What is the process from Assessment to receiving Short Break Direct Payments and what information will I receive?

Assessment
(This may take the form of a self-assessment or Specialist Early Help Assessment or Social Work Assessment as required).

You will receive a copy of the assessment

Agreement by a Children’s Social Care Panel
(If required)

You will be informed of the outcome and if support is agreed you’ll be sent a Short Break Support Plan*
This will give information about what the direct payment can fund

A requisition will be sent to the Direct Payment Team to set up the Direct Payment and a bank account for you

A Direct Payment Agreement will be sent to you with a covering letter explaining what the agreement is, information about the card which will be sent to you and who to contact if you need help.

The Direct Payment Team will request that Pre Paid Financial Services (PSF) send a card to you – this will be in your child’s name

PSF will send you the card the letter they send with it refers to the communication you have received from the Direct Payment team in the step above.

If you haven’t already signed and returned the Direct Payment Agreement this needs to be done

Money is transferred to the card

*Please note if you opt for a different way of receiving services this will be discussed with you by the Direct Payment Team. Likewise if you are to receive support from a council owned service the Short Break Co-ordinator, Early Help Worker or Social Worker will explain what the next steps are.