# Introduction

Short Break Direct Payments are a form of Direct Payment specifically designed to support access to Short Breaks. (*Although there will be common ground, this guide is not designed to cover the many other possible uses of Direct Payments that an individual or family may have been assessed for by a Social Worker under section 17 of the Children Act*).

If eligible, the amount of Short Break Direct Payment your child will receive will be set out in your child's Short Breaks Support Plan

It is intended that as more families make use of Short Break Direct Payments that this guide will be updated to reflect any new questions or points that may be of help. Please therefore check for updates in the future.

If you can't find the answer you are looking for please contact:

Direct Payments Team, Tel 0118 9746809 or email: DPWokinghamCard@Wokingham.gov.uk

Or

Short Break Co-ordinator, Tel 0118 974 6881 / 0118 974 6890 or email: ShortBreaksCo-ordinator@wokingham.gov.uk

Or

Your child's Social Worker, Tel 0118 974 6881 / 0118 974 6890 or email: <u>cwdduty@wokingham.gov.uk</u>

## Note re COVID 19.

If using Personal Assistants or agency workers to work with you child please see additional guidance on the use of Personal Protective Equipment (PPE)

https://www.wokingham.gov.uk/local-offer-for-0-25-year-olds-with-additionalneeds/health-and-social-care/social-care/short-breaks-and-respite-care/

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## **Useful Contacts:**

Direct Payments Team Tel 0118 9746809 Or email: <u>DPWokinghamCard@Wokingham.gov.uk</u>

Children with Disabilities Team Tel 0118 974 6881 / 0118 974 6890 Or email: <u>cwdduty@wokingham.gov.uk</u>

Short Break Co-ordinator Tel 0118 974 6881 / 0118 974 6890 Or email: <u>ShortBreaksCo-ordinator@wokingham.gov.uk</u>

# Complaints procedure

We hope that everything will go smoothly but if we aren't getting it right in the first instance please contact the Short Break Co-ordinator (or Social Worker) directly. If this does not resolve your concerns and you need to make a formal complaint about your Short Break Direct Payment, you can find further details on the Council's website at: <a href="http://www.wokingham.gov.uk/contact-us/">www.wokingham.gov.uk/contact-us/</a> or by telephoning Customer Services on 0118 974 6000.

# What is a Short Break Direct Payment? Who can get them? How do they work?

#### What is a Short Break Direct Payment?

A Short Break Direct Payment is money you can receive from the council to buy Short Break services / support on behalf of your child rather than having the council arrange them for you. By receiving Short Break Direct Payments you have the most choice and control over the services you wish to purchase for your child.

The council will create a contract with you called a Direct Payment Agreement permitting you to use allocated council money to plan and meet your child's care and support needs as identified in his/her Short Break Support Plan.

The organisations or individuals that you choose to use for your child's Short Break do not need to be accredited with the Council but the services you receive must still be safe, legal and meet your child's Short Break needs. For details of Short Break services please see the Local Offer website www.wokingham.gov.uk/lo



## Who can receive Short Break Direct Payments?

If your child is assessed as eligible for Short Breaks they will receive a Short Breaks Support Plan which will detail the type of Short Break and the funding that will be provided along with details of how you can receive the funding, which in most cases will be through Short Breaks Direct Payments.

Full details about WBC Short Breaks and eligibility criteria can be found in the WBC Short Breaks Statement (add link)

For Short Breaks information visit the Local Offer website: www.wokingham.gov.uk/lo



You may be permitted to nominate a relative or trusted friend to manage Direct Payments on your behalf. (Subject to a DBS check)

# What happens if I don't want to receive Short Break Direct Payments or my child is not eligible to receive them?

Although for many people Short Break Direct Payments are a preferred option due to the flexibility and control it gives them there may be some families who do not feel that this would be the right option for them. Should this be the case we would encourage you to contact the Direct Payment Team to discuss the options available. These may include:

- A managed account where a payroll provider or organisation manages the Direct Payment contract.
- An Individual Service Fund is when a direct payment is paid to a particular provider who will then provide an agreed amount of support for the money received

- A Council managed service whereby the Council will buy a fixed amount of Short Breaks from an organisation. This option cannot be used to pay individual carers.
- In circumstances where people may not have access to the internet, other options can be discussed. Please contact the Direct Payment Team to discuss your individual circumstances

There may be some circumstances where your child is not eligible to receive Short Break Direct Payments and an alternative form of arrangement may be suggested by the Short Breaks Co-ordinator or your social worker regarding the payment of individuals or services. The reason why your child is not eligible will always be provided however reasons can include:

- If you owe the Council money
- You may not have capacity to manage a Short Break Direct Payment or anyone who can help

#### How will I know how to manage Short Break Direct Payments?

You or a suitable appointed person will be given a Direct Payments agreement which sets out the terms and conditions of receiving your child's Short Break Direct Payments and also what the council requires from you.

You must be willing and able to manage your child's Short Break Direct Payments with support if required. Any person that receives the Short Break Direct Payment on behalf of the child is required to act in their best interests at all times.

If someone helps to manage your child's Short Break Direct Payment, they cannot use the Short Break Direct Payment to pay themselves.

If you need any assistance with this you can contact a member of the Direct Payments Team. You or your suitable appointed person must sign this agreement before you can begin to receive Short Break Direct Payments.

# How will the money be paid to me and how do I use the online Bank Account / 'Wokingham card'?

## How will I manage the money I receive?

You can manage the money you receive through a bank account which will be opened for you by the Council. It comes with a Short Break Direct Payment Card facility known locally as the 'Wokingham Card'. You will receive one card for each eligible child, with their name printed on it. It is the child's details which are required to activate the card

You use the card in the same way as a debit card. Each time you use the card, the purchase amount is debited from the available balance.

Your child's Short Break Direct Payment will be paid into your Online Short Break Direct Payments bank account. Routinely it will be paid monthly in advance but can be paid as a one off payment where this is required. You will receive a remittance advice from the council to tell you how much this payment is.

- You can use the bank account to make payments or the card to make either one-off or regular payments for services that meet your child's identified Short Break needs
- You can use the online banking function to set up Direct Debits, Standing Orders and Bank Transfers.
- Alternatively you can make card payments in person using the PIN through a card machine
- You will only be able to make purchases if there are sufficient funds in the account. There is no overdraft facility.
- Cards can be used to pay for services by telephone or on the internet
- Cash withdrawals from your Wokingham Card Account are not permitted and there is no cheque book facility
- Please note this is a bank card and it should not be given to others, for example personal assistants to use. It enables access to the full amount of money in the bank account. You would be liable for any loss sustained through such action. Instead consider how activities can be paid for in advance on line or over the phone.

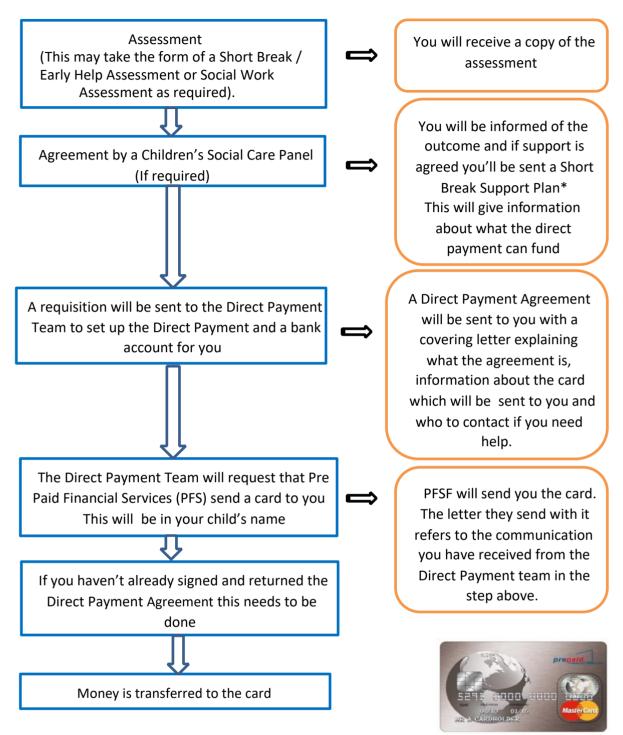
Money loaded on the card remains the property of Wokingham Borough Council and any unspent funds must be returned to the council if requested.

A manual is available on the <u>Prepaid Financial Services website</u> in their frequently asked questions section, which explains how to activate the card and make payments using both the card and the online bank account functions. Should you require a hard copy of the document please contact the Direct Payments Team who will be happy to provide this.

Should you experience any technical difficulties with the card for example difficulties in operating the online system, forgetting your password, getting locked out the system please contact customer services at Prepaid Financial Services who are the card issuer. https://prepaidfinancialservices.com/en/contact-us

If you have problems with the actual money in the account please contact the Direct Payments Team to discuss this

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



\*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.

Please see the Short Breaks Statement for further details on eligibility and what happens if your child is not eligible <u>www.wokingham.gov.uk/lo</u>

#### One off payments

One off payments may be provided through a Short Break Direct Payments Card or in exceptional circumstances, may be paid into your personal bank account and you will be asked to provide receipts for your expenditure. The Direct Payments Team will be able to support you through this process.

# What can I spend my child's Short Break Direct Payments on?

#### How can I spend my child's Short Break Direct Payments?

Short Break Direct Payments can be spent flexibly on a broad range of services or individuals that meet the needs identified in your child's Short Break Support Plan. These may be individuals that you know and trust and you want to pay to look after your child, agency carers or a variety of activities providers, clubs, groups or play schemes. They can also be used to pay for registered child minders i.e. paid using a registered invoice.

In certain circumstances it can be spent on equipment to facilitate short breaks i.e. hiring a mobile hoist. However as noted below this cannot be equipment that should be provided by Health.

Likewise it is also possible to spend money on activities with a therapeutic value i.e. music therapy, massage, horse riding etc. However these must not be therapies that should be provided by Health.

Parents are routinely expected to pay the entrance fee of any activity their child is attending. The money is provided to ensure that the additional cost incurred due to the child's disability is covered such as the cost of support staff and/or the staff's entrance fee

Please note the CAN (Children with Additional Needs) Card provided by Wokingham Borough Council is accepted at a number of attractions, (although some may still ask for additional proof – please check with the place your child is visiting).

The CAN Card indicates that the child has an additional need and may allow the accompanying carer to enter for free. For further information on how to apply for a CAN card and what the CAN Network can offer, please visit the Local Offer website and search CAN Card: <a href="http://www.wokingham.gov.uk/lo">www.wokingham.gov.uk/lo</a>

Parents are also expected to pay for their child's food and drink **at all times**. Carers can claim a reasonable expense i.e. £8 for a whole day. (This is however up to parents to negotiate with their carer and it is reasonable for example for you to pack a picnic for both the child and the carer). Please remember there is no additional payment for carers' food so large bills in this area will impact on amount of services you receive.

The Short Break Direct Payment can be used to cover carers' mileage whilst the child is in the vehicle but should not be used to pay for the carer to get to and from the starting point i.e. usually the child's home or school as agreed. It is parent's responsibility to check that the carer they are using has business insurance on their vehicle.

#### What can I not spend my child's Short Break Direct Payments on?

The services you purchase must be safe, legal and meet your child's care and support needs and **cannot be spent**:

- To pay for routine transport (if there is an exceptional circumstance please discuss this with the Short Break Co-ordinator, your Social Worker or the Direct Payments Team);
- To pay for long term residential / nursing care in a registered home environment;
- To buy medicines, alcohol or tobacco products;
- To buy household items, food and drink or clothing and personal items, unless these are specifically identified in your Support Plan;
- To pay utility bills, or pay for household maintenance;

- To buy equipment that should be provided by the NHS;
- To pay for gambling such as horse racing, bingo or lottery;
- To cover some or all of your housing costs, for example rent, mortgage or Council Tax payments;
- To allow you to take part in or promote any illegal activities;
- As a substitute for a Disabled Facilities Grant to make adaptions to your home. A oneoff payment may be considered for adaptations that are not eligible via a Disabled Facilities Grant;
- To enter into a Hire Purchase Agreement or Loan, which attracts interest payable by the Council and which can confuse ownership;
- To gain a profit from any activity that has been paid for using Short Break Direct Payments;
- To purchase services provided by us, for example transport, or Council commissioned block arrangements;
- To meet the needs of any person not named in your Support Plan or eligibility letter; (this includes paying for breaks for other household members)
- Any activity which we deem to be unsafe even after careful assessment and the application of mitigation

## Can I save up my child's Short Break Direct Payment money?

We would expect the money provided to be used by year end, (the anniversary of the start date), as there is no carry over between years and any unused funds will be reclaimed at this point.

However the money is there to be used flexibly to meet your needs. Therefore whatever you don't spend in one month can be put towards the cost of short breaks in a different month. This enables you to save either part or all of a monthly payment to save up for busier periods such as school holidays should you wish to do so.

In case of a query about what you can spend your child's Short Break Direct Payments on, please discuss this in advance with the Short Breaks Co-ordinator, your Social Worker or the Direct Payments Team as the last thing we would want to do is create possible financial difficulties for you by having to ask you to pay back any money.

The main options for purchasing support fall broadly into the following categories:

- The direct employment of a Personal Assistant using a payroll company
- Purchasing a service through a self-employed carer or provider organisation (such as a club, play scheme or activity).

## There are further details about this in fact sheets 4 & 5

## How do I recruit and employ a Personal Assistant?

This Factsheet is about directly employing a Personal Assistant i.e. you become their employer. If you wish to purchase this service from a Personal Assistant who is self-employed please see: Factsheet 5 How do I use an agency, organisation or purchase a service?

If you choose to use your child's Short Break Direct Payments to employ a personal assistant, you will be responsible for the recruitment and employment process and managing the terms and conditions of their contract. This will include:

Responsibility	Who can help	Who Pays
	Recruitment	
Advertising	The Direct Payment Team can offer advice	Should be nil cost, discuss with Short Break Co-ordinator or Social Worker if considering paying for an advert.
DBS Check	The Direct Payment Team can organise DBS checks for Personal Assistants you want to employ. Self-employed PA's, services and organisations are expected to DBS check their own staff	WBC will fund the cost of the DBS check
Contract of Employment	A template is available see <u>Appendix 1</u> and the Direct Payment Team can offer advice if needed	Nil cost
	Payroll	
Recording your personal assistant's hours worked on a timesheet Paying tax and national	Direct Payment Team can offer advice if needed. The payroll company can advise on technical issues	Nil cost WBC will fund the cost of the
insurance	function yourself, (see the Payroll section below), the payroll company will do this for you.	<ul> <li>following payroll providers:</li> <li>Paypacket</li> <li>Simon Asbury (Independent Accountant)</li> <li>A financial advisor of your choosing up to £14 per month</li> </ul>
	Workplace Safety	
Work Environment Risk Assessment	A template is available at <u>Appendix</u> <u>2</u> and the Short Break Co-ordinator can offer advice if needed	Nil Cost
Employers Liability Insurance	The Direct Payment Team can offer advice if needed. The Insurance company can advise on technical issues	WBC will fund the cost of Employers Liability Insurance through: • Premiere Insurance • Fish Insurance

You will also be responsible for:

- arranging any training,
- agreeing holidays and appropriate cover arrangements
- making any changes to the employment

The Direct Payment Team can be contacted for help with any aspect of recruitment or on-going employment of a Personal Assistant should you require support. (If using a payroll company they should of course be contacted in the first instance regarding any payroll issues).

## **Recruiting a Personal Assistant**

It is very important that you take some time recruiting your personal assistant so that you can be sure that you have employed the best person to meet your child's short breaks needs.

Many families look to their existing network to identify people that they know and / or trust to look after their child. This may be someone from the child's school, clubs or activities they attend or someone that is known to the family i.e. a neighbour or family friend.

It is also worth talking to other parents as they may know of a personal assistant that they use who has capacity to pick up additional work.

If however you don't know anybody you can think about advertising for a carer. We would strongly recommend that you only put an advert up in an appropriate setting with the permission of the person in charge, i.e. school, clubs, activities or at colleges or universities where for example there may be students undertaking relevant child care courses.

It is important to remember though that this it is a position involving the care of your child that is being advertised and to be careful about what personal information you include. We would advise against giving the child's name or home address.

It is also important to consider and negotiate the security of the advert i.e. will it be put up in specific place where only relevant people can see it rather than being on public display for anyone to read?

When recruiting new staff for children receiving Short Break Direct Payments you must:

Ensure staff are DBS checked (see below)

- Make sure that you get at least two references for each person you employ. (one with their last employer)
- Check if there are any gaps in the person's employment history and make sure they are explained to your satisfaction.
- Not routinely employ family members or persons living in the same household as they cannot be paid as a carer except in exceptional circumstances. If you want to employ a family member or someone who lives in your household, this has to be approved in advance by the Council and is likely to be subject to an agreed period of time.
- You must check their right to work in the UK

## **Disclosure and Barring Service**

Checks by the Disclosure and Barring Service (DBS) are undertaken to safeguard and help inform the recruitment and employment of staff working with children.

A potential employee may, for instance, have criminal cautions or convictions, committed previous offences against other children, or been sacked from a care agency for poor care

practice. Some workers that have been barred from one section of the care industry may try to move to work in other areas.

Where you employ a personal assistant to provide support for a child or where there are children in the household an enhanced DBS for children check must have taken place on any staff you employ and no employment can begin until the DBS disclosure is in place.

- We may need to talk to you about risk if the check is not clear.
- The Direct Payment Team can organise and pay for these checks.
- Each worker needs a check, so if this changes or you have different workers you must let us know so we can check each worker;
- If a Personal Assistant is offering an existing DBS they already hold it would be advisable to ask for a reference from their previous employer named on the DBS check.
- If you or your Personal Assistant do not want a DBS check then you must sign a 'refusal to consent' form. If this happens we will do a risk assessment to see if any action needs to be taken which may include not being able to pay the Short Break Direct Payment;
- Please note: you cannot employ someone under the age of sixteen to undertake a paid caring role or members of your immediate family.

## Safeguarding Concerns

If you become aware of any safeguarding concerns relating to a Personal Assistant you must immediately inform:

Wokingham's Duty Triage and Assessment Team Phone: 0118 908 8002 or email: triage@wokingham.gov.uk in office hours

Or

The Emergency Duty Team (01344 786 543) outside of office hours if you believe you are the first person to have these concerns

Or the Short break Co-ordinator / your social worker and the Direct Payment Team if these are concerns that you know have already been reported.

Even if you stop using this person they may also work for other families. Don't think what if I'm wrong? .... Think what if I'm right?

## **Contract for employment**

Your personal assistant must have a contract of employment, which sets out their hours of work, terms and conditions of work and their rates of pay. The Direct Payment Team can provide an employment contract template (see appendix 1) to get you started, you can then adapt this to meet your own personal needs. You will need to keep a copy of this and give a copy to your employee. You will also need to send a copy to the Direct Payment Team. You will also need to create a job description which details their duties within the caring role. Again a template is available to get you started and can be adapted to suit your needs.

#### **Employment Record Keeping**

You need to keep employment records such as the application form, references, a copy of the contract of employment and job description, for 3 years, (this includes after the Personal Assistant has ceased to work for you).

#### Paying your personal assistant

It is very important to think about your responsibilities when employing someone, these are set out in your Direct Payment agreement. Hourly rates can be negotiable but must be at least minimum wage.

#### www.gov.uk/national-minimum-wage-rates

The amount that you pay also needs to take account of all employment expenses. This includes things like tax and national insurance, staff training, holiday cover, Employer's pension contribution. When you have received/completed & returned the application form for Payroll Services the Payroll Company will send you a Welcome Pack which contains all the information on this for you. If you have any subsequent questions or have questions and are already in receipt of a Short Break Direct Payment on behalf of your child please contact the payroll company.

The current rate that we calculate the value of Short Break Direct Payments at for employment of a Personal Assistant using a payroll company is £11.86 an hour weekday and £14.98 an hour at the weekend. However this includes a contribution for tax and NI.

#### Please note that

It is up to you to agree a rate of pay, when doing this though we advise to take account of tax threshold of the person concerned i.e. students are unlikely to reach a tax threshold on their earnings; those where the employment is a second job or high earners may be willing to work for a lower hourly rate.

It is also worth considering a person's knowledge, skills and experience for example someone with no experience or working with children with disabilities may be comfortable with a lower rate of pay than a member of staff who is experienced and well trained in caring for disabled children.

Either may be right for your child but it is ok, as in other employment, to pay a different wage to different employees based on their knowledge, skills and experience.

The following links provide further information on tax and National Insurance contributions:

https://www.gov.uk/tax-codes

https://www.gov.uk/national-insurance

https://www.gov.uk/government/organisations/hm-revenue-customs/contact/income-taxenquiries-for-individuals-pensioners-and-employees

Working out tax contributions is not always a straightforward matter if the Personal Assistant has more than one employment as the amount of tax to be paid will accumulate

depending on the their individual circumstances. However the Direct Payment Team are happy to be contacted to offer advice and support on this matter.

DPWokinghamCard@ Wokingham.gov.uk Tel 0118 9746809.

# Payroll

It is essential to use a payroll system, to ensure that your personal assistant's tax and national insurance contributions are deducted correctly.

The options you have for managing payroll are:

- To use PayPacket (<u>http://paypacket.co.uk/</u>) which will be paid for by WBC via an additional payment to your child's Short Break Direct Payment
- Find an alternative payroll company. WBC will pay no more than £14 per month
- Manage the payroll yourself through the HRMC payroll www.gov.uk/browse/employing-people/payroll

If you use a payroll service, it will tell you how much employer's national insurance to pay, will deal with the tax office (HM Revenue and Customs) for you and help you sort out your paperwork. They will also be able to advise on things like holiday pay, sickness pay, maternity pay and paternity pay.

If you have any problems with a payroll provider contact them first and try to sort out the issue directly. If it cannot be resolved or is a frequent occurrence, contact the Direct Payments Team.

## Pensions for personal assistants

All employers are now required to help their employees to save for retirement. You must enrol your personal assistant into a workplace pension scheme. If they don't want to be in the pension scheme, they must choose to opt out.

You can find out more about pensions at <u>www.thepensionsregulator.gov.uk</u> If using a payroll service they will deal with this and keep you informed of any action they will be taking or you need to take. If you find that the cost of the pension is negatively impacting on the amount of Short Break Direct Payment your child receives please contact the Direct Payment Team.

## Conducting a working environment risk assessment

To comply with Health and Safety requirements it is important that you conduct a risk assessment of the working environment that you are asking your personal assistant to work in. This should consist of looking at the working environment and identifying any obvious hazards, removing those that can be removed easily and considering how to mitigate any that can't be removed. This may include consideration of personal safety regarding challenging behaviours, manual handling and threats to safety i.e. fire as well as physical objects etc. These should be shared with and signed by the Personal Assistant(s). Obviously things change over time and these should be reviewed at least annually. It is also important to inform your Personal Assistant that their health and safety is also their responsibility and to advise of any new hazards they come across.

A template is available to get you started that can be adapted by you to suit your environment, see <u>Appendix 2</u>.

If you require any help with risk assessing the working environment, please contact the Short Breaks Co-ordinator

## Employers' liability insurance

Where you employ your own staff you must have employer's liability insurance.

Most employers' liability insurance covers you for employee liability, public liability, redundancy insurance, personal accident cover, theft cover and provides a 24 hour helpline.

All information that you require will be contained within your insurance policy including the telephone helpline number and you must keep this along with your policy number in a safe place.

WBC has two recommended insurance companies:

	Premiere Insurance	Fish Insurance
Tel	01276 601 060	0333 331 3770
Email	enquiries@markbatesltd.com	enquiries@fishinsurance.co.uk
Web	www.premierinsurance.co.uk	www.fishinsurance.co.uk

The Direct Payment Team will add the cost of the insurance through these companies to the Short Break Direct Payment your child receives.

#### How do I use an agency, organisation or purchase a service?

You may choose to use your child's Short Break Direct Payments to purchase a service to help you meet your child's assessed care and support needs. These can be paid for on an ongoing basis or through a one-off payment. You will need to ensure that what you purchase is safe, legal and that you have / upload receipts for the money spent

The Short Break Co-ordinator, your social worker or a member of the Direct Payments Team can provide advice and support to you.

If you decide to use your child's Short Break Direct Payments to buy services from an agency, self-employed person or organisation it is important to remember that you are entering into a contract with that organisation, as you are paying for their services. You do not need to do any payroll tasks or consider the health and safety of the worker (beyond ensuring that there are no immediate dangers within your home), as this is the responsibility of the organisation that employs them or the self-employed person.

You will need to be clear with them about the terms and conditions under which you are buying the service including things like; the type of service, how much you are paying them, how payments are to be made, what cover arrangements are in place and notice periods for ending the contract. You need to be especially careful of this if buying a service in advance or block booking dates (be sure to check the cancellation policy). You should also create a way of logging what you have used in case of any dispute with the provider.

In entering into the contract with the self-employed person, agency or organisation you will need to take into account what has been agreed in your child's Short Break Support Plan as to how you will spend your Short Break Direct Payments. If you choose to purchase additional hours or services which have not been agreed you will be responsible for paying for these.

Your chosen individual or organisation will send you an invoice for services that you have received and you should pay this from your child's Short Break Direct Payments Card.

#### How can I find out what services and products are available?

You may already have some ideas of how you wish to use your child's Short Break Direct Payments to meet your care and support needs and you may have discussed this with the Short Break Co-ordinator, specialist Early Help Worker or Social Worker as part of the assessment process.

If not please look on Wokingham Borough Offer Website for details of organisations that break services. <u>www.wokingham.gov.uk/lo</u> Council's Local provides short

If you require assistance, please contact the CAN Network Co-ordinator who will be happy to help:

O cal Offer

Tel: 0118 974 6897 Email: <u>CAN.network@wokingham.gov.uk</u>

# What happens if I need support or there is a change in circumstances?

# Will I get any ongoing support?

If at any point you feel you don't have the information you require or need advice and support please feel free to contact the following who will be happy to help:

Name	What they can help with	Telephone	Email	website
Direct Payment Team	<ul> <li>All aspects of the Short Break Direct Payment process including recruitment &amp; payroll</li> <li>What Short Break Direct Payments can be spent on</li> <li>Change in circumstances</li> </ul>	0118 9746809	<u>DPWokinghamCard@Wokingham.gov.</u> <u>uk</u>	N/A
Short Break Co- ordinator	<ul> <li>Assessment regarding the amount of Short Break Direct Payments,</li> <li>What Short Break Direct Payments can be spent on (the Support Plan)</li> <li>Working Environment Risk assessments</li> <li>Change in circumstances</li> </ul>	0118 9746881 / 0118 9746890	<u>ShortBreaksCoordinator@wokingham.</u> <u>gov.uk</u>	N/A
Children with Disabilities Team	<ul> <li>If your child has a social worker:</li> <li>Assessment regarding the amount of Short Break Direct Payments,</li> <li>What Short Break Direct Payments can be spent on (the Support Plan)</li> <li>Working Environment Risk assessments</li> <li>Change in circumstances</li> </ul>	0118 9746881 / 0118 9746890	<u>cwdduty@wokingham.gov.uk</u>	N/A
Local Offer	Information about Short Break services	N/A	info.families@wokingham.gov.uk	<u>www.wokingham.</u> gov.uk/lo
CAN Network Co- ordinator	Information about Short Break services	0118 974 6897	<u>CAN.Network@wokingham.gov.uk</u>	<u>www.wokingham.</u> gov.uk/lo
Prepaid Financial Services	Technical issues to do with the Wokingham Card (Short Break Direct Payment card)	0207 125 0321	sales@prepaidfinancial services.com	https://prepaidfinancialservices. com/en/
Premiere Insurance	Employers liability insurance	01276 601 060	N/A	www.premierinsurance.co.uk

Fish	Employers liability insurance	0333 331	N/A	www.fishinsurance.co.uk
Insurance		3770		
PayPacket	Payroll	0800 848	info@paypacket.co.uk	http://paypacket.c o.uk/contact-
		8998		<u>us</u>
SEND Voices	Parent Carer Forum who		Info@sendvoiceswokingham.org.uk	www.sendvoiceswokingham
Wokingham	can offer advice and			.org.uk
	collect feedback to help			
	shape future provision			

#### What if I change my mind?

If you accept Short Break Direct Payments on your child's behalf you can change your mind at any time and have services arranged via another means.

Speak to the Short Break Co-ordinator or your specialist Early Help Worker / Social Worker and the Direct Payments team if you decide Short Break Direct Payments are not for you. You will be required to pay back any money you haven't used.

#### Change in circumstances or bereavement

We appreciate that in some circumstances sorting out Short Break Direct Payments may not be the biggest concern and understand fully that this may not be the first thing you do. However it is important that you let us know of any changes in circumstance. Therefore as soon as you are able please contact the Direct Payments team and the Short breaks Coordinator (or specialist Early Help Worker or Social worker if more applicable)

If the person managing the account leaves or dies we will need to arrange to transfer the management of the account to another appropriate person for Short Break Direct Payments to continue smoothly. For this reason you will be asked, at the beginning of the arrangements, to provide the council with contact details of your next of kin and details of who will be dealing with your estate in the event of your death so that we can conduct a final audit of the Short Break Direct Payments account prior to transfer. This must be kept up to date.

In the event of a child's death, we would need to stop the Short Break Direct Payment. If there is any Short Break Direct Payments money left on the Short Break Direct Payments Card or in the specific bank account, there is a legal obligation for it to be returned to Wokingham Borough Council after all employees' wages, income tax and national insurance and invoices from organisations are paid.

If you are simply leaving Wokingham Borough please contact the Direct Payments Team in advance of the move to discuss arrangements. Please also let the Short Break Co-ordinator know. It is also worth contacting your new local authority to see what arrangements need to be in place for you to access support in your new local area.

In any of these difficult or stressful circumstances Children's Social Care staff and the Direct Payment Team will do what they can to assist you to make the process as easy as possible.

## What Records Do I Need to Keep?

You need to keep employment records such as the application form, references, a copy of the contract of employment and job description, for the duration of the Personal Assistant's employment for a period of 3 years, (including after the PA has ceased to work for you).

Whilst the Council can access the bank statement to monitor expenditure there is also a requirement to keep proof of financial records for a minimum of 3 years after the payment was made:

Monthly Payroll summary – please keep these in a paper form (in case the Inland Revenue require any details)

Other Expenditure (including reimbursements for monies paid in advance or BACS payments to other accounts) - You can chose to upload evidence instantly when making payments while you are logged onto your child's Short Break Direct Payment bank account or you can keep paper records.

We will monitor your Wokingham Account on an ongoing basis by viewing the transactions on the on-line account.

We may ask you for further information about any payments you make where the reason for the payment may not be clear.

This could include items such as:

- Receipts for purchases
- Invoices
- Payslips / timesheets
- Copy of the Contract of Employment
- Any other relevant records related to Short Break Direct Payments Expenditure

You must supply these records when asked to. If satisfactory evidence showing how your child's Short Break Direct Payment has been spent is not provided within 4 weeks of our request, you will be in breach of the Direct Payment contract. In that case, we reserve the right to suspend or stop Short Break Direct Payments and you may have to repay some or all of the Short Break Direct Payments that have been paid to your child

## How are Short Break Direct Payments reviewed, suspended or stopped?

#### How often will my child's Short Break be reviewed?

Whilst you are welcome to ask for your child's short break needs to be reviewed at any time, we will hold a review at least annually to ensure that the short breaks are meeting the needs of your child, yourself and your family.

All new packages of support will be reviewed within three months of their start date, to ensure they are working effectively. A subsequent review will be held six months following and then annually moving forward. If there is a need to review more regularly, this will be discussed with you. You can also request a review at any time. Reviews will be conducted by a Short Break coordinator or your child's Social Worker.

Where possible we will tie the review process in with the review of your child's Education Health Care plan (EHCP) where applicable.

EHC plans will be updated with the amount of short break funding or directly provided service your child receives.

The EHC review can make recommendations that the amount and type of short break provision should be reconsidered if the needs your child or family have changed. This may require reassessment, but decisions about alterations to the support will follow the same decision making process as all other requests for initial or reassessment of short breaks.

A financial review of the Short Break Direct Payment will occur at both the 6 month mark and on the anniversary of the Short Break Direct Payment; this will be undertaken by the Direct Payment Team. This is a systems review of the accounts and does not involve a meeting. If there is a build-up of money in the account at the six month mark, they will contact the Short Break and Early Help Team or the Social Worker and we will contact you to find out why the money has not been spent. If you are finding it difficult to spend the money, we will hold a review to explore this with you and look at different options.

If the funding is not surplus but has been saved for a specific purpose i.e. a summer play scheme, please inform us and the funding will not be reclaimed. If it emerges that the funding is surplus, arrangements will be made for this to be reclaimed so that it can be used to support other children and their families.

Likewise any unspent funding on the anniversary of the Short Break Direct Payment Team is routinely reclaimed. You will be written to in advance of the money being reclaimed. This may mean you need to advise us of any money that has been saved for a particular purpose.

For example if the anniversary of the Direct Payment is July and you have been saving an amount each month to cover a more significant cost in the summer holidays, when you receive communication from the Direct Payment Team about reclaiming the funds in July, simply alert them to this and earmarked funds will not be reclaimed.

The Direct Payment Team also periodically monitor the accounts to ensure there is no inappropriate spend. Should inappropriate spending be discovered, the Short Break Coordinator (or Social Worker) will contact you to discuss this in the first instance. If the discussion determines the spend was not appropriate, you will be expected to reimburse the account. Whilst we hope that formulating clear Short Break Support Plans will prevent this from happening, if you are unsure about a spend please contact the Short break Co-ordinator, Social Worker or Direct Payment Officer first. Any technical issues to do with making payments or use of the card should be directed to the Direct Payment Team in the first instance.

Should your child be subject to any other type of plan i.e. a Child in Need, Child Protection or a Child in Care, the Short Breaks will be reviewed in line with the overall plan.

## Suspending or Stopping Short Break Direct Payments

We will suspend Short Break Direct Payments (pending investigation) if:

- You ask us to;
- Financial records are not provided within four weeks of a request to see them;
- Services are not received for some reason for a temporary period (e.g. a hospital stay). Individual circumstances and commitments will be taken into consideration;
- Services purchased using Short Break Direct Payments regularly break down or they do not meet an adequate standard for your child's assessed eligible Short Break needs;
- It is not clear that you comply with law, such as paying tax, national insurance or pension contributions;
- You do not comply with the Direct Payment agreement.
- You move out of the Wokingham Borough

If we cannot work out a satisfactory resolution to allow Short Break Direct Payments to continue, we reserve the right to immediately terminate the Direct Payment agreement.

Before stopping Short Break Direct Payments, we will work with you to try and find a solution to the issues or concerns that have arisen.

We will terminate this agreement with immediate effect in the following situations:

- If a Direct Payment Agreement is not properly completed and signed;
- If the Council or its agents provides the services that the Short Break Direct Payments should have paid for;
- If the Short Break Direct Payments are not being used to meet your child's assessed eligible needs;
- Your child is no longer eligible for Short Break services through Wokingham Borough Council or those care services cannot be paid by a Short Break Direct Payment for legal reasons;
- If we are not satisfied with the arrangements you make to meet your child's assessed eligible needs using the Short Break Direct Payments;
- If it is found the Short Break Direct Payment is being used to purchase unauthorised items;
- If you fail to provide detailed financial records showing how the Short Break Direct Payment has been spent;
- If it is found you are unable to manage the money and there is no suitable person to manage the Short Break Direct Payments for you;
- If you do not comply with the agreement.
- If your child dies;
- If your child spends 4 weeks or longer in hospital please contact the Direct Payment Officer. Tel 0118 9746809 or email: <u>DPWokinghamCard@Wokingham.gov.uk</u> to discuss the circumstances and arrangements regarding Short Break Direct Payments.

# Appendix 1

# EXAMPLE OF A CONTRACT OF EMPLOYMENT

This statement sets out particulars of the terms and conditions of employment and is

given to you in accordance with section 1 of the Employment's Rights Act 1996.

1:		
("The Employer" "I")		
OF:		

Am employing, you:

OF:

("the Employee" "you")

ON:

The Employees employment with the Employer began on:

The Employees employment with previous employers does not count as part of your continuous period of employment.

1. Job Ti	1. Job Title and Place of Work:		
1.1	You are employed as a:		
1.2	Your usual place of work will be at:		
1.3	When requested you will work away from the usual place of work		
	either accompanying the Employer or independently of him/her.		
1.4	The specific duties and responsibilities of the post are set out in		
	the attached job description.		
1.5	The Employer may from time to time require you to carry out		
	other duties with additional pay either on a temporary or		
	permanent basis.		

# 2. Probationary Period

- 2.1 There will be a probationary period of () weeks. At the end of this period the Employer and the Employee will meet to review the position. If the Employee's performance is satisfactory and both are happy with the situation, the Employee's continued employment will be confirmed.
- 2.2 The Probationary period can be extended by the Employer at their discretion. During the first month of the Probationary Period, the Employer may terminate the employee's employment by giving **one** week's notice.

# 3. Hours of Work

- 3.1 The basic number of hours each week will be:
  - () Weekday hours
    - ) Weekend hours
  - () Sleepover(s)
- 3.2 The Employer reserves the right to vary your start and finish times and the number of hours worked on any given day. You may be required to work overtime including on weekends and on bank holidays according to the Employer's needs.
- 3.3 The Employer will endeavour to give reasonable notice of any request for additional hours. Where for example, the Employer requires the Employee to accompany the Employer on holiday.
- 3.4 In certain circumstances, it may be necessary to adjust or exceed your hours in order to ensure that your duties are properly performed, subject to the Working Time Regulations 1998.

# 4. Rates of Pay

4.1	Rates of pay will be:
	<ul> <li>£ per hour Monday – Friday (normal rate)</li> <li>£ per hour Saturday, Sunday and Bank Holidays (weekend rate)</li> <li>£ per hour for a sleepover (night rate)</li> <li>Wage Payments will be made monthly in arrears by cheque/BACS transfer on [] or around the last working day of the month.</li> </ul>
4.2	The Employee will complete and submit a (weekly/monthly) time sheet of the hours worked in any week/month. The timesheet must be submitted to the Employer no later than (date) of the following month so as to enable the Employer to calculate the Employee's wages. Payment will be delayed (until the following month) if the Employee is late in submitting the timesheet.
4.3	The Employer may, in addition to National Insurance and/or PAYE, deduct from the wages payment any overpayment made or sums that the Employee may owe the Employer from time to time. This will include but is not limited to training costs, monies in respect of excess holiday entitlement period and the cost of repairing any damage or losses to the Employer or his/her property caused by you.

# 5. Lateness

5.1	The Employee must phone and advise the Employer as early as possible
	[and in the event at least 30 minutes before the shift starts] if lateness of
	more than 10 minutes is anticipated.
5.2	We may deduct a proportionate amount from your wages for unauthorised
	absence from your employment, otherwise than in the case of absence by
	reason of authorised holiday or absence through illness, injury or accident.

# 6. Holiday Entitlement

- 6.1 The Employee is entitled to 4 working weeks holiday in each holiday year which accumulates (pro rata) per completed month's employment. A week being equivalent of the number of hours/days usually worked per week.
- 6.2 The holiday year is [the calendar year, the 1<sup>st</sup> of April to the 31<sup>st</sup> March] and you should take your holidays during this period. You will not be permitted to carry over any unused holiday entitlement if it is not used. You will not be entitled to payment for any unused holiday entitlement. If the Employee starts work after the beginning or finishes work before the end of the holiday year, the Employee's holiday entitlement will be 1/12<sup>th</sup> of the total holiday entitlement, in respect of each whole month worked.
- 6.3 Your holiday entitlement should be taken at times to be agreed with the Employer and only with the Employer's prior [written] agreement. You are expected to give at least [4 weeks] notice of taking holiday. The Employer's consent is to be obtained before you have committed yourself to a booking or any alternative positive arrangement.
- 6.4 Bank Holidays may be booked off as holiday otherwise they will be treated as normal working days, for which the Employee will be paid at the weekend rate.
- 6.5 From time to time the Employer may attend a residential course or for some other reason may not require the Employee's services. In such circumstances the Employer may request that the Employee take their holiday during the period. If all holiday entitlement has already been taken, the Employer may request that the Employee take a period of unpaid leave provided it does not exceed 4 weeks consecutively or 6 weeks cumulatively effective to end the employment or be treated as a breach of contract.
- 6.6 The Employer may require the Employee to accompany the employer on holiday to provide assistance, although there is no obligation upon the Employee to do so. This will be individually negotiated. [Please note that such an arrangement will not need to be taken out of the Employee's holiday entitlement].
- 6.7 The Employee may not take holiday more than [10] working days consecutively out of your entitlement without the Employer's prior written consent.

6.8 The Employee leaves the employment without outstanding holiday entitlement, the employer will pay the Employee a sum representing salary for the number of day's holiday entitlement outstanding. Alternatively the Employer may require the Employee to take any outstanding entitlement during the Employee's notion

Employee to take any outstanding entitlement during the Employee's notice period. If you leave employment having taken more than the accumulated holiday entitlement for the current holiday year then the Employer will make a deduction in respect of the excess holiday taken from any final payment to you.

# 7. Sickness

7.1 If the Employee is unable to come to work because of illness, then they must let the Employer know as soon as possible so that other arrangements can be made. The only payment for sick leave will be Statutory Sick Pay according to the regulations, which will be provided the Employee follows these procedures:

- a) Inform the employer as soon as the Employee knows they will not be able to come to work, and in any event at least [30] minutes before the start of the shift.
- b) If the employee is off sick for more than 3 days, the Employee must complete form SC2 (Employee's statement of sickness), and submit to the Employer.
- c) The Employee will be required to provide a Medical Certificate if the Employee is absent through sickness for more than seven days.
- For the purposes of the Statutory Sick Pay scheme the agreed qualifying days are [Monday to Sunday]
- e) There is not contractual right to payment in respect of periods of absence due to sickness or incapacity.

# 8. Notice Period

8.1	After you have successfully completed your Probationary period, the Employer
	will give you [written] notice to terminate your employment as follows:

- a) [one] weeks notice if you have continuously been employed or up to two years; and then
- b) [one] weeks notice for each completed year of employment up to a maximum of twelve weeks notice.
- 8.2 You are required to give the Employer [4 weeks] written notice to terminate your employment.
- 8.3 Nothing in this contract prevents the Employer from terminating your employment summarily or otherwise in the event of any serious breach by the Employee of the terms of your employment or in the event of any act of gross misconduct or gross negligence by you.
- 8.4 The Employer reserves the right in their absolute discretion to pay your basic salary in lieu of notice instead of requesting that you work your notice period.

# 9. Confidentiality and Security

9.1 The Employee must respect the privacy of the Employer (and their family). Many problems can arise if information is given to others. The Employee must maintain a professional approach at all times, keep information gained in the course of their employment confidential and specifically, should not discuss the Employer's household and domestic circumstances with others,, other than with the Employer's specific permission.

# 10. Pensions

10.1 There is no pension scheme attached to this job with Employer contributions however if you are eligible you may be offered access to a Stakeholder Pension Scheme by the Employer.

# **11. Collective Agreements (Unions)**

11.1 There are no collective agreements relevant to your employment.

# 12. Driving Licence

12.1 [It is a condition of your employment that you hold a valid UK driving license appropriate to the classes of vehicle that you may need to drive in performing your duty. If you receive any endorsements or are disqualified from driving or otherwise lose your license, if you believe you may have any medical condition that may affect your ability to drive, you must inform the Employer immediately. If you lose your license or develop a medical condition that the Employer believes affects your ability to drive safely your employment may be terminated].

# 13. Grievance Procedures

13.1	If you have a grievance, you must set out the grievance, you must set out the grievance in writing and send the Employer a copy.
13.2	You will be invited to at least one meeting to discuss the grievance, and you must take all reasonable steps to attend the meeting. After the meeting, the Employer will inform you of the decision in response to your grievance and will notify you of the right to appeal against the decision if you are not satisfied with it.
13.3	If you wish to appeal the decision, you must inform the Employer and you will be invited to attend a further meeting, which you must take all reasonable steps to attend. After the meeting the Employer will inform you of their decision.

# 14. Disciplinary Procedures

14.1 The Disciplinary rules applicable to your employment are set out in the attached rules see Appendix 1.

# 15. Suspension

15.1	The Employer reserves the right to suspend you from work on full pay in order
	that they might investigate any disciplinary matter involving you.
15.2	The Employer reserves the right to impose disciplinary suspension without pay
	to the maximum of one working week as a disciplinary sanction.

I have read the above statement of conditions of employment. I understand the conditions and agree to abide by them.
Signature of Employee
Signature of Employer Date
Signed on behalf of
If you are signing on behalf, please answer the questions below.
Relationship to Employer (appointee or power of attorney)
Name
Address
Telephone Number

# Appendix 2

# Working Environment Risk Assessment

The following template is a suggested format for home risk assessments to be undertaken by the employer to ensure the health and safety of their Short Break Direct Payment worker. Obviously every home will differ and the template can be amended as required to meet individual need. It is good practice to review risk assessments annually, when there are significant changes to a property or following an incident or near miss.

## Address of property:

## **Assessment Date:**

Completed by:

1. General	Yes/No/ N/A	COMMENTS/ACTIONS TO BE TAKEN
Is the light suitable for reading and playing?		
Can the room be kept suitably warm/well ventilated?		
Is the home generally clean and tidy?		
Are there any obvious hazards? e.g. frayed carpets, rugs etc. that may cause tripping accidents.		
Are any large glass areas fitted with safety glass? (in the case of old glass is plastic safety covering fitted?)		
Is there any broken furniture being used?		
Are there banisters on the stairs (either filled in or a max. gap of 4 inches)?		

Is there a stair gate fitted	
Are buggies, high chairs and any other children's equipment in good repair? What equipment is to be used detail:	
Has any manual handling equipment such as a hoist or profiling bed been inspected	Date of Inspection

2. Fire / Electrical/ Carbon Monoxide / Hot water	Yes/No/ N/A	COMMENTS/ACTIONS TO BE TAKEN
Does the worker know where the fuse box is located and how to turn of Gas and Water if required		
Is all electrical equipment in good repair? e.g. no frayed/loose wires.		
Are there smoke detectors fitted on each floor and do they work?		
Where are they situated?		
Are room doors kept shut at night to inhibit fires?		
Are fireguards used anywhere in the property		
Do parents smoke? If yes, what measures are taken to avoid the risk of fire and passive smoking by others and where in the house does smoking take place?		
Is there a fire escape plan? This should include details of where door and window keys are kept and their accessibility in emergencies.		
Is there a fire blanket and/or fire extinguisher?		
Where kept?		
Are carbon monoxide monitors fitted and checked on a regular basis?		

Is gas central heating/hot water supply checked annually/	Date of Inspection:
Is the hot water thermostat set at a level which will not cause injury?	

3. Security	Yes/No/ N/A	COMMENTS/ACTIONS TO BE TAKEN
Are all household keys kept out of reach of children? e.g. keys belonging to garden sheds, medicine cabinets, front door etc.		
Do parents have a view on what children should do if they hear the doorbell ring? Is it okay for children to answer the door?		
4. Storage of hazardous items	Yes/No/ N/A	COMMENTS/ACTIONS TO BE TAKEN
Is medication locked away from children's reach – if so where		
Are cigarettes and alcohol locked away out of the reach of children?		
Are the following locked or kept out of reach?		
matches/lighters		
knives / razors		
glasses/china		
polythene bags		
cling film		
Are dangerous substances / household chemicals kept appropriately?		
Liquids		
Powders		
aerosols		

5. BATHROOM	Yes/No/ N/A	COMMENTS/ACTIONS TO BE TAKEN
Is the bathroom / toilet kept in a clean and hygienic manner?		

Is there any electrical equipment in the bathroom? E.g. are all lights/heaters controlled by pull cord?	
Does each house occupant have their own toiletries and towel etc?	
Is there a lock on the door?	
Are there protective gloves available and suitable arrangements for disposing of any waste arising from personal care	

6. First Aid	
Is there a First Aid Kit available – where is this kept?	
Is the Short Break Direct Payment worker First Aid Trained?	Date of training:
Where does the worker record accidents or injuries to a child?	

7. KITCHEN	Yes/No/ N/A	COMMENTS/ACTIONS TO BE TAKEN
Is the kitchen maintained in a clean and hygienic manner?		
Are kettle flexes short?		
Are chest freezers kept locked?		

What arrangements are in place to keep children safe whilst cooking is taking place?	

8. GARDEN	Yes/No/ N/A	COMMENTS/ACTIONS TO BE TAKEN
Is there a garage or shed – is it kept locked?		
Are tools/garden equipment locked/out of reach?		
Are any garden chemicals kept appropriately? i.e:		
Paints		
Paraffin		
petrol or weed killer		
Is the garden safe and are fences and gates secure and in good condition?		
Are garden ponds/water butts securely covered?		
Are greenhouses similarly protected?		
Are sandpits covered when not in use?		

Does the clothes line pose a risk?	
Garden Toys/Play Equipment: Detail type of toy/equipment - Is it safe i.e. position/gates/safety netting detail:	
Are pet faeces cleaned up on a regular basis?	

9. Pets	Yes/No/ N/A	COMMENTS/ACTIONS TO BE TAKEN
Do any pets pose any risk to the worker if so list them:		

10. GUNS	Yes/No/ N/A	COMMENTS/ACTIONS TO BE TAKEN
Are there any guns in the home? If so, what are they used for?		
Give details license of storage and safety arrangements		

11. CARS (used by the DP worker to transport the	Yes/No/	COMMENTS/ACTIONS TO BE TAKEN
The CARG (used by the Dr worker to transport the	163/10/	COMMENTS/ACTIONS TO BE TAKEN
child)	N/A	
child)		

Does the DP Worker have valid, current driving licenses?	Licence seen: Yes I No I Expires:
Is the car appropriately insured? (Car Insurance should be fully comprehensive)	Certificate seen: Yes I No I Reg. No: Expires:
Does the car have a current MOT certificate?	Certificate seen: Yes I No I Reg. No: Expires:
Is the car(s) fitted with BSS approved safety restraints appropriate to the age of any child carried?	

# **SUMMARY**

## Recommendations and Action to be taken:

1
2
3
4
5
6
7
8
9
10

# Signature of Employer:

Date:

# Action Taken and Date Completed:

1
2
3
4
5
6
7
8
9
10

Signed Employer:

Date: