



North Central London  
Integrated Care Board

# NCL ICB PHB set-up process with the PHB Support Services Directory

June 2024

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## **Public Use – For PHB Holders**

### **NCL ICB Workflow– PHB Holder Models.**

**Can be issued to PHB Holders/members of the public.**

**These processes explain how the PHB Holder will use the PHB Support Services Directory to purchase a PHB support service with their PHB.**

# **Public Use – To be included in PHB Holder Contracts/Guidance Doc**

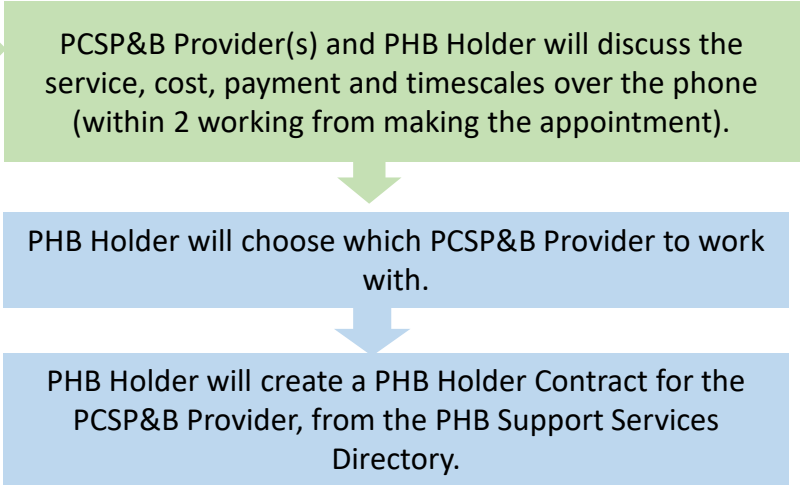
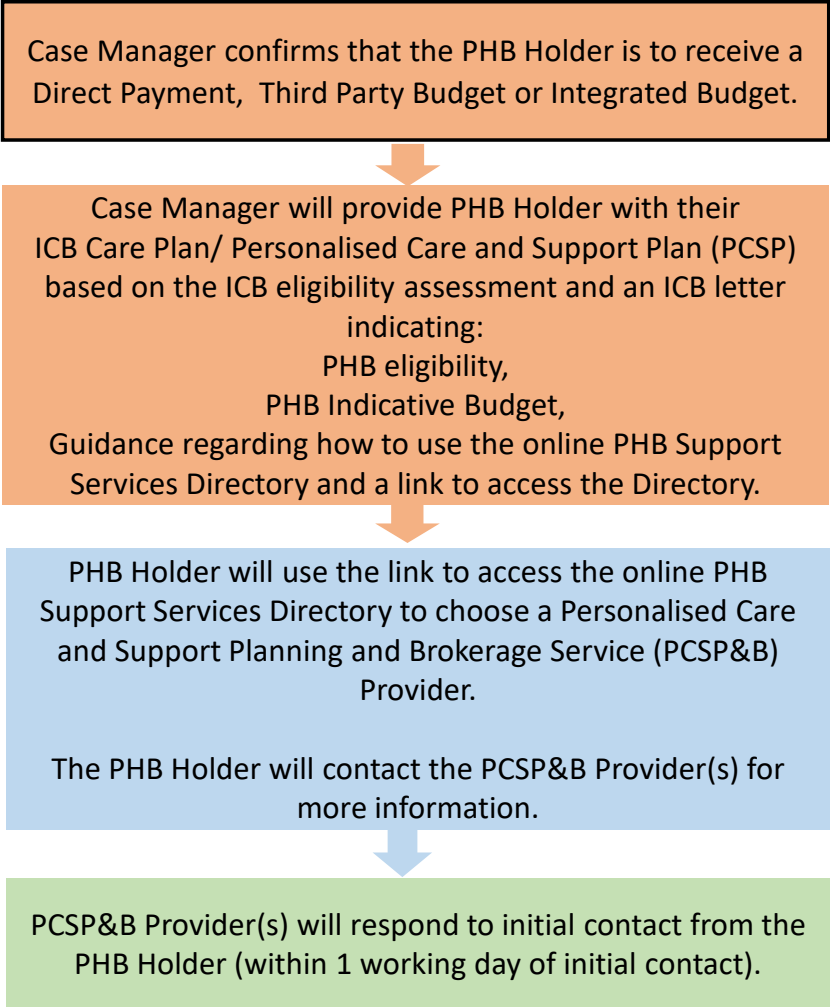
**Model A  
4 Slides**

**Process for PHB Holder to pay for Personalised Care  
and Support Planning and Brokerage Service (PCSP&B)  
Provider**

**ICB PHB Review Panel authorisation/oversight required.**

# Model A – Process for PHB Holder to pay for a Personalised Care and Support Planning and Brokerage Service (PCSP&B) Provider

Slide 1 of 4



**How to create a PHB Holder Contract is continued on next slide...**

**COLOUR KEY**

- ICB Case Management Team
- PHB Holder
- PHB Support Service Provider
- Case Manager notified/action

# Model A – Process for PHB Holder to pay for a Personalised Care and Support Planning and Brokerage Service (PCSP&B) Provider

## Slide 2 of 4

### Creating a PHB Holder Contract

Continued from previous slide...

PHB Holder will go to the PHB Support Services Directory and select the PCSP&B Provider they want to work with.

A second page will appear with the Provider's details. The PHB Holder must click the **Complete this form to create a PHB Contract** button.

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

Within two working days after sending the Service Delivery Form:

The 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 to sign by email (PHB Holder is the last person to sign the PHB Holder Contract).

When the PHB Holder Contract has been signed by all signatories i.e. PHB Holder, Provider, PHB Holder's Case Manager then NCL ICB PHB Team will receive the final version of the signed PHB Holder's Contract.

Continued on next slide...

#### COLOUR KEY

PHB Holder

PHB Support Service Provider

Case Manager notified/action

# Model A – Process for PHB Holder to pay for a Personalised Care and Support Planning and Brokerage Service (PCSP&B) Provider

## Slide 3 of 4

Continued from previous slide...

### 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.

The 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 NCL ICB PHB Agreement (NCL ICB terms and conditions of receiving a PHB).

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

The PCSP&B Provider will send a secure email to the Case Manager and cc: the 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).

Continued on next slide...

### COLOUR KEY

ICB Case Management Team

PHB Holder

PHB Support Service Provider

Case Manager notified/action

# Model A – Process for PHB Holder to pay for a Personalised Care and Support Planning and Brokerage Service (PCSP&B) Provider

## Slide 4 of 4

Continued from previous slide...

PCSP&B Provider will work with PHB Holder to finalise the set-up of brokered support services recorded in the PCSP (including supporting with the creation of PHB Holder Contracts for support services).

PCSP&B Provider will update PCSP and send a secure email to the PHB Holder and cc: the Case Manager with the final version of PCSP (within 2 working days).

PHB Holder will issue or authorise payment to Provider(s) for agreed service delivered (within 28 days after ICB PHB Review Panel decision).

Case Manager with the PHB Holder will complete a 12-week review and ICB PHB Quality Survey after the PHB set-up and thereafter annually. Each year the PHB Holder will need to sign a new ICB PHB Agreement.

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 Provider(s) on the PHB Support Services Directory.

### COLOUR KEY

- ICB Case Management Team
- PHB Holder
- PHB Support Service Provider
- Case Manager notified/action



## **Public Use**

**To be included in PHB Holder Contracts/Guidance Doc**

**Model B**

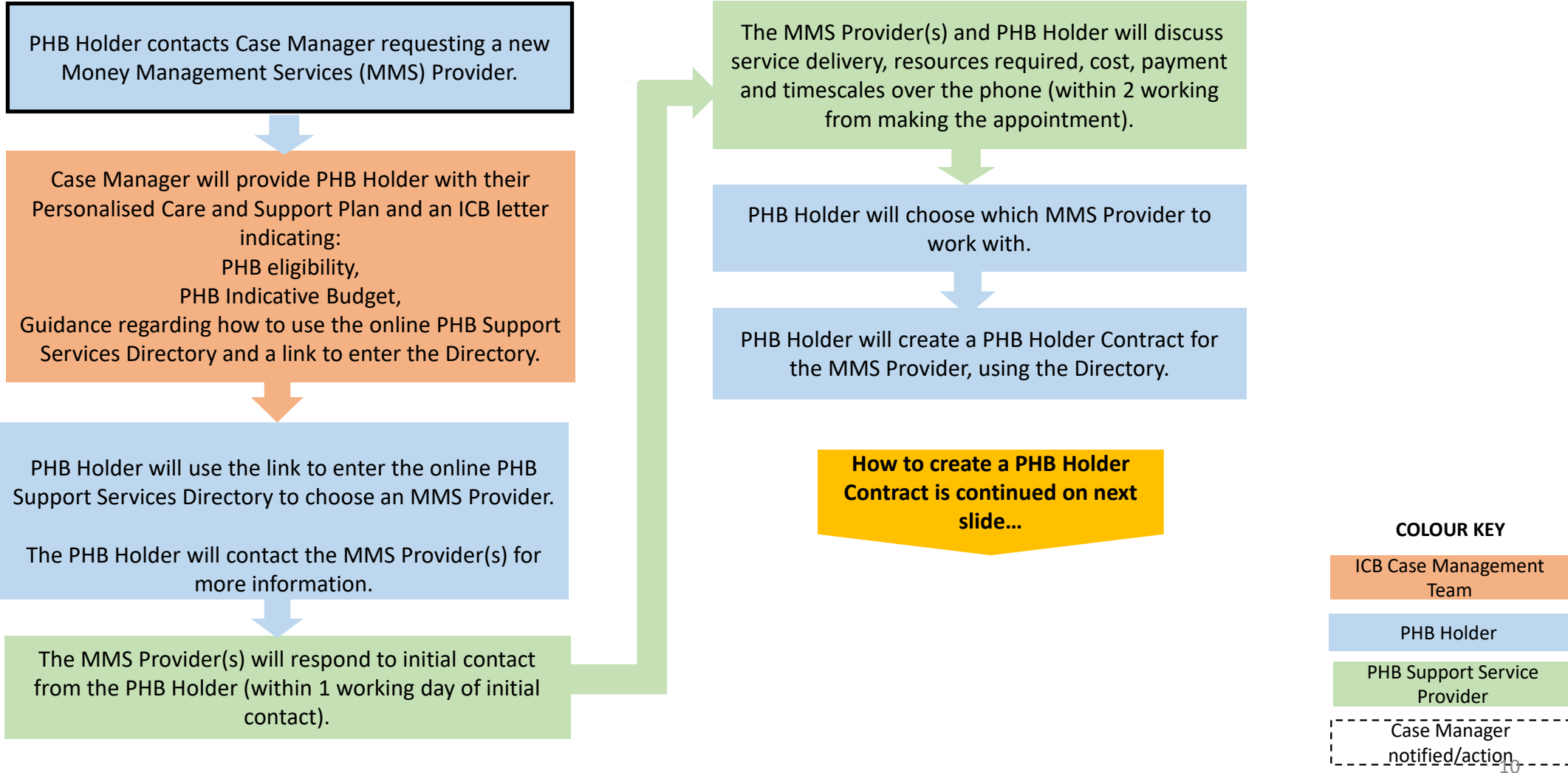
**3 Slides**

**Process for PHB Holder to pay for a Money Management Services (MMS) Provider.**

**No ICB PHB Review Panel authorisation/oversight required.**

# Model B – Process for PHB Holder to pay for a Money Management Services (MMS) Provider

## Slide 1 of 3



# Model B – Process for PHB Holder to pay for a Money Management Services (MMS) Provider

## Slide 2 of 3

### Creating a PHB Holder Contract

Continued from previous slide...

PHB Holder will go to the PHB Support Services Directory and select the MMS Provider they want to work with.

A second page will appear with the Provider's details. The PHB Holder must click the [Complete this form to create a PHB Contract](#) button.

PHB Holder will complete the Service Delivery Form that will automatically appear and press **Submit**.

**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.

**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 to sign by email (PHB Holder is the last person to sign the PHB Holder Contract).

When the PHB Holder Contract has been signed by all signatories, the PHB Holder, MMS Provider, PHB Holder's Case Manager then ICB PHB Team will receive the final version of the signed PHB Holder's Contract.

Continued on next slide...

#### COLOUR KEY

PHB Holder  
PHB Support Service Provider

Case Manager notified/action

# Model B – Process for PHB Holder to pay for a Money Management Services (MMS) Provider

## Slide 3 of 3

Continued from previous slide...

**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 Management Team
- PHB Holder
- PHB Support Service Provider
- Case Manager notified/action

**Public Use**

**To be included in PHB Holder Contracts/Guidance Doc**

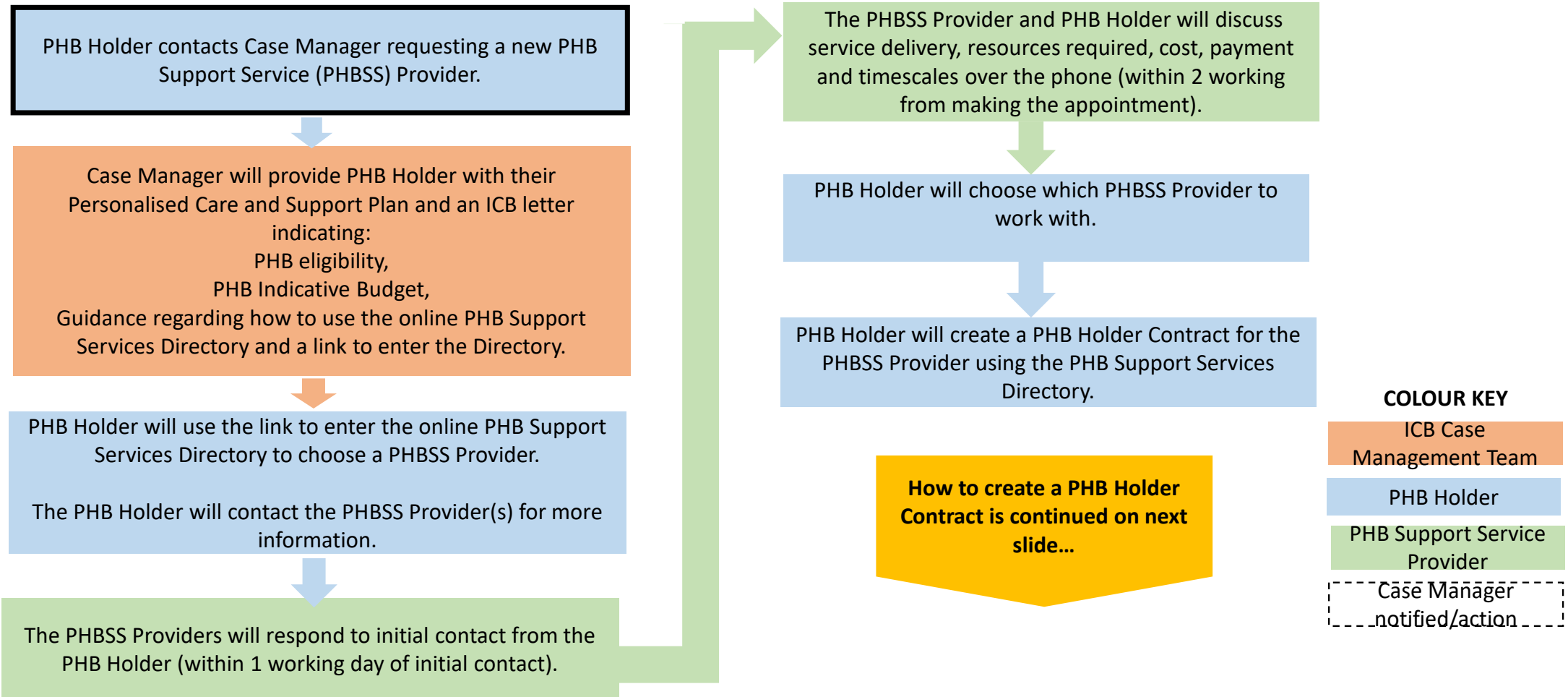
**Model C – 3 Slides**

**Process for PHB Holder to pay for a new PHB Support Service (PHBSS) Provider.**

**No ICB PHB Review Panel authorisation/oversight required.**

# Model C – Process for PHB Holder to pay for a PHB Support Service (PHBSS) Provider

## Slide 1 of 3



# Model C – Process for PHB Holder to pay for a PHB Support Service (PHBSS) Provider

## Slide 2 of 3

### Creating a PHB Holder Contract

Continued from previous slide...

PHB Holder will go to the PHB Support Services Directory and select the PHBSS Provider they want to work with.

A second page will appear with the Provider's details. The PHB Holder should click [Complete this form](#) to create a PHB Contract button.

PHB Holder will complete the Service Delivery Form that will automatically appear and click [Submit](#).

**Within two working days after sending the Service Delivery Form.**  
The Provider will receive an email notification from E-sign with a PHB Holder Contract to sign by email.

**After the Provider has signed the contract.**  
The PHB Holder will receive an email notification from E-sign with their PHB Holder Contract to sign by email (PHB Holder is the last person to sign the PHB Holder Contract).

When the PHB Holder Contract has been signed by all signatories, the PHB Holder, PHBSS Provider, PHB Holder's Case Manager then the ICB PHB Team will receive the final version of the signed PHB Holder's Contract.

Continued on next slide...

**COLOUR KEY**

- PHB Holder
- PHB Support Service Provider
- Case Manager notified/action

# Model C – Process for PHB Holder to pay for a PHB Support Service (PHBSS) Provider

## Slide 3 of 3

Continued from previous slide...

**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 PHBSS Provider on the PHB Support Services Directory

**COLOUR KEY**

- ICB Case Management Team
- PHB Holder
- PHB Support Service Provider
- Case Manager notified/action



**Public Use –**

**For PHB Holders – Issued as and when required**

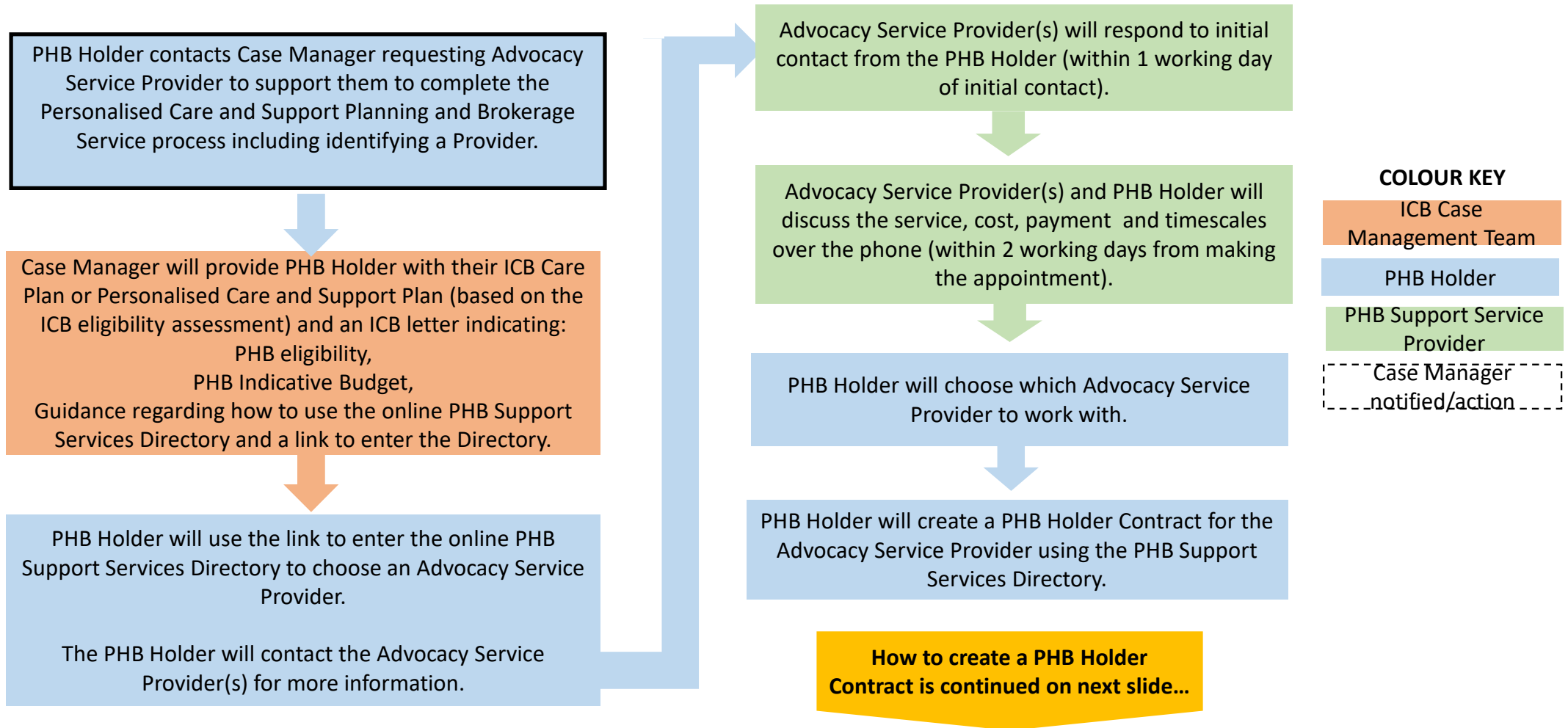
**Model D 6 Slides**

**Process for PHB Holder to pay for an Advocacy Provider to complete Personalised Care and Support Planning & Brokerage (PCSP&B) Service**

**ICB PHB Review Panel authorisation/oversight required.**

# Model D – Process for PHB Holder to pay for an Advocacy Provider to complete Personalised Support Planning & Brokerage (PCSP&B)

## Slide 1 of 6



# Model D – Process for PHB Holder to pay for an Advocacy Provider to complete Personalised Care and Support Planning & Brokerage (PCSP&B)

Slide 2 of 6

## Creating a PHB Holder Contract

Continued from previous slide...

PHB Holder will go to the PHB Support Services Directory and select the Advocacy Provider they want to work with.

A second page will appear with the Advocacy Provider's details. The PHB Holder must click on [Complete this form](#) to create a PHB Contract button.

PHB Holder will complete the Service Delivery Form that will automatically appear and click **Submit**.

Within two working days after sending the Service Delivery Form.

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

After the Provider has signed the contract.

The PHB Holder will receive an email notification from E-sign with their PHB Holder Contract to sign by email (PHB Holder is the last person to sign the PHB Holder Contract).

When the PHB Holder Contract has been signed by all signatories, the PHB Holder, Provider, PHB Holder's Case Manager then the ICB PHB Team will receive the final version of the signed PHB Holder's Contract.

Continued on next slide...

### COLOUR KEY

PHB Holder

PHB Support Service Provider

Case Manager notified/action

# Model D – Process for PHB Holder to pay for an Advocacy Provider to complete Personalised Support Planning & Brokerage (PCSP&B)

## Slide 3 of 6

**Continued from previous slide...**

**After the PHB Holder Contract has been signed.**

The Advocacy Service Provider will begin working with the PHB Holder in line with the agreed contract (within 5 working days of accepting the referral).

The Advocacy Service Provider will support the PHB Holder to identify a PCSP&B Services Provider.

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

The Advocacy Provider will support the PHB Holder throughout the PCSP&B process.

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

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 days from making the appointment).

PHB Holder will choose which PCSP&B Provider to work with.

PHB Holder will create a PHB Holder Contract for the PCSP&B Provider, using the PHB Support Services Directory.

**How the PHB Holder will create a PHB Holder Contract is Continued on next slide...**

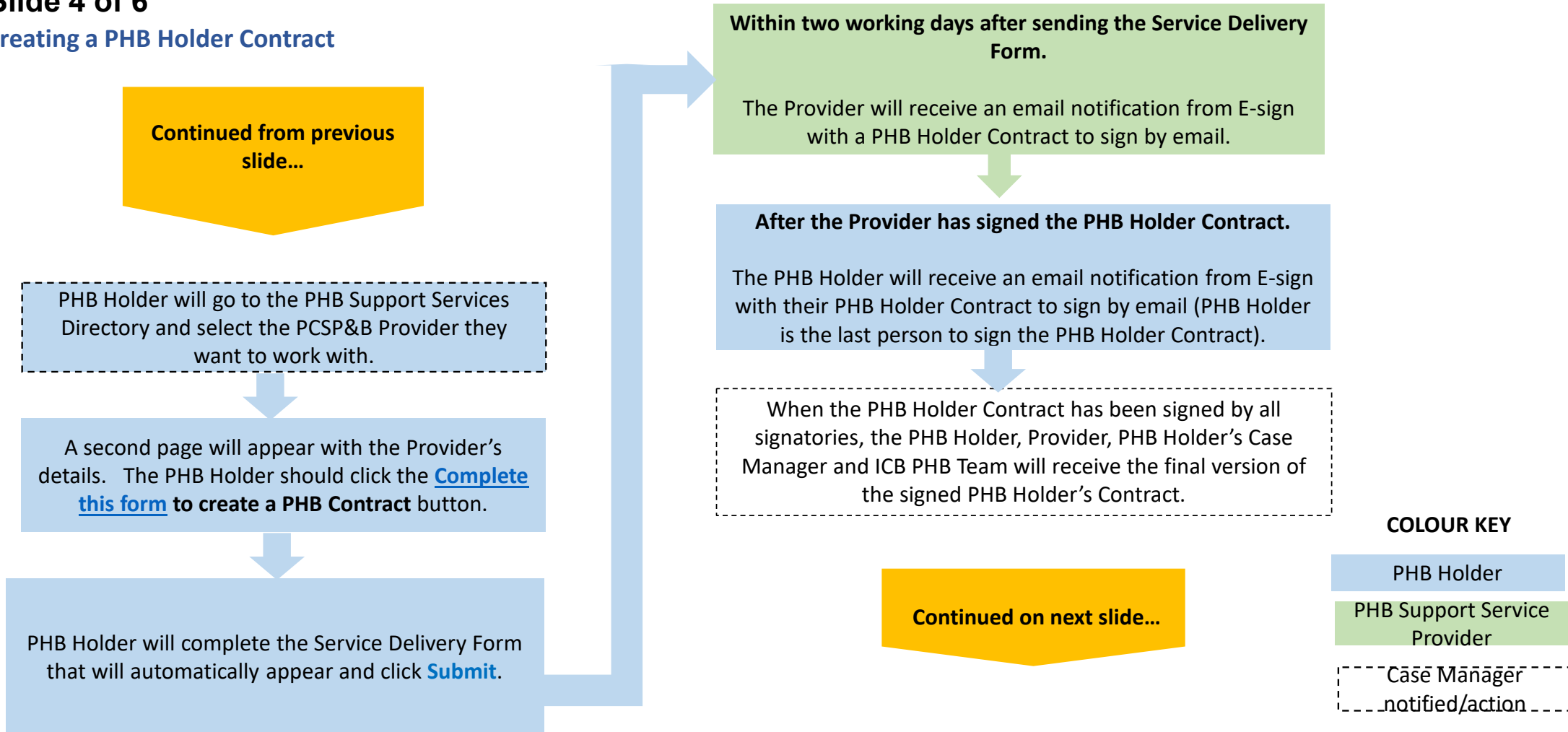
### COLOUR KEY

- PHB Holder
- PHB Support Service Provider
- Case Manager notified/action

# Model D – Process for PHB Holder to pay for an Advocacy Provider to complete Personalised Support Planning & Brokerage (PCSP&B)

## Slide 4 of 6

### Creating a PHB Holder Contract



# Model D – Process for PHB Holder to pay for an Advocacy Provider to complete Personalised and Support Planning & Brokerage (PCSP&B)

## Slide 5 of 6

Continued from previous slide...

### After the PHB Holder Contract has been signed.

The PCSP&B Provider will begin working with the PHB Holder in line with the agreed contract (within 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).

Continued on next slide...

### COLOUR KEY

ICB Case Management Team

PHB Holder

PHB Support Service Provider

Case Manager notified/action

# Model D – Process for PHB Holder to pay for an Advocacy Provider to complete Personalised Care and Support Planning & Brokerage (PCSP&B)

## Slide 6 of 6

Continued from previous slide...

PCSP&B Provider will work with PHB Holder to finalise the set-up of brokered support services recorded in the PCSP (including supporting with the creation of PHB Holder Contracts for support services).

PCSP&B Provider will update PCSP and send a copy by secure email to the PHB Holder and cc Case Manager (within 2 working days).

PHB Holder will issue or authorise payment to the PCSP&B Provider for agreed service delivered (within 28 days after ICB PHB Review Panel decision).

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

Case Manager updates the PCSP with name of Advocacy Service Provider and end date, if necessary.

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

PHB Holder will issue or authorise payment to the Advocacy Service Provider for agreed service delivered (within 28 days after ICB PHB Review Panel decision).

Case Manager will complete with the PHB Holder an ICB PHB Quality Survey after PHB set up (within 12 weeks) and thereafter annually.

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 Provider on the PHB Support Services Directory

### COLOUR KEY

- ICB Case Management Team
- PHB Holder
- PHB Support Service Provider
- Case Manager notified/action

**Public Use**

**For PHB Holders – issued as and when required.**

**Model E 4 Slides**

**Process for PHB Holder not having enough money in their PHB to pay for a PHB Support Service (PHBSS) Provider.**

**ICB PHB Review Panel authorisation/oversight required.**



# Model E – Process for PHB Holder not having enough money in their PHB to pay for a PHB Support Service

Slide 1 of 4



North Central London  
Integrated Care Board

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

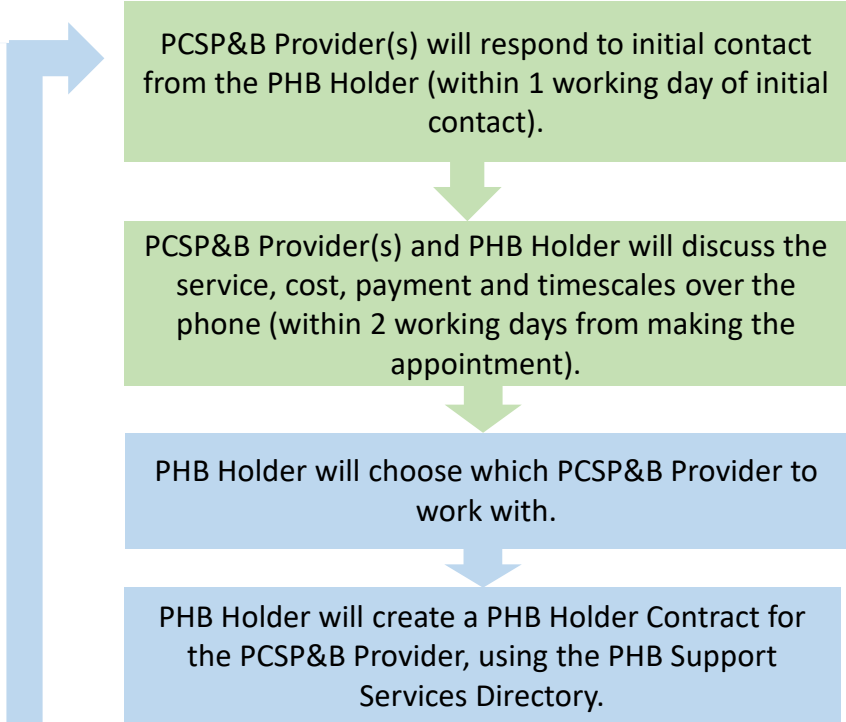
The PHB Holder does not have enough money in their PHB to pay for the PHBSS Provider.

The PHB Holder will need to undergo Personalised Care and Support Planning and Brokerage (PCSP&B) to ensure their PHB has enough money to pay for the PHBSS, and that the PHBSS is recorded in their PCSP for the future.

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

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

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



**COLOUR KEY**

- ICB Case Management Team
- PHB Holder
- PHB Support Service Provider
- Case Manager notified/action

**How to create a PHB Holder Contract is continued on next slide...**

# Model E – Process for PHB Holder not having enough money in their PHB to pay for a PHB Support Service

## Slide 2 of 4

### Creating a PHB Holder Contract

Continued from previous slide...

PHB Holder will go to the PHB Support Services Directory and select the PHBSS Provider they want to work with.

A second page will appear with the Provider's details. The PHB Holder must click the [Complete this form](#) to create a PHB Contract button.

PHB Holder will complete the Service Delivery Form that will automatically appear and click [Submit](#).

Within two working days after sending the Service Delivery Form.

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

After the Provider has signed the contract.

The PHB Holder will receive an email notification from E-sign with their PHB Holder Contract to sign by email (PHB Holder is the last person to sign the PHB Holder Contract).

When the PHB Holder Contract has been signed by all signatories, the PHB Holder, Provider, PHB Holder's Case Manager then the ICB PHB Team will receive the final version of the signed PHB Holder's Contract.

Continued on next slide...

#### COLOUR KEY

ICB Case Management Team

PHB Holder

PHB Support Service Provider

Case Manager notified/action

# Model E – Process for PHB Holder not having enough money in their PHB to pay for a PHB Support Service

Slide 3 of 4

Continued from previous slide...

**After the PHB Holder Contract has been signed.**

The PCSP&B Provider will begin working with the PHB Holder in line with the agreed contract (within 5 working days of accepting the referral).

During PCSP&B process, the PHBSS Providers needed will be brokered and recorded on the PCSP.

**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 for approval and cc PHB Holder. The secure email will contain the PCSP, Service Delivery Form (completed section), service set-up checklist, evidence of brokered support services and ICB PHB Agreement.

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).

PCSP&B Provider will work with PHB Holder to finalise the set-up of brokered support services recorded in the PCSP (including supporting with the creation of PHB Holder Contracts for support services).

PCSP&B Provider will update PCSP and send a copy by secure email to the PHB Holder and cc Case Manager (within 2 working days).

PHB Holder will issue or authorise payment to the PCSP&B Provider for agreed service delivered (within 28 days after ICB PHB Review Panel decision).

Continued on next slide...

**COLOUR KEY**

- ICB Case Management Team
- PHB Holder
- PHB Support Service Provider
- Case Manager notified/action

# Model E – Process for PHB Holder not having enough money in their PHB to pay for a PHB Support Service

## Slide 4 of 4

Continued from previous slide...

Case Manager will complete with the PHB Holder a 12-week review and ICB PHB Quality Survey after the PHB set-up and thereafter annually. Each year the PHB Holder will need to sign a new ICB PHB Agreement.

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 Provider(s) on the PHB Support Services Directory

### COLOUR KEY

ICB Case Management Team

PHB Holder

PHB Support Service Provider

Case Manager notified/action