

Guidance for PHB Holders to use the Personal Health Budget Support Services Directory

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1. Introduction

This guidance is to support people who receive a Personal Health Budget (PHB) Direct Payment, Third Party Budget or Integrated Budget to use the PHB Support Services Directory. The purpose of the PHB Support Services Directory is to have a range of PHB Support Service Providers, who have successfully completed an ICB procurement exercise, that can help people to manage and organise their PHB.

From here on in, the terms “individual” and “PHB Holder” are used interchangeably throughout this guidance document to mean the person who is receiving and/or managing a PHB. Please use the ICB glossary of words to assist you to understand what certain words and terms mean in this guidance document. There is also an ICB PHB Policy which will provide further information about the ICB’s rules concerning the use and management of PHBs.

The services on the PHB Support Services Directory are not related to clinical care delivery (domiciliary care agencies). The services on the PHB Support Services Directory will provide support to the PHB Holder to understand, manage and meet their employer responsibilities and assist with the recruitment and employment of Personal Assistants (privately employed care staff) to complete care and support tasks. The PHB Support Services Directory, will help PHB Holders get the most out of their PHB, so they can achieve their assessed health and wellbeing outcomes resulting in a better quality of life.

Advocacy Services are available to PHB Holders who feel they need support to understand and use the PHB Support Services Directory. Please speak with a Case Manager if an Advocacy Service is required.

1.1 Payment of services and contract management

PHB Holders will pay for PHB support services on the PHB Support Services Directory from their PHB. The PHB Holder will have enough money in their PHB to pay for their assessed care and support activities and PHB support services to help them manage their PHB. The PHB Holder will be expected to create their own PHB Holder Contracts using the PHB Support Services Directory before they start working with their new PHB Support Service Provider. The PHB Holder will oversee the day to day contract management of the service they receive.

1.2 ICB case management responsibilities

The PHB Holder’s Case Manager is their main contact at the ICB and will be able to respond to queries. The ICB will continue to maintain its statutory responsibilities in relation to case management, assessing, reviewing and monitoring of the PHB Holder’s health, care and support needs, as well as their PHB care package, this will ensure assessed needs are met. The PHB Holder must contact their Case Manager if they have a problem in using the PHB Support Services Directory, or with their PHB Support Service Provider they are working with, which the PHB Support Service Provider is unable to resolve.

1.3 When to use the PHB Support Services Directory?

Before the PHB Holder uses the PHB Support Services Directory, they must have been advised to do so by their Case Manager. This will ensure that the individual is eligible to receive a PHB and has chosen to receive and/or manage a PHB Direct Payment, Third Party Budget or Integrated Budget.

1.4 Where is the PHB Support Services Directory located?

The PHB Support Services Directory is located on the NCL ICB website.

The webpage accommodating the Directory will not appear on internet search engines, this means that PHB Holders or their representatives will need to be given the link from their Case Manager, to access the PHB Support Services Directory.

1.5 Types of services of the PHB Support Services Directory

The PHB Support Services Directory have three distinct categories of services:

1 - Personalised Care and Support Planning and Brokerage Services

2 - Money Management Services

3 - PHB Support Services

Within 3 – PHB Support Services, there are several PHB support services that can be purchased:

- **(3.A) Training Service for PHB Employers and Personal Assistants** (one-off support).
- **(3.B) Advocacy Services** (one-off support).
- **(3.C) Recruitment Support Services for PHB Employers** (one-off support).
- **(3.D) Third Party Service with on-going Management Support** (on-going support).
- **(3.E) Brokerage Support, Information and Guidance** (one-off support).
- **(3.F) Employer Insurance Services** (on-going support).

This guidance explains the steps a PHB Holder will need to take to choose and pay for a provider from the PHB Support Services Directory.

2 Personalised Care and Support Planning and Brokerage

2.1 What is Personalised Care and Support Planning and Brokerage (PCSP&B)?

Personalised Care and Support Plan (PCSP): A Personalised Care and Support Plan is all about what is important to the person who is eligible to receive a health funded PHB. The PCSP will focus on the PHB Holder's strengths, paid and unpaid support and how the PHB will be managed so that the PHB Holder can achieve their health goals and a better quality of life.

2.2 What is Brokerage?

Brokerage: The team or department (a person is called a Broker) whose function it is to work with the PHB Holder and provide independent advice and information about the PHB and the services available in the area. This will assist the PHB Holder to decide which services they can afford to purchase to meet their assessed care and support needs and health goals. Brokerage will also help with the initial set-up of services detailed in the PHB Holder's Personalised Care and Support Plan including the creation of PHB Holder Contracts for PHB support services on the Directory.

Before a person receives an PHB from the ICB, they must have a current PCSP. This PCSP will explain how the PHB Holder will organise and pay for their day to day care and support needs to meet their assessed health and wellbeing outcomes. All PHB Holders receiving a Direct Payment, Third Party Budget or Integrated Budget must have a PCSP and all their PHB activities and spends must be recorded and agreed as correct by the ICB.

Any money spent from the PHB Direct Payment, Third Party Budget and Integrated Budget that is not recorded in the PCSP will be regarded as mismanagement. This might result in suspension or termination of the PHB Direct Payment, Third Party Budget and Integrated Budget.

After the PCSP is created, it will be reviewed and updated by the Case Manager throughout the life of the person receiving a PHB. If the PHB Holder's needs significantly change, a new PCSP will be required. This Personalised Care and Support Planning and Brokerage Service is a one-off service, and the Case Manager will advise the PHB Holder of when a new PCSP and service are needed.

2.3 How the PHB Holder will use the PHB Support Services Directory to pay for a Personalised Care and Support Planning and Brokerage (PCSP&B) Provider

1 of 6 pages

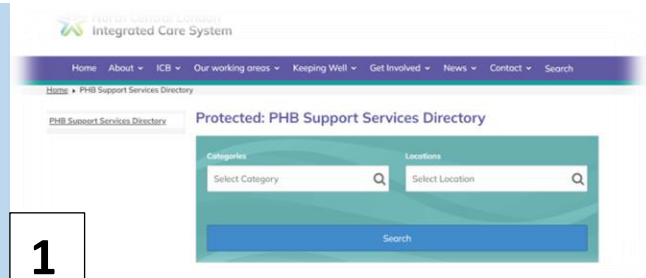
Case Manager confirms that the PHB Holder is to receive a Direct Payment, Third Party Budget or Integrated Budget.

Case Manager will provide PHB Holder with their ICB Care Plan (based on the ICB eligibility assessment) and an ICB letter indicating:
PHB eligibility,
PHB Indicative Budget, and
Guidance regarding how to use the online PHB Support Services Directory.

PHB Holder will use the online PHB Support Services Directory to choose a Personalised Care and Support Planning and Brokerage Service (PCSP&B) Provider.

The PHB Holder will contact the PCSP&B Provider(s) for more information, see picture 1.

1



PCSP&B Provider(s) will respond to initial contact from the PHB Holder (within 1 working day of initial contact).

PCSP&B Provider(s) and PHB Holder will discuss the service, cost, payment and timescales over the phone (within 2 working from making the appointment).

How to create a PHB Holder Contract is continued on the next page.

COLOUR KEY

ICB Case Management

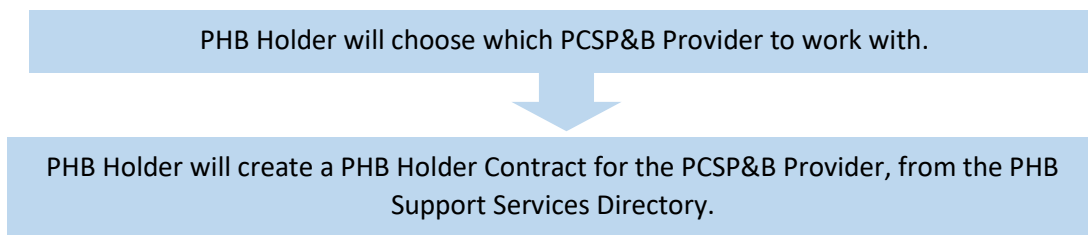
PHB Holder

PHB Support Service

Case Manager

How the PHB Holder will use the PHB Support Services Directory to pay for a Personalised Care and Support Planning and Brokerage (PCSP&B) Provider

2 of 6 pages



How to create a PHB Holder Contract is continued on the next page.

COLOUR KEY

ICB Case
Management

PHB Holder

PHB Support
Service

Case
Manager

How the PHB Holder will use the PHB Support Services Directory to pay for a Personalised Care and Support Planning and Brokerage (PCSP&B) Provider

3 of 6 pages

Creating a PHB Holder Contract

Continued from
previous page.

PHB Holder will go to the PHB Support Services Directory, and under the Categories field, select the category of service wanted or enter the PCSP&B Provider's name you want to work with, see picture 2.

North Central London
Integrated Care System

Home About ICB Our working areas Keeping Well Get Involved News Contact Search

PHB Support Services Directory

Protected: PHB Support Services Directory

Categories

Select Category

Personalised Care and Support Planning and Brokerage Services

Money Management Services

PHB Support Services

Locations

Select Location

Search

2

A second page will appear with the PCSP&B Provider's details. The PHB Holder must press the 'Create PHB Holder Contract' button.

Create PHB Holder Contract

3

PHB Holder will complete the Service Delivery Form that will automatically appear, and press send.

Service Delivery Form

Protected: PHB Service Delivery Form

Name

Name of representative (if any)

Contract ID (if known)

Borough

Service area (if known, ie LD, MH, CYP, CHC)

Telephone contact number

Email Address

4

How to create a PHB Holder
Contract is continued on the next
page.

COLOUR KEY

PHB Holder

PHB Support Service

Case Manager

How the PHB Holder will use the PHB Support Services Directory to pay for a Personalised Care and Support Planning and Brokerage (PCSP&B) Provider

4 of 6 pages

Creating a PHB Holder Contract

Continued from
previous page.

Within two working days after sending the Service Delivery Form.

The PCSP&B Provider will receive an email notification from E-sign with a PHB Holder Contract to sign by email.

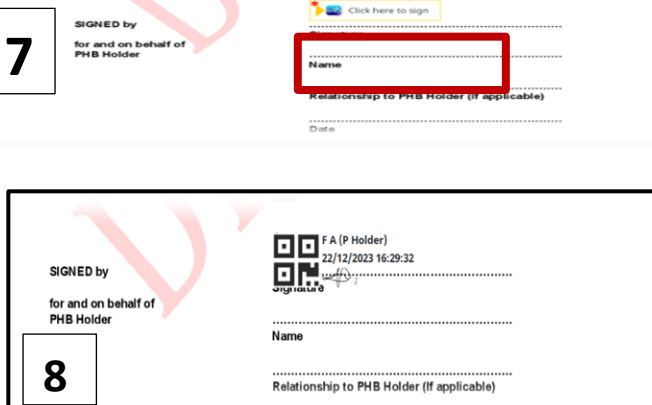
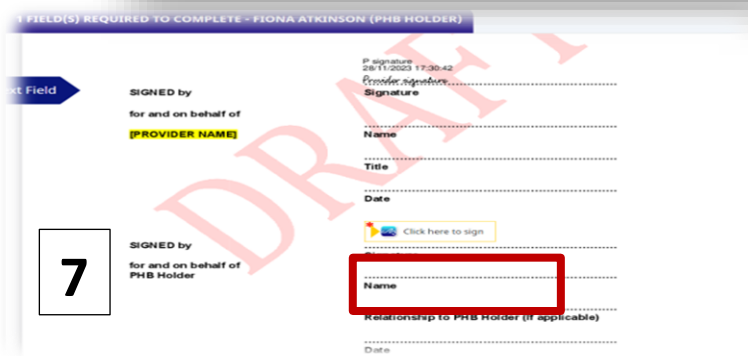
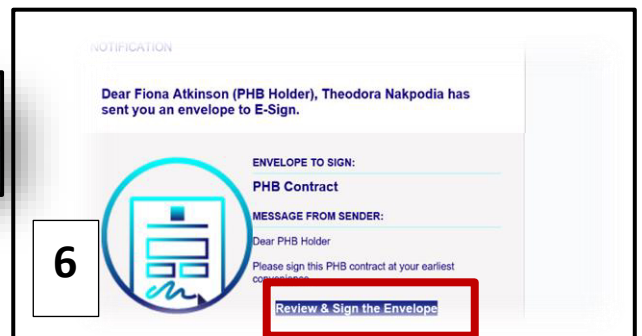
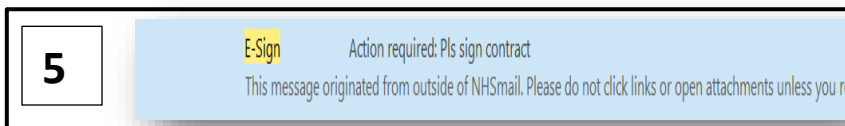
After the Provider has signed the PHB Holder Contract.

The PHB Holder will receive an email notification from E-sign with their PHB Holder Contract (a contract to be signed from E-sign is known as an 'envelope') to be signed using their email, see picture 5.

Open email and press 'Review & Sign the Envelope', see picture 6.

The PHB Holder Contract will open, please follow the instructions concerning where to the sign the PHB Holder Contract. Press the 'Click here to sign' button, see picture 7.

The PHB Holder will choose the format and style of their signature. After choosing your personal style and format of signature, the PHB Holder will not be able to change it and will remain the same for other documents signed with E-sign. After the PHB Holder has signed the PHB Holder Contract, a QR code, date and time stamp, name and signature will appear, see picture 8.



COLOUR KEY

PHB Holder

PHB Support Service

Case Manager

How to create a PHB Holder Contract is continued on the next page.

How the PHB Holder will use the PHB Support Services Directory to pay for a Personalised Care and Support Planning and Brokerage (PCSP&B) Provider

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Continued from
previous page.

Creating a PHB Holder Contract

After the PHB Holder Contract has been signed by all signatories, an email notification will be received from E-sign with the final signed version of the PHB Holder Contract for the PHB Holder's records, see picture 9.

The PHB Holder, PCSP&B Provider, PHB Holder's Case Manager and ICB PHB Team will receive the final version of the signed PHB Holder's Contract.

9



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Your envelope has been signed and completed

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Continued on the next page

COLOUR KEY

PHB Holder

PHB Support Service

Case Manager

How the PHB Holder will use the PHB Support Services Directory to pay for a Personalised Care and Support Planning and Brokerage (PCSP&B) Provider

5 of 6 pages

After the PHB Holder Contract has been signed.

The PCSP&B Provider will begin working with the PHB Holder to deliver the PCSP&B service (within 2 to 5 working days of accepting the referral).



After the PCSP&B Provider service has been delivered.

The PCSP&B Provider will complete the quality assurance process with PHB Holder.



PHB Holder together with the PCSP&B Provider, will complete the quality assurance process, the Service Delivery Form (service completed section), Provider's satisfaction survey and ICB PHB Agreement (ICB terms and conditions of receiving a PHB).

PHB Holder will have 3 to 5 working days to do this before submission to the ICB.



PCSP&B Provider will send a secure email to the Case Manager and CC PHB Holder with:

the PCSP, Service Delivery Form, service set-up checklist, evidence of brokered support services and ICB PHB Agreement, for approval.



Case Manager will place the PCSP on ICB PHB Review Panel Agenda for agreement (within 10 working days of receiving the PCSP).

After the ICB PHB Review Panel, the Case Manager will send a secure email to the PHB Holder and CC: PCSP&B Provider with the decision of the ICB PHB Review Panel and if appropriate confirm the start date of PHB (within 1 working day after Panel).

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COLOUR KEY

ICB Case Management

PHB Holder

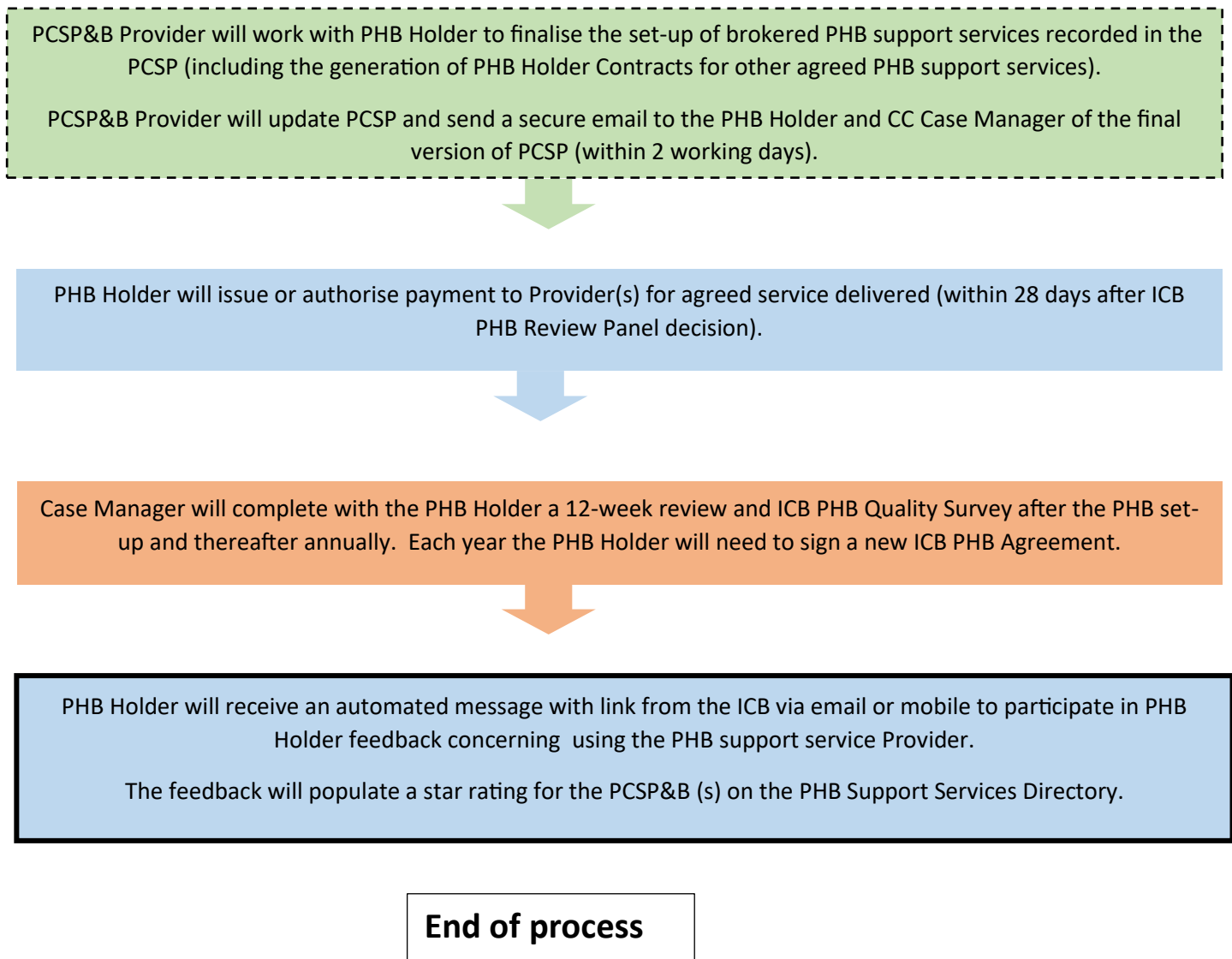
PHB Support Service

Case Manager

How to use the PHB Support Services Directory to pay for a Personalised Care and Support Planning and Brokerage (PCSP&B) Provider

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COLOUR KEY

ICB Case Management

PHB Holder

PHB Support Service

Case Manager

3 Money Management Service

3.1 What is a Money Management Service?

Money Management Service (MMS) will help PHB Holders to remain in control of their PHB Direct Payment, Third Party Budget or Integrated Budget money, so they are able to pay for their planned and unplanned care and support costs and complete quarterly monitoring. The Money Management Service can be a one-off or on-going service dependent on the PHB Holder's needs, the Case Manager will provide advice concerning this.

The Money Management Service and the money to pay for it, must be recorded in the Personalised Care and Support Plan (PCSP), and there should be enough money in the PHB to pay for the Money Management Service. If the Money Management Service is not recorded in the PHB Holder's PCSP and there is not enough money in the PHB Direct Payment/ Third Party Budget to pay for the Money Management Service, please contact a Case Manager.

The Money Management Service options available to PHB Holders are detailed below.

3.2 Payroll Only Service

The Payroll Only Service is for PHB Holders who choose to receive their Direct Payment paid into their designated bank account. The Payroll Only Service enables them to receive payroll support such as payslip creation for staff and calculations of employer liabilities and pension costs. The PHB Holder will make the actual payments based on the Payroll Only Service Provider instructions. The PHB Holder would complete the PHB Direct Payment/Third Party Budget quarterly monitoring directly with the ICB. The Provider for the Payroll Only Service will not be the legal employer of the PHB Holder's employed staff.

3.3 Managed Account Payroll/Fund Holding Service

The Managed Account Payroll/ Fund Holding Service is for PHB Holders who choose to receive their Direct Payment paid to their Money Management Service Provider to assist them to hold and manage their Direct Payment on their behalf. The Provider will make payments in accordance with the PHB Holder's Personalised Care and Support Plan. They will run a payroll for their employed staff, pay invoices for care and support services and make payments related to the employer liabilities and pensions costs. The Provider will also advise on the rules concerning self-employment and the checks to do, as well as complete the PHB Direct Payment/ Third Party Budget quarterly monitoring to the ICB on behalf of the PHB Holder. The Provider will not be the legal employer of the PHB Holder's employed staff.

3.4 Invoice Only Service

The Invoice Only Service is for PHB Holders who choose to receive their PHB Direct Payment paid to their Money Management Service to assist them to hold and manage their Direct Payment on their behalf. These individuals would receive contracted services and are likely to receive invoices for payment. The Money Management Service Provider will pay the invoices on behalf of the individual in accordance with their

Personalised Care and Support Plan. The Provider will also be able to advise on the rules concerning self-employment and the checks to do, as well as carry out PHB Direct Payment/ Third Party Budget quarterly monitoring to the ICB on behalf of the PHB Holder. The Provider will not be the legal employer of the PHB Holder's employed staff.

Please note that if the PHB Holder is intending to use their PHB Direct Payment to pay for domiciliary care agency, this will be arranged as a notional budget (i.e. no longer Direct Payment) by the ICB In most cases.

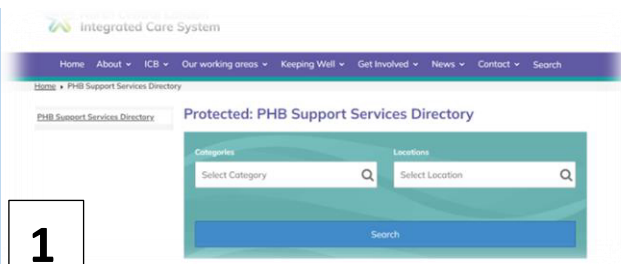
3.5 How to use the PHB Support Services Directory to pay for a Money Management Services (MMS) Provider

1 of 6 pages

PHB Holder contacts Case Manager requesting a new Money Management Services (MMS) Provider.

Case Manager will provide PHB Holder with their PCSP, if needed, and an ICB letter indicating:
PHB eligibility,
PHB Indicative Budget, and
Guidance regarding how to use the online PHB Support Services Directory.

PHB Holder will use the online PHB Support Services Directory to choose an MMS Provider.
The PHB Holder will contact the MMS Provider(s) for more information, see picture 1.



The MMS Providers will respond to initial contact from the PHB Holder (within 1 working day of initial contact).

The MMS Provider and PHB Holder will discuss service delivery, resources required, cost, payment and timescales over the phone (within 2 working from making the appointment).

How to create a PHB Holder Contract is continued on the next page.

COLOUR KEY

ICB Case Management

PHB Holder

PHB Support Service

Case Manager

How to use the PHB Support Services Directory to pay for a Money Management Services (MMS) Provider

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Continued from
previous page.

PHB Holder will choose which MMS Provider to work with.



PHB Holder will create a PHB Holder Contract for the MMS Provider, using the Directory.



How to create a PHB Holder
Contract is continued on the
next page.

COLOUR KEY

ICB Case Management

PHB Holder

PHB Support Service

Case Manager

How to use the PHB Support Services Directory to pay for a Money Management Services (MMS) Provider

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Continued from
previous page.

PHB Holder will go to the PHB Support Services Directory, and under the Categories field, select the category of service wanted or enter the name of the MMS Provider you want to work with, see picture 2.

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Home About ICB Our working areas Keeping Well Get Involved News Contact Search

PHB Support Services Directory

Protected: PHB Support Services Directory

Categories

Select Category

- Personalised Care and Support Planning and Brokerage Services
- Money Management Services
- PHB Support Services

Locations

Select Location

Search

2

A second page will appear with the MMS Provider's details. The PHB Holder must press the 'Create PHB Holder Contract' button, see picture 3.

Create PHB Holder Contract

3

PHB Holder will complete the Service Delivery Form that will automatically appear, and press send, see picture 4.

Protected: PHB Service Delivery Form

Name

Name of representative (if any)

Contract ID (if known)

Borough

Service area (if known, ie LD, MH, CYP, CHC)

Telephone contact number

Email Address

4

How to create a PHB Holder
Contract is continued on the next
page.

COLOUR KEY

PHB Holder

PHB Support Service

Case Manager

How to use the PHB Support Services Directory to pay for a Money Management Services (MMS) Provider

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Creating a PHB Holder Contract

Within two working days after sending the Service Delivery Form.

The MMS Provider will receive an email notification from E-sign with a PHB Holder Contract to sign by email.



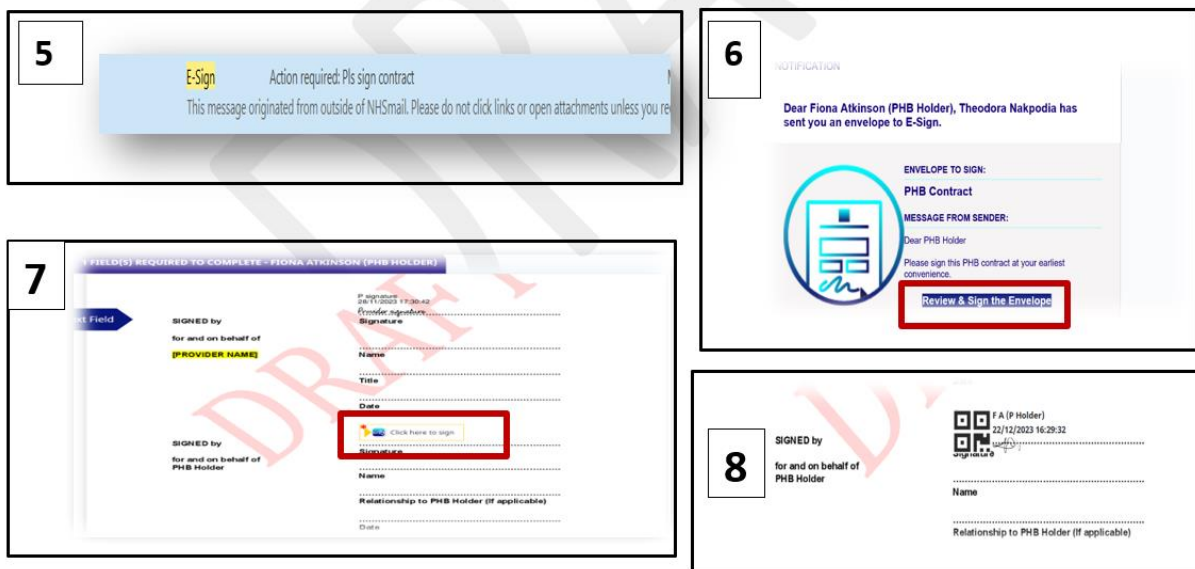
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How to create a PHB Holder Contract is continued on the next page.

COLOUR KEY

PHB Holder

PHB Support Service

Case Manager

How to use the PHB Support Services Directory to pay for a Money Management Service Provider

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Continued from
previous page.

Creating a PHB Holder Contract

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9



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COLOUR KEY

PHB Holder

PHB Support Service

Case Manager

How to use the PHB Support Services Directory to pay for a Money Management Services (MMS) Provider

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Continued from previous page

After the PHB Holder Contract has been signed.

The MMS Provider will begin working with the PHB Holder to deliver the MMS (within 2 to 5 working days of accepting the referral).

After the MMS has been delivered/set up.

The MMS Provider will complete the quality assurance process with PHB Holder.

PHB Holder together with the MMS Provider, will complete the quality assurance process, the Service Delivery Form (service completed section) and Provider's satisfaction survey.

PHB Holder will have 3 to 5 working days to do this before submission to the ICB.

The MMS Provider will send a secure email to the Case Manager and CC PHB Holder with evidence that the agreed service has been set-up, in line with the quality assurance process. The secure email will contain the Service Delivery Form (service completed section) and service set-up checklist.

Case Manager updates the PCSP with name of MMS Provider and start date, if necessary.

Case Manager will send a secure email to the PHB Holder and CC: PHB Provider, with the updated PCSP, if necessary.

PHB Holder will issue or authorise payment to the MMS Provider for agreed service delivered (within 28 days).

PHB Holder will receive an automated message with link from the ICB via email or mobile to participate in PHB Holder feedback concerning using the PHB support service Provider.

The feedback will populate a star rating for the MMS Provider on the PHB Support Services Directory.

COLOUR KEY

ICB Case

PHB Holder

PHB Support

Case Manager

End of process

4 PHB Support Services

What are PHB Support Services?

PHB Support Services are a range of third party providers who can deliver PHB Support Services to the PHB Holder to assist them to manage, understand and meet their PHB employer responsibilities. The PHB Support Services are available to PHB Holders to purchase from the PHB Support Services Directory, providing the required PHB Support Service is recorded in the PHB Holder's Personalised Care and Support Plan (PCSP) and there is enough money in the PHB Direct Payment/ Third Party Budget to pay for the PHB Support Service. If the PHB Support Service is not recorded in the PCSP and the PHB Direct Payment/ Third Party Budget does not have enough money to pay for the PHB Support Service, please contact a Case Manager.

Below are PHB Support Services available to buy from the PHB Support Services Directory.

4.1 (3.A) Training Service for PHB Employers and Personal Assistants (one-off support).

The Training Services for PHB Employers and Personal Assistants will provide practical personalised training on healthcare and non-healthcare tasks as well as PHB management and employer matters. The delivery of training can be in-person, face-to-face, in the individual's home and/or in a group setting in the local community with training apparatus.

If the PHB Holder has difficulty in finding a provider to deliver training, please contact a Case Manager who will help you.

4.2 (3.B) Advocacy Services (one-off support).

Advocacy Services will support a person to put their point of view across and to ensure their voice is heard. The PHB Holder might require support to understand a question, the NHSE PHB process, submit a complaint, explore the way they would like to receive their PHB and/or identify the right PHB support services.

The Advocacy Services will help the PHB Holder to understand their options, choices, and the impact of their decision. Advocacy Services can be delivered on a one to one or group basis.

4.3 (3.C) Recruitment Support Services for PHB Employers (one-off support).

The Recruitment Support Services for PHB Employers will support the individual to recruit their own private staff, including Personal Assistants, to complete health care tasks and care and support activities in their home and in the community.

4.4 (3.D) Third Party Service with on-going Management Support (on-going support)

The Third Party Service with on-going Management Support service is designed for individuals who would like to receive a Direct Payment but lack the capacity and representation to manage the finance or employ Personal Assistants or other support staff. The Provider would receive the individual's Direct Payment and hold funds in a secure ring-fenced bank account and complete ICB quarterly monitoring. The Provider will recruit staff to be able to work with needs and interests of the PHB Holder.

4.5 (3.E) Brokerage Support, Information and Guidance (one-off support).

The Brokerage Support, Information and Guidance service will deliver the following services to individual:

- Advice and guidance concerning what a PHB is, the NHSE PHB Process and options on how to receive and manage the PHB.
- Provide advice and support concerning care and support options.
- Provide sign-posting support to alternative services to assist the individual to achieve their health and wellbeing outcomes in line with their Personalised Care and Support Plan and contingency arrangements.
- Broker new care and support agencies for the individual at short notice, according to what is affordable on the individual's Personalised Care and Support Plan.
- Provide support to individuals to complete the ICB quarterly monitoring if not included in their commissioned Money Management Service.
- Support individuals with creating and completing contracts for Providers delivering PHB Support Services.
- Operate a 24-hour flexible and accessible support service for the PHB Holder to manage issues with care and support delivery and staffing matters.

4.6 (3.F) Employer Insurance Services (on-going support).

Providers delivering the Employer Insurance Services will provide the minimum level of insurance cover:

- Employers Public Liability.
- Public Liability.
- Indemnity to Principle.
- Redundancy cover and notice payment.
- Healthcare task cover.
- Negligence by Personal Assistants.
- Legal Costs and Expenses.
- Employment Legal Advice Helpline.
- Online health care related training courses.

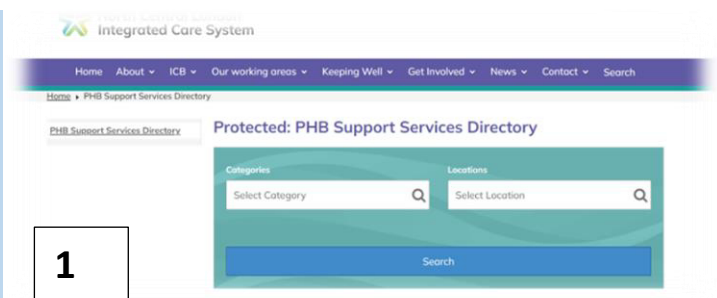
4.7 How to use the PHB Support Services Directory to pay for a PHB Support Services (PHBSS) Provider

1 of 6 pages

PHB Holder contacts Case Manager requesting a new PHB Support Service (PHBSS) Provider.

Case Manager will provide PHB Holder with their PCSP, if needed, and an ICB letter indicating:
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PHB Indicative Budget, and
Guidance regarding how to use the online PHB Support Services Directory.

PHB Holder will use the online PHB Support Services Directory to choose a PHBSS Provider.
The PHB Holder will contact the PHBSS Provider(s) for more information, see picture 1.



The PHBSS Providers will respond to initial contact from the PHB Holder (within 1 working day of initial contact).

The PHBSS Provider and PHB Holder will discuss service delivery, resources required, cost, payment and timescales over the phone (within 2 working from making the appointment).

How to create a PHB Holder Contract is continued on the next page.

COLOUR KEY

ICB Case Management

PHB Holder

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Case Manager

How to use the PHB Support Services Directory to pay for a PHB Support Services (PHBSS) Provider

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page

PHB Holder will choose which PHBSS Provider to work with.



PHB Holder will create a PHB Holder Contract for the PHBSS Provider using the PHB Support Services Directory.



How to create a PHB Holder
Contract is continued on the
next page.

COLOUR KEY

ICB Case Management

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Creating a PHB Holder Contract (Envelope)

PHB Holder will go to the PHB Support Services Directory, and under the Categories field, select the category of service wanted or enter the Provider's name of the PHBSS you want to work with, see picture 2.

2

A second page will appear with the PHBSS Provider's details. The PHB Holder must press the 'Create PHB Holder Contract' button, see picture 3.

3

PHB Holder will complete the Service Delivery Form that will automatically appear, and press send, see picture 4.

4

How to create a PHB Holder Contract is continued on the next page.

How to use the PHB Support Services Directory to pay for a PHB Support Services (PHBSS) Provider

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Creating a PHB Holder Contract

Within two working days after sending the Service Delivery Form.

The PHBSS Provider will receive an email notification from E-sign with a PHB Holder Contract to sign by email.

After the Provider has signed the PHB Holder Contract.

The PHB Holder will receive an email notification from E-sign with their PHB Holder Contract (a contract to be signed from E-sign is known as an 'envelope') to be signed using their email, see picture 5.

Open email and press 'Review & Sign the Envelope', see picture 6.

The PHB Holder Contract will open, please follow the instructions concerning where to the sign the PHB Holder Contract. Press the 'Click here to sign' button, see picture 7.

The PHB Holder will choose the format and style of their signature. After choosing your personal style and format of signature, the PHB Holder will not be able to change it and will remain the same for other documents signed with E-sign. After the PHB Holder has signed the PHB Holder Contract, a QR code, date and time stamp, name and signature will appear, see picture 8.

1 E-Sign Action required: PLS sign contract
This message originated from outside of NHSmail. Please do not click links or open attachments unless you re

2 NOTIFICATION
Dear Fiona Atkinson (PHB Holder), Theodora Nakpodia has sent you an envelope to E-Sign.
ENVELOPE TO SIGN:
PHB Contract
MESSAGE FROM SENDER:
Dear PHB Holder
Please sign this PHB contract at your earliest convenience.
Review & Sign the Envelope

3 1 FIELD(S) REQUIRED TO COMPLETE - FIONA ATKINSON (PHB HOLDER)
Signed by:
for and on behalf of
PROVIDER NAME
Name
Title
Date
Click here to sign
Signed by:
for and on behalf of
PHB Holder
Name
Relationship to PHB Holder (if applicable)
Date

4 SIGNED by
for and on behalf of
PHB Holder
F A (P Holder)
22/12/2023 16:29:32
Name
Relationship to PHB Holder (if applicable)

COLOUR KEY

How to create a PHB Holder
Contract is continued on the next
page.

PHB Holder

PHB Support Service

Case Manager

How to use the PHB Support Services Directory to pay for a PHB Support Services (PHBSS) Provider

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Creating a PHB Holder Contract

Continued from
previous page.

After the PHB Holder Contract has been signed by all signatories, an email notification will be received from E-sign with the final signed version of the PHB Holder Contract for the PHB Holder's records, see picture 9.

The PHB Holder, PHBSS Provider, PHB Holder's Case Manager and ICB PHB Team will receive the final version of the signed PHB Holder's Contract.

9

 **E-Sign** Your envelope has been signed and completed
This message originated from outside of NHSmail. Please do not click links or open attachments unless you r

Continued on the next page

COLOUR KEY

PHB Holder

PHB Support Service

Case Manager

How the PHB Holder will use the PHB Support Services Directory to pay for a PHB Support Services (PHBSS) Provider

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After the PHB Holder Contract has been signed.

The PHBSS Provider will begin working with the PHB Holder to deliver the PHBSS service (within 2 to 5 working days of accepting the referral).

After the PHBSS Provider service has been delivered/set up.

The PHBSS Provider will complete the quality assurance process with PHB Holder.

PHB Holder together with the PHBSS Provider, will complete the quality assurance process, the Service Delivery Form (service completed section) and Provider's Satisfaction Survey.

PHB Holder will have 3 to 5 working days to do this before submission to the ICB.

The PHBSS Provider will send a secure email to the Case Manager and cc: PHB Holder, with evidence that the agreed service has been set-up/delivered, in line with the quality assurance process, along with the Service Delivery Form and service set-up checklist.

Case Manager updates the PCSP with name of PHBSS Provider and start date, if necessary.

Case Manager will send a secure email to the PHB Holder and cc: PHBSS Provider with updated PCSP, if necessary.

PHB Holder will issue or authorise payment to the PHBSSP Provider for agreed service delivered (within 28 days).

PHB Holder will receive an automated message with link from the ICB via email or mobile to participate in PHB Holder feedback concerning using the PHB support service Provider.

The feedback will populate a star rating for the PHBSSP Provider on the PHB Support Services Directory.

End of process

COLOUR KEY

ICB Case Management

PHB Holder

PHB Support Service

Case Manager

5 Safeguarding

If there is a concern about the safety or welfare of a child or adult including yourself, or there is a concern about abuse or neglect, please contact your Local Authority or in an emergency dial 999.

Concerned about a child or children

Please see below for more information and your borough contacts:

Barnet

Tel: 020 8359 4066 (9am-5pm)

Out of hours: Tel: 020 8359 2000

Website: <https://www.barnet.gov.uk/www/working-children-barnet/practitioner-guidance/multi-agency-safeguarding-hub-mash>

Camden

Children & Families Contact Service

Tel: 020 7974 3317 (9am to 5pm)

Out of Hours Tel: 020 7974 4444

Email: LBCMASHadmin@camden.gov.uk.cjsm.net

Enfield

MASH

Tel: 020 8379 5555

Out of hours: 020 8379 1000

Website: <https://cp.childrenspportal.enfield.gov.uk/web/portal/pages/home>

Haringey

MASH

Tel: 020 8489 4470 (Monday to Thursday 8.45am to 5pm; Friday 8.45am to 4.45pm)

Tel: 020 8489 0000 (out of office hours including weekends)

Referrals via Haringey Council Single Point of Access

Email: mashreferral@haringey.gov.uk

Islington

MASH

Children's Services team

Tel: 020 7527 7400

Disabled Children's team

Tel: 020 3688 2828

Out of hours

Tel: 020 7527 7400

Complete the [Children's Services request for service form](#)

Concerned about an adult or adults

Please see below for more information and your borough contacts:

Camden

Adult Social Care Access and Response Team

Tel: 020 7974 4000 (4444 out of hours) and select option 1,

Fax: 020 7974 5822

Email: adultsocialcare@camden.gov.uk

Barnet

Adult MASH

Social Care Direct

Tel: 020 8359 5000 (Monday to Friday, 9am – 5pm)

Out of hours tel: 020 8359 2000

Referral form: <https://www.barnet.gov.uk/adult-social-care/keeping-safe/report-adult-abuse>

Enfield

MASH

Tel: 020 8379 3196

Out of hours: 020 8379 1000)

Email: TheMashTeam@enfield.gov.uk

Haringey

Contact the First Response Team

Tel: 020 8489 1400

Email: firstresponseteam@haringey.gov.uk

Islington

Islington Adult Social Care First Point of Contact

Tel: 020 7527 2299

Email: ASCReferrals@Islington.gov.uk

6 North Central London (NCL) Integrated Care Board (ICB) Borough Contact Details

If you need to speak with a Case Manager concerning using the PHB Support Services Directory or PHB, please contact them using the details below. Working Hours: Monday to Friday, 09:00 – 17:00 (excluding bank holidays).

Borough CHC service	Email address
Barnet CHC Team	nclib.chcbarnet@nhs.net Tel: 020 3198 9743
Camden CHC Team	nclib.chccamden@nhs.net Tel: 020 3198 9743
Enfield CHC Team	nclib.chcenfield@nhs.net Tel: 020 3198 9743
Haringey CHC Team	whh-tr.continuingcare1@nhs.net Tel: 020 3198 9743
Islington CHC Team	continuingcare3@nhs.net Tel: 020 3198 9743