

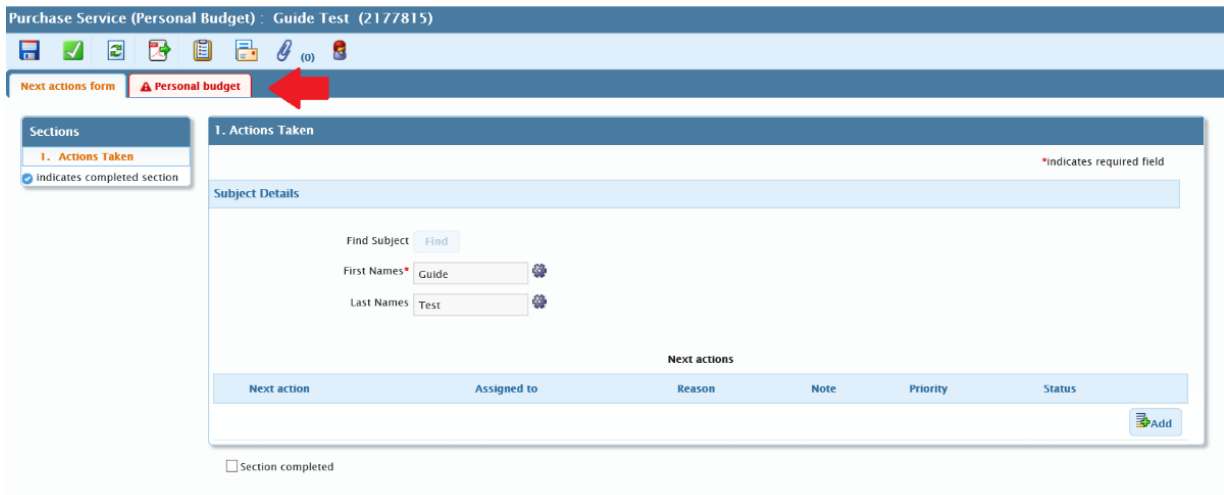
## Amending or ending an ongoing Direct Payment

This guide is for amending or ending an ongoing Direct Payment on Mosaic. It also includes how to amend the Budget and end contributions if required.

Please note, if you are increasing or decreasing a Direct Payment, you need to also amend the existing support plan on the system, to reflect this change. Both the support plan and the Direct Payment provision should match.

### Opening a Purchase Service (Personal Budget) workflow step

- You will generate a **Purchase Service (Personal Budget)** step, from your existing workflow (likely 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 amending this Direct Payment.
- When you first open this step, you will see two tabs. The 'Next actions' tab can be completed at the end. To start the purchasing of a Direct Payment, you need to click on the '**Personal budget**' tab:



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

Next actions form **Personal budget**


Sections


- 1. Actions Taken
- indicates completed section

1. Actions Taken


Subject Details

Find Subject  Find

First Names\*  

Last Names  

Next actions

Next action	Assigned to	Reason	Note	Priority	Status
					

Section completed

## Amending the existing Direct Payment provision





- Select the **Provision & Contributions tab** and find the current Direct Payment provision in place.  
The Direct Payment provision will either be titled *DP Care Scheme* or *LBC Direct Payment Scheme*, as shown below and will have a status of 'Current':

Purchase Service (Personal Budget) : Guide Test (2183694)

Next actions form **Personal budget** Budget Breakdown

Total Budget for period: £14,000.36      Total Allocated: £11,247.21  
 Current Period Start Date: 16/12/2020      Period Duration: 12 months  
 Cost calculations will assume budgets/provision start on 16/12/2020 until start dates are entered

**Budget** **Provision & Contributions**

Service/Element	Element Type	Start Date	End Date	Status	Change Type	Actions
DP Card Scheme		16/12/2020		Current		   
Contribution deducted from direct payment - Card	CC	16/12/2020				
DP - Standard Rate - Card	P	16/12/2020				









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

- Select the **pencil icon** to amend.
- You have now opened up the Direct Payment provision. Find the element within that you wish to change (please note, as a practitioner, you should not be amending a Contribution element- this is for the Awards and Contributions Team only):

Service Group: Direct payments      Service: DP Card Scheme

Desired Outcomes:

Note




Elements in this Service	Start Date	End Date	Status	Change Type	Actions
Contribution deducted from direct payment - Card	16/12/2020				   
DP - Standard Rate - Card	16/12/2020				   

Average Per Week : £215.70 for 15 units

- Select the **pencil icon** to amend the element.





- If it's a variable rate element, **amend the Quantity** and manually type in the new weekly total under **Overridden Total Cost**.
- If it is one of the other element types, then it just requires you to manually enter the new weekly total in the box provided.
- **If you are amending this Direct Payment for another reason**, such as changing the Allocated Party, ensure you have added a 'Change Date' under the Dates tab (as above), and make any other change required under the relevant tab.
- The Direct Payment has now been amended, and you can see it states so under 'Change Type':

Elements in this Service	Start Date	End Date	Status	Change Type	Actions
DP - Standard Rate - Card	16/12/2020			Amended	
Average Per Week : £273.22 for 19 units					
Contribution deducted from direct payment - Card	16/12/2020				 

*Annotations: A red arrow points to the 'Average Per Week' value with the text 'New hours/ cost shown here'. A red circle highlights the 'Change Type' column. A red arrow points to the undo icon in the Actions column with the text 'Undo any changes you've just made with this arrow icon'.*

- **Select 'OK'** to return to the main page, where again you can see the Direct Payment has been amended:

Service/Element	Element Type	Start Date	End Date	Status	Change Type	Actions
DP Card Scheme				Proposed	Changing	 
DP - Standard Rate - Card	P	22/12/2020			Amended	
Contribution deducted from direct payment - Card	CC	16/12/2020				




*Annotations: A red circle highlights the 'Status' and 'Change Type' columns. Below the table are buttons: Amend Budget Period, Update 903 Codes, Draft Purchase Orders, Authorisation Tasks, Add Provision.*


- If you have not exceeded the budget with your amendment to the Direct Payment, then this step does not require authorisation. In these cases, you will notice the Authorisation Tasks icon is greyed out, as above. You do not need to task this to your manager and can proceed to the Next actions tab to finish this step- [please see Page 6 of this guide](#).
- If you have exceeded the budget, and have received a warning message to inform you of this, [please see Page 7 of this guide](#).

## Ending the existing Direct Payment provision

- Before ending an existing Direct Payment, please discuss the best suitable end date with the Direct Payment team beforehand. It's important for the Direct Payment team to confirm there are enough funds in the account to cover any outstanding costs.
- Under the **Provision & Contributions tab**, find the current Direct Payment provision in place.  
The Direct Payment provision will either be titled *DP Care Scheme* or *LBC Direct Payment Scheme*, as shown below and will have a status of 'Current'.

**Please note, you will be ending the DP provision and the client contribution at the same time (ACT have authorised for practitioners to end the contribution on their behalf when a DP is completely coming to an end).**

Budget		Provision & contributions					
Service/Element	Element type	Start date	End date	Status	Change type	Actions	
<b>DP Card Scheme</b>		16/12/2021		Current		 	
Contribution deducted from direct payment - Card	CC	16/12/2021					
DP - Standard Rate - Card	P	16/12/2021					



- To end both the provision and the contribution, click on the end button  at the top of the provision.
- Then put the end date in the end date box and select save.

**End DP Card Scheme**



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Service start date: 16/12/2021

Service end date:

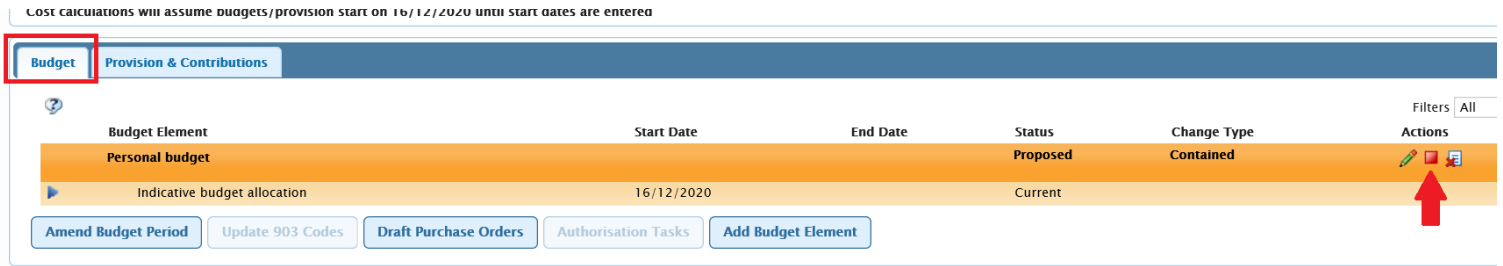
New end date\*   

- **Select 'OK'** to return to the main page, where again you can see the Direct Payment has been ended:

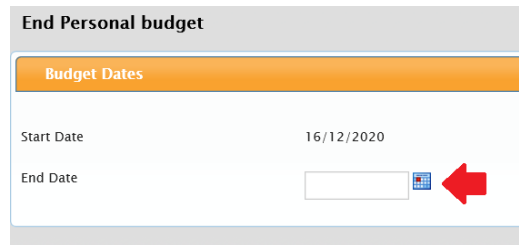
Budget		Provision & Contributions					
Service/Element	Element Type	Start Date	End Date	Status	Change Type	Actions	
<b>DP Card Scheme</b>				Proposed	Changing	 	
DP - Standard Rate - Card	P	16/12/2020	22/12/2020		Ended		
Contribution deducted from direct payment - Card	CC	16/12/2020					

- Once the service and contribution has ended, and if this individual is to receive no further services going forward under a Personal Budget, you will need to also **end the Budget**.
- Select the Budget tab, and click the end icon:

Cost calculations will assume budgets/provision start on 16/12/2020 until start dates are entered



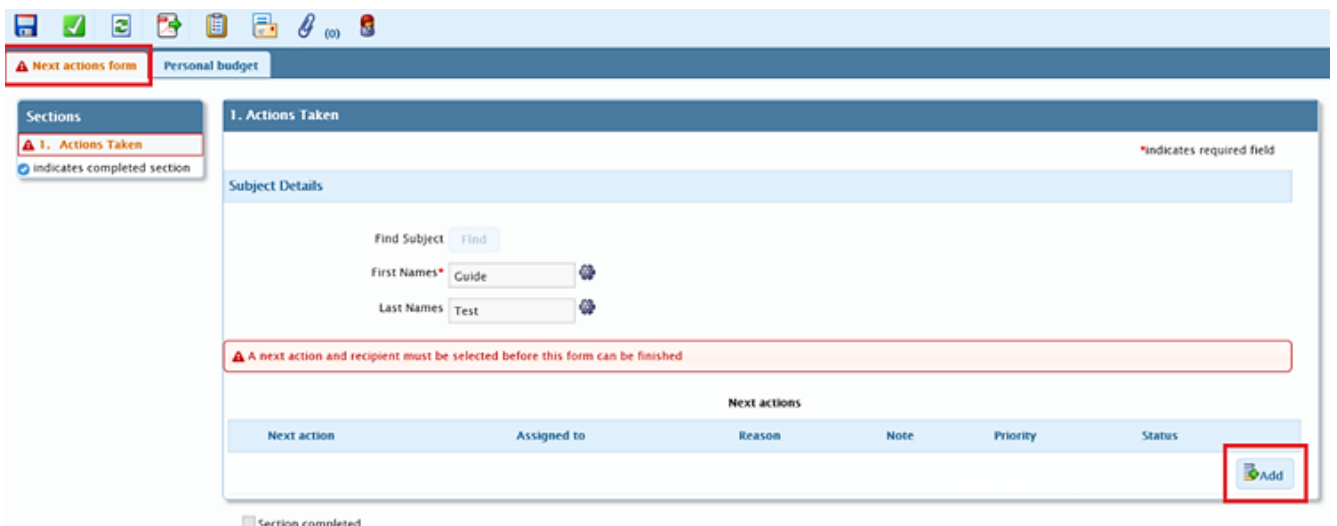
- Enter an End Date, and select 'OK':



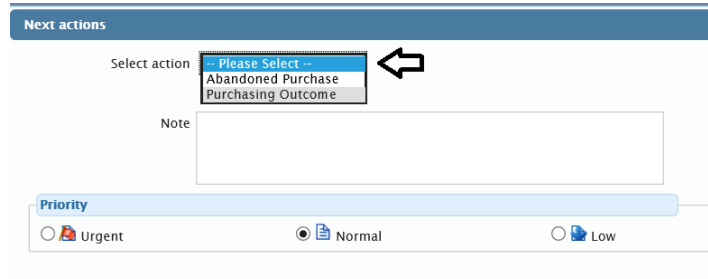
- When ending a Budget, you will also need to send an authorisation request to your manager, via the Authorisation Tasks icon.

## Selecting a next action, and finishing this step

- Finally, on the 'Next action form' tab, select 'Add':



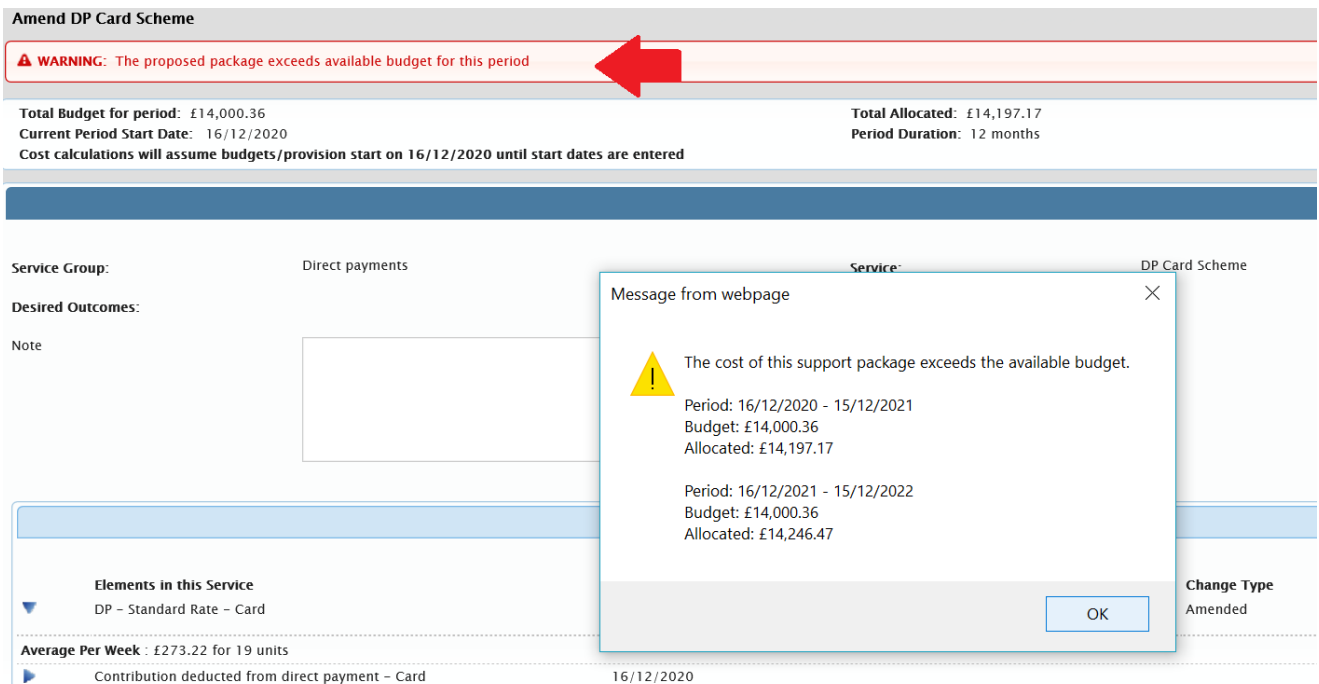
- You will see two drop-down options available. To complete this step and ensure the amendments to the Direct Payment are implemented, select **Purchasing Outcome**. To abandon this step, as if you never created it (if opened in error for instance), choose **Abandoned Purchase**:



- Then 'Add and Close'
- You must then **FINISH** this workflow step, using the green tick icon in the toolbar. Without finishing this step, the Direct Payment changes will not take 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.

## Amending an exceeded Budget

- If you have increased this Direct Payment, then you may have exceeded the Budget available. You will be aware that this is the case, as you will receive these warning messages:



**Amend DP Card Scheme**

**WARNING:** The proposed package exceeds available budget for this period

<p>Total Budget for period: £14,000.36                  Current Period Start Date: 16/12/2020                  Cost calculations will assume budgets/provision start on 16/12/2020 until start dates are entered</p>	<p>Total Allocated: £14,197.17                  Period Duration: 12 months</p>
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Service Group: Direct payments      Service: DP Card Scheme

Desired Outcomes:

Note:

**Elements in this Service**

- DP - Standard Rate - Card

**Average Per Week:** £273.22 for 19 units

- Contribution deducted from direct payment - Card      16/12/2020

Change Type: Amended

**Message from webpage**

The cost of this support package exceeds the available budget.

Period: 16/12/2020 - 15/12/2021  
 Budget: £14,000.36  
 Allocated: £14,197.17

Period: 16/12/2021 - 15/12/2022  
 Budget: £14,000.36  
 Allocated: £14,246.47

OK

- You can also see how much you have exceeded the yearly budget, by checking the **Total Budget for period** against the **Total allocated**:

Purchase Service (Personal Budget) : Guide Test (2183694)

Next actions form **Personal budget**

**WARNING:** The proposed package exceeds available budget for this period

Total Budget for period: £14,000.36 **Budget we have**      Total Allocated: £14,197.17 **Amount we've spent**  
 Current Period Start Date: 16/12/2020      Period Duration: 12 months  
 Cost calculations will assume budgets/provision start on 16/12/2020 until start dates are entered

- You will therefore need to increase the Budget, to proceed with the changes you've made (you won't be able to finish this Purchasing workflow step without resolving this Budget issue).
- Select the **Budget tab**, and then click on 'Budget Breakdown':



Purchase Service (Personal Budget) : Guide Test (2183694)

Next actions form **Personal budget**

**WARNING:** The proposed package exceeds available budget for this period

Total Budget for period: £14,000.36      Total Allocated: £14,197.17  
 Current Period Start Date: 16/12/2020      Period Duration: 12 months  
 Cost calculations will assume budgets/provision start on 16/12/2020 until start dates are entered

**Budget** Provision & Contributions

Budget Element	Start Date	End Date	Status	Change Type	Actions
Personal budget			Current		 
Indicative budget allocation	16/12/2020		Current		

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

**Budget Breakdown**

- This will provide an overview of the Budget, with a lot of information. Most of this information isn't relevant for what we need. There are only two pieces of information here that require our attention:

Next actions form **Personal budget**

**Budget Breakdown**  
Next budget period>>

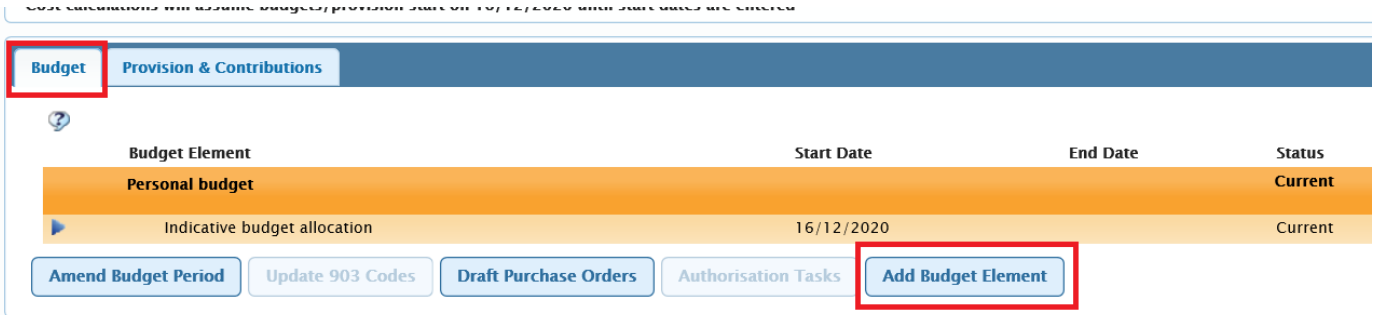
Current budget and allocations		Budget/£		Allocated/£		Unallocated/£	
Period	Total	Av. per week	Total	Av. per week	Total	Av. per week	
16/12/2020 - 15/12/2021	14,000.36	268.50	11,247.21	215.70	2,753.14	52.80	

Proposed budget and allocations		Budget/£		Allocated/£		Unallocated/£	
Period	Total	Av. per week	Total	Av. per week	Total	Av. per week	
16/12/2020 - 15/12/2021	14,000.36	268.50	14,197.17	272.27	-196.81	-3.77	

**WARNING:** The proposed package exceeds available budget for this period

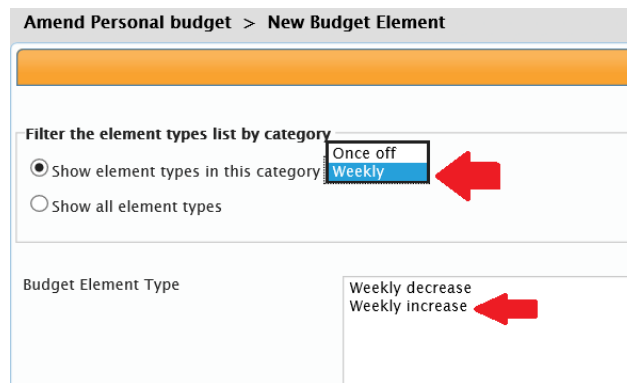


- We can see the **Budget period** and we can see the **Av. per week**- which is how much we need to increase the budget by weekly, to ensure we have enough in the pot to cover the increase in the Direct Payment we've just made.  
In this case it requires £3.77 a week extra, so we can round this up to £3.80.
- To add this £3.80 weekly amount to the budget, select **Add Budget Element**:



The screenshot shows a web interface with a navigation bar containing 'Budget' and 'Provision & Contributions'. Below this is a table with columns: Budget Element, Start Date, End Date, and Status. The table contains one row: 'Personal budget' with a status of 'Current'. Below the table are several buttons: 'Amend Budget Period', 'Update 903 Codes', 'Draft Purchase Orders', 'Authorisation Tasks', and 'Add Budget Element'. The 'Add Budget Element' button is highlighted with a red box.

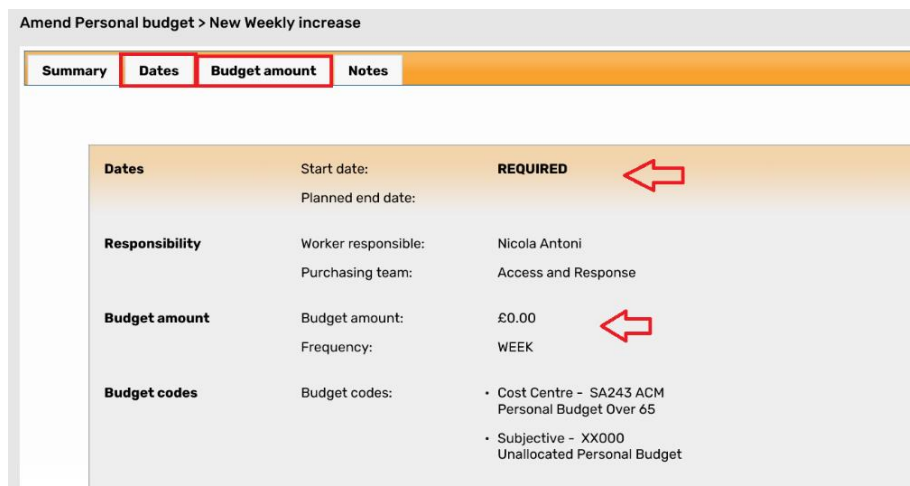
- Select 'Weekly' from the drop- down list and choose 'Weekly increase':



The screenshot shows a form titled 'Amend Personal budget > New Budget Element'. It has a section 'Filter the element types list by category' with two radio buttons: 'Show element types in this category' (selected) and 'Show all element types'. A dropdown menu is open, showing 'Once off' and 'Weekly'. A red arrow points to 'Weekly'. Below this is a list of 'Budget Element Type' options: 'Weekly decrease' and 'Weekly increase'. A red arrow points to 'Weekly increase'.

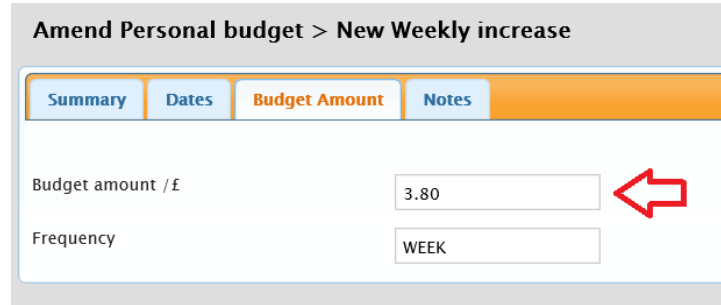
(You do not want to select 'Once off' if you've made an ongoing increase/change to the Direct Payment, as the Budget would just be exceeded again for the next year. Weekly ensures the Budget is continually topped up week after week, year after year- as long as it's required).

- Then select 'OK'.
- There are two tabs that require information; the **Dates tab** and the **Budget Amount tab**:

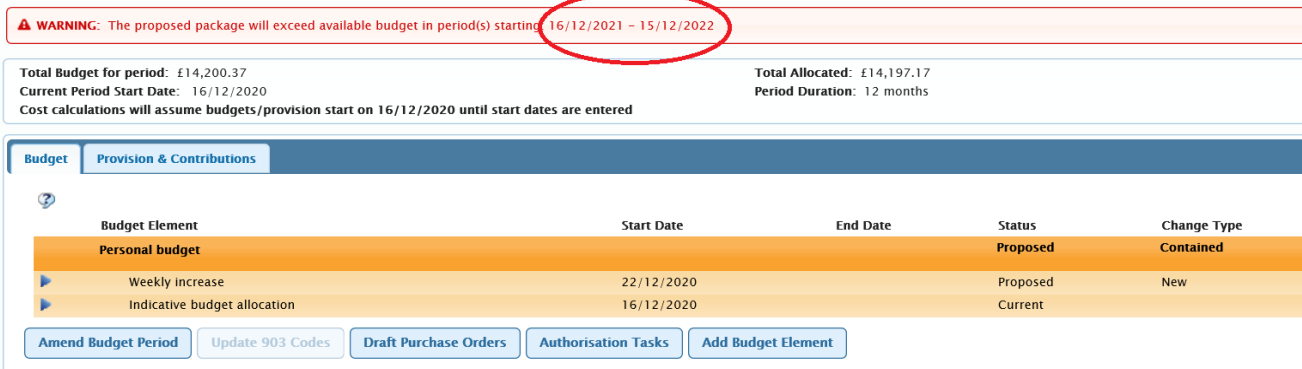


The screenshot shows a form titled 'Amend Personal budget > New Weekly increase'. It has four tabs: 'Summary', 'Dates', 'Budget amount', and 'Notes'. The 'Dates' and 'Budget amount' tabs are highlighted with red boxes. The 'Dates' tab is active, showing fields for 'Start date' (REQUIRED), 'Planned end date', 'Worker responsible' (Nicola Antoni), and 'Purchasing team' (Access and Response). The 'Budget amount' tab is also active, showing fields for 'Budget amount' (£0.00), 'Frequency' (WEEK), and 'Budget codes' (Cost Centre - SA243 ACM Personal Budget Over 65, Subjective - XX000 Unallocated Personal Budget). Red arrows point to the 'REQUIRED' label and the 'Budget amount' field.

- Under the Dates tab, enter the date the Budget will be increased from (most likely the same date this Direct Payment was increased). You don't need to enter an End date if it's ongoing.
- Under the Budget Amount tab, enter the weekly increase- in this case £3.80:



- Then select **'OK'**.
- The red warning message should have disappeared, and you can send this to your manager for authorisation using the Authorisation Tasks icon, [Authorisation Tasks](#).
- If you find the warning message has remained, you may not have added a large enough weekly increase, or you may be required to add another increase for the next budget year (if so, put an end date of a year's time on the first increase you added, and add another in the same way- using Budget breakdown to work out how much is required, and selecting 'Add Budget Element'):



**WARNING:** The proposed package will exceed available budget in period(s) starting 16/12/2021 - 15/12/2022

Total Budget for period: £14,200.37  
Current Period Start Date: 16/12/2020  
Cost calculations will assume budgets/provision start on 16/12/2020 until start dates are entered

Total Allocated: £14,197.17  
Period Duration: 12 months

Budget Element	Start Date	End Date	Status	Change Type
<b>Personal budget</b>			<b>Proposed</b>	<b>Contained</b>
▶ Weekly Increase	22/12/2020		Proposed	New
▶ Indicative budget allocation	16/12/2020		Current	

[Amend Budget Period](#) [Update 903 Codes](#) [Draft Purchase Orders](#) [Authorisation Tasks](#) [Add Budget Element](#)

- Increasing or decreasing budgets can be a little confusing, so if in doubt, please contact the Mosaic super user for assistance.