment, at the £16.73 agency rate.
 - **DP- Standard Rate:** This is used for an ongoing Direct Payment, at the £15.04 standard rate.
 - **DP- Variable Rate:** This provides flexibility, without an embedded rate. This is used for an ongoing Direct Payment at a different agreed hourly rate. (This could be a Direct Payment above the standard or agency rates or a Direct Payment calculated as an averaged weekly amount- common in the CYPDS team).
 - **Day Services:** This is used for those receiving ongoing day service funds via Direct Payment (where it's not one of our commissioned services that can be purchased under a Day Service provision).
 - **Other:** This is used for any additional costs that need to be added to the ongoing Direct Payment. For instance, if you've already selected one of the other elements, and need to add another part of the Direct Payment under a different rate (as you cannot select the same element here, twice).
 - **Residential Respite:** This is to be used for Residential Respite funds, added to the Direct Payment.
 - **Transport:** This is to be used for when individuals are provided with funds via Direct Payment for transport, for instance weekly taxi costs.
- When you have chosen the appropriate element, **select 'Next'**.

- You are now in the element, and can see that there is missing information (the cost), under the 'Delivery' tab. (If any other information is missing then this is due to it not being entered at the Provision stage, please return to the Provision and add in all necessary information):

New LBC Direct Payments Scheme > New DP - Standard Rate

| Summary | Dates | Purchaser | Provision | Allocated Party | Delivery | Budget Codes | Note | Payments |
|---------|------------------------|-----------|----------------------------------|---|----------|--------------|------|----------|
| | Dates | | Start date: | 03/11/2020 | | | | |
| | | | Planned end date: | | | | | |
| | Purchaser | | Worker responsible for purchase: | Nicola Antoni | | | | |
| | | | Purchasing team: | ASC Neighbourhoods | | | | |
| | Provision | | Supplier: | LBC Direct Payments Scheme | | | | |
| | Allocated Party | | Allocated person: | Guide Test | | | | |
| | | | Allocated organisation: | | | | | |
| | Delivery | | Frequency: | Weekly | | | | |
| | | | Quantity: | REQUIRED ← | | | | |
| | | | Standard total cost: | £0.00 | | | | |
| | | | Overridden total cost: | | | | | |
| | Budget Codes | | Budget Codes: | Cost Centre SA243 ACM Personal Budget Over 65 Subjective JH030 Direct Payments | | | | |
| | Payments | | Method of payment: | Via Corporate System | | | | |

- Select the 'Delivery' tab, and under 'Quantity', add the hours of care (remember to use the correct decimal of hours to ensure an accurate calculation). Then click 'Recalculate' and it will provide the total weekly cost (you'll notice this example is the **standard rate element**, which is embedded. This works the same if you chose the **agency rate element**).

New LBC Direct Payment Scheme > New DP - Standard Rate

| Summary | Dates | Purchaser | Provision | Allocated Party | Delivery | Budget Codes | Note | Payments |
|---------|-------|-----------|-----------|-----------------|----------|--------------|------|----------|
|---------|-------|-----------|-----------|-----------------|----------|--------------|------|----------|

Fields marked with a * are required before the service can be purchased.

Frequency *

Quantity * ←

Standard Unit Cost £

Standard Total Cost £

Have you changed the quantity?



New LBC Direct Payment Scheme > New DP - Standard Rate

| Summary | Dates | Purchaser | Provision | Allocated Party | Delivery | Budget Codes | Note | Payments |
|---------|-------|-----------|-----------|-----------------|----------|--------------|------|----------|
|---------|-------|-----------|-----------|-----------------|----------|--------------|------|----------|

Fields marked with a * are required before the service can be purchased.

Frequency *

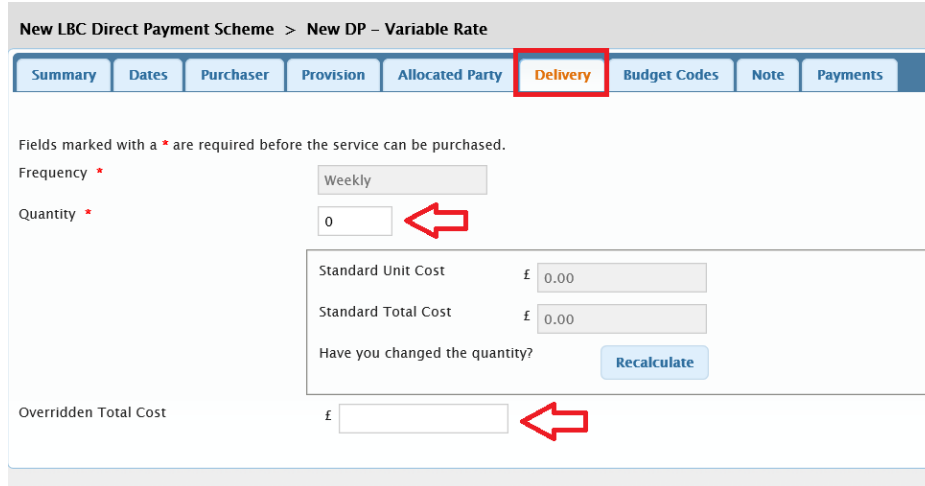
Quantity *

Standard Unit Cost £

Standard Total Cost £

Have you changed the quantity?

- If you choose a **variable element**, then again enter the number of hours under 'Quantity', however the 'Recalculate' button has been disabled (there is no embedded rate, to enable you to purchase a direct payment with a varying hourly rate). Therefore, you need to have calculated the weekly cost yourself, based on the variable rate you have confirmed, and enter it under 'Overridden Total Cost':



New LBC Direct Payment Scheme > New DP - Variable Rate

Summary Dates Purchaser Provision Allocated Party **Delivery** Budget Codes Note Payments

Fields marked with a * are required before the service can be purchased.

Frequency * Weekly

Quantity * 0

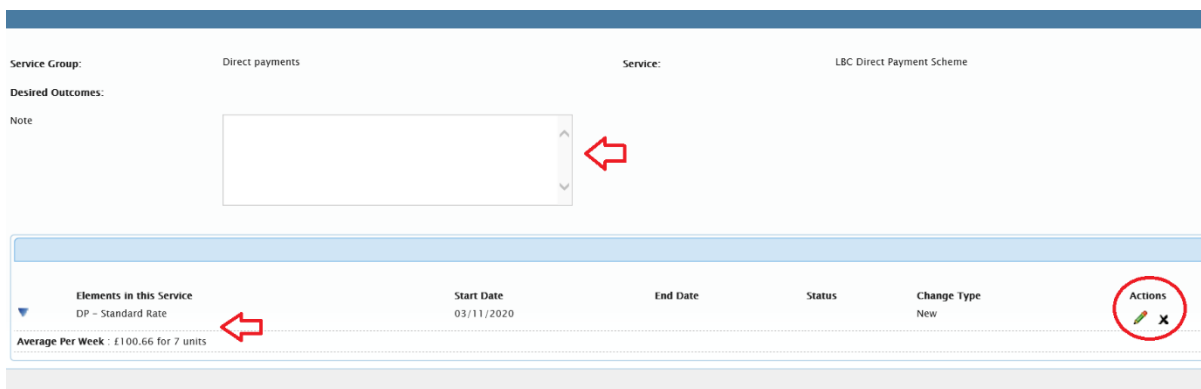
Standard Unit Cost £ 0.00

Standard Total Cost £ 0.00

Have you changed the quantity?

Overridden Total Cost £



- If you choose one of the other elements, then it just requires you to enter the weekly amount in the box provided under the 'Delivery' tab (again, calculated by yourself).
- Note, you can add multiple elements if the Direct Payment is broken down into different support at different rates etc, but you cannot choose the same element twice.
- Once you have added in the relevant information under the 'Delivery' tab, then **select 'OK'** which will bring you back to the main element page. You can see your element has now been added and displays the hours/ costs that you've entered. You can amend this by using the pencil icon or delete it using it the 'x' icon. You can also use the 'Note' text box available to detail the breakdown of the Direct Payment if there are multiple elements (this can prove useful as guidance for those in the future who may need to amend part of the Direct Payment).



Service Group: Direct payments Service: LBC Direct Payment Scheme

Desired Outcomes:

Note

| Elements in this Service | Start Date | End Date | Status | Change Type | Actions |
|--------------------------|------------|----------|--------|-------------|---|
| DP - Standard Rate | 03/11/2020 | | | New |   |

Average Per Week : £100.66 for 7 units

- Select 'OK' to return to the main page. You can see the Direct Payment provision you added (the orange line) and the element you added to that (the white line underneath). If you do not see both of these lines of information, then you know this has not been added correctly:

Total Budget for period: £9,132.77
 Proposed Period Start Date: 03/11/2020
 Cost calculations will assume budgets/provision start on 03/11/2020 until start dates are entered

Total Allocated: £5,248.70
 Period Duration: 12 months

Budget | Provision & Contributions

The provision you have added

| Service/Element | Element Type | Start Date | End Date | Status | Change Type | Actions |
|---------------------------|--------------|------------|----------|----------|-------------|---------|
| LBC Direct Payment Scheme | | | | Proposed | New | |
| DP - Standard Rate | P | 03/11/2020 | | | New | |

The element you added to the provision

Buttons: Set Budget Period, Update 903 Codes, Draft Purchase Orders, Authorisation Tasks, Add Provision

5. Sending an Authorisation Task to your manager

- Now that you have added a Direct Payment provision, you can see that funds have been spent:

Next actions form | Personal budget

Budget Breakdown

Total Budget for period: £9,132.77
 Proposed Period Start Date: 03/11/2020
 Cost calculations will assume budgets/provision start on 03/11/2020 until start dates are entered

Total Allocated: £5,248.70 (Funds now spent)
 Period Duration: 12 months

Budget | Provision & Contributions

| Service/Element | Element Type | Start Date | End Date | Status | Change Type | Actions |
|---------------------------|--------------|------------|----------|----------|-------------|---------|
| LBC Direct Payment Scheme | | | | Proposed | New | |
| DP - Standard Rate | P | 03/11/2020 | | | New | |

Buttons: Set Budget Period, Update 903 Codes, Draft Purchase Orders, Authorisation Tasks, Add Provision

- Using the 'Authorisation Tasks' button (circled above), send a request to your manager for this to be authorised. If this button is greyed out/ unavailable, then it means there was an existing current budget that has already been agreed, and an authorisation in this step is not required.
- Ensure you click on 'Personal budget authorisation- TM authorisation for level 7'. If you don't, then no managers will appear in the drop-down list. We always use 'Pass to worker' NOT 'Pass to team', so using the drop-down list, select your manager, and choose 'Add'

Authorisation: Personal budget authorisation - TM authorisation for level 7

Pass to team or: [dropdown]

Pass to worker: [dropdown]

Request Notes: [text area]

Existing Authorisations: [table]

Package: [dropdown]

Author: [dropdown list]

Status: [dropdown]

Last updated: [dropdown]

Last updated by: [dropdown]

Buttons: Add, Clear, Done

- Once added, select 'Done':

| Existing Authorisations | | | | |
|-------------------------|------------------------|--------|------------------|-----------------|
| Package | Authorisation type | Status | Last updated | Last updated by |
| Personal budget | Budget | New | 24/11/2020 15:48 | Nicola Antoni |

Done

- You now must 'Save and close' this workflow step, until your manager has authorised:

Purchase Service (Personal Budget) : Guide Test (2177815)

⚠ Next actions form

⚠ Personal budget

➔

Budget Breakdown

Total Budget for period: £9,132.77
 Proposed Period Start Date: 03/11/2020
 Cost calculations will assume budgets/provision start on 03/11/2020 until start dates are entered

Total Allocated: £5,248.70
 Period Duration: 12 months

Budget
Provision & Contributions

| Service/Element | Element Type | Start Date | End Date | Status | Change Type | Actions |
|---------------------------|--------------|------------|----------|----------|-------------|---------|
| LBC Direct Payment Scheme | | | | Proposed | New | ✎ |
| DP - Standard Rate | P | 03/11/2020 | | | New | |

Set Budget Period
Update 903 Codes
Draft Purchase Orders
Authorisation Tasks
Add Provision

- The Purchase Service (Personal Budget) workflow step in your Incomplete Work folder will be highlighted yellow when an authorisation has been sent, and will stop being yellow when it has been authorised:

| | | | |
|--|--|--------------------------------------|---|
| | Careline Referral | Guide Test (2177815) | |
| | Purchase Service (Personal Budget) | Guide Test (2177815) | ➔ |
| | What matters - | Guide Test | |

6. Selecting a next action, and finishing this step

- Once your manager has authorised the task, you need to 'Resume' the Purchase Service (Personal Budget) workflow step. You will notice the 'Personal budget' tab no longer has a red exclamation mark next to it, as there are no further mandatory aspects to complete now authorised.
- On the 'Next action form' tab, select 'Add':

Purchase Service (Personal Budget) : Guide Test (2177815)

⚠ Next actions form

⚠ Personal budget

➔

No longer red-all mandatory aspects completed

Sections

- ⚠ 1. Actions Taken
- indicates completed section

1. Actions Taken

*Indicates required field

Subject Details

Find Subject Find

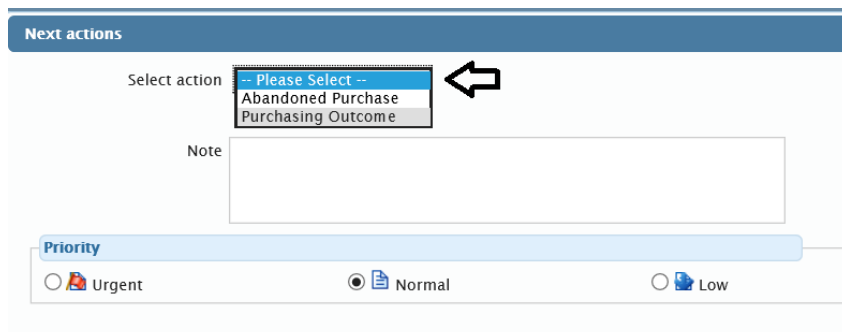
First Names*

Last Names

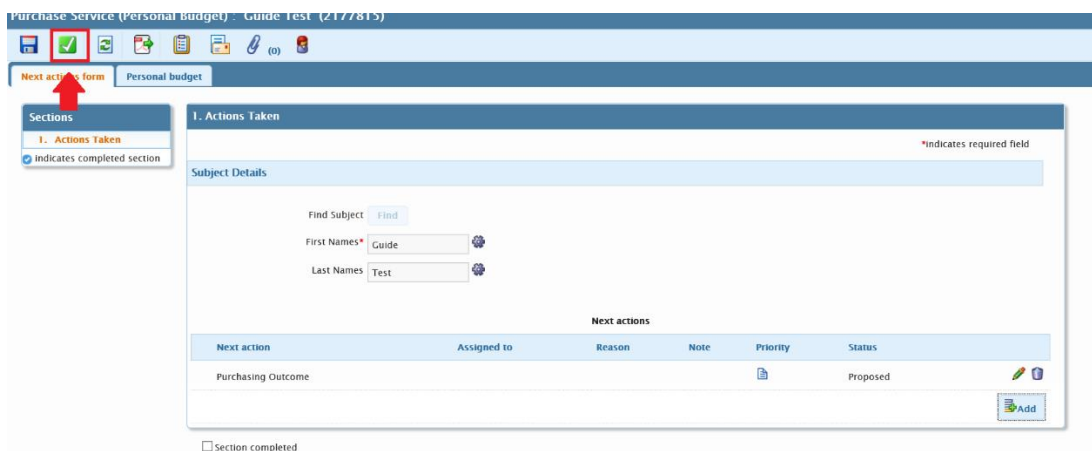
⚠ A next action and recipient must be selected before this form can be finished

| Next actions | | | | | |
|---|-------------|--------|------|----------|--------|
| Next action | Assigned to | Reason | Note | Priority | Status |
| Add | | | | | |

- You will see two drop-down options available. To complete this step and ensure the Direct Payment is set up, select **Purchasing Outcome**. To abandon this step, as if you never created it (if opened in error for instance), choose **Abandoned Purchase**:



- Then 'Add and Close'
- Finally, you must FINISH this workflow step, using the green tick icon in the toolbar. Without finishing this step, the Direct Payment will not be in place.



- Once the finish icon has been selected, the step will generate a Purchase Order (PO). It's not necessary for you to keep this or send it to anyone.
- On the individual's front screen, you can now see the Direct Payment in place:

