



Community Support Team Referral	Case Manager Assessment	Eligibility	Direct Payments Suggestion	Independent Living Visit - Finance	Diverse Cymru Referral	Diverse Cymru Visit <i>Terms & conditions confirm to Case Manager</i>	T&Cs SAP	Direct Payment Active
<p>Referrals come into CST from:</p> <ul style="list-style-type: none"> • C2C • GP • Intake & Assessment • MASH <p>Learning Disability & Mental Health referrals go straight to the relevant teams.</p>	<p>Internal Social Services process</p>	<p>If not entitled to LA assistance, applicants are signposted to other services/third sector partners</p>	<p>Case Manager provides information:</p> <ul style="list-style-type: none"> • Script • List • Information Pack • Policy • Guidance • Default Positions <p>Not Interested Follow LA brokerage system through Adam</p>	<p>Assesses available income of potential service user to establish if services will be free of charge or chargeable up to £60</p>	<p>Diverse Cymru/Case Manager visit Service User and provide initial information:</p> <ul style="list-style-type: none"> • Checklist • DP info pack • HR support eg. recruitment • managed or traditional banking • 3 routes • Employment Law 	<p>Case Manager confirms that SU is interested and initiates ASWP to finance</p> <p>DC visit SU to set up final package options</p> <ol style="list-style-type: none"> 1. Domiciliary - Personal Assistant SU chooses to independently recruit a PA to cover their care 2. Domiciliary – Agency SU contacts a domiciliary care agency to arrange cover for their care 3. Residential SU also has the option of using a DP to pay for residential care, but this option has not yet been used <p>Managed Banking terms and conditions signed in person by SU</p> <p>Banking Type</p> <ul style="list-style-type: none"> • Recruitment • Interviewing • Advertising • Legal • Specific ongoing support requirements • Pensions/Insurance 	<p>Banking terms and conditions returned</p> <p>Start date agreed between Case Manager, provider and SU</p> <p>Finance sets up 4-weekly payments in SAP after start date has been sent to brokerage</p>	<p>Monitoring and auditing</p> <ul style="list-style-type: none"> • Case Manager • Visiting Officers • Finance • Brokerage