




Parent power: Learning from complaints about personal budgets (November 2023)

LGSCO questions for councillors	Executive / Service response
<p>Does the council have a personal budget and direct payment policy?</p>	<p>Yes-follow this link: Personal-Budgets-Policy-for-EHCP.pdf (tameside.gov.uk)</p> <p> Personal-Budgets-Policy-for-EHCP.pdf</p> <p>Children with Disability (CWD) Social Work / CWD Intervention Workers (draft being updated)</p> <p>  TMBC Direct Payments Policy - for children.docx</p> <p>In Health children who receive continuing health care can apply for a personal budget.</p> <p>All other requests for funding usually go to the funding panel and are treated as individual funding requests.</p>
<p>What is the process for parents, carers and young people to ask for a review of the council's direct payment decision?</p>	<p>Mediation and tribunal.</p> <p>CWD Social Worker / CWD Intervention Workers Parent / young person can request a re-assessment of need with regards DP support.</p> <p>CWD panel mediation with parent / young person and worker at any point.</p>

What are the council's timescales for making direct payments decisions and reviewing them?

The annual review process. There is the facility to review more frequently if there are particular concerns.

CWD Social Worker / CWD Intervention Workers

From point of assessment being completed workers have 10 working days to submit request to CWD panel.

Once agreement in place DP will be reviewed 4-6 weekly alongside financial review annually

Health will review annually usually. However, there is the facility to review more frequently if there are particular concerns and this will be agreed at the panel meeting.

What information is available from the council to parents, carers and young people about personal budgets and direct payments?

-follow this link:
[Personal-Budgets-Policy-for-EHCP.pdf \(tameside.gov.uk\)](https://www.tameside.gov.uk/personal-budgets-policy-for-ehcp.pdf)



Personal-Budgets-Policy-for-EHCP.pdf

CWD social Work / CWD Intervention Workers (Easy read guide in process of update below)

On the CWD website and is in the short breaks statement / protocol (online)



DP easy read guide-Parent.docx

[ISCAN \(tameside.gov.uk\)](https://www.tameside.gov.uk/iscan)

Does the council have an agreement specifying terms and conditions for invoicing and paying for personal budgets?

Paid termly - letter is sent.

CWD Social Worker / CWD Intervention Workers
Direct payments awarded via CSC is paid fortnightly through Tameside payment systems. Payments are paid directly into a parent's bank account or the pay rolled brokerage service (pay partners) If funds need to be drawn back finance team manage and report through the payments systems in the monthly finance meetings.

How does the council monitor direct payments?

EHCP annual review process.

We have less than 10 education personal budgets but there are a small number of personal transport budgets too.

CWD Social Work / CWD Intervention Workers

The DP is monitored via financial monitoring system monthly.
DP support is monitored 4 weekly Social Workers / 6 weekly Intervention workers.
Long Term Monitoring Review system-minimum 3 monthly

Health: There are very few requests to health for personal budgets