

# Spotlight on High value payments safeguarding

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## Introduction

The single payments which will be issued are likely to be significant amounts. Some of our claimants have complex needs and may not be able to cope well with large sums of money. This could be a range of things from addiction to learning difficulties.

A process has been put in place when payments are £3000 or more.

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## Safeguarding process

Is the payment £3000 or more?

If 'no', go to step 1, if 'yes' go to step 2.

1. issue payment.

2. Does the claimant have an appointee?

If 'no', go to step 4, if 'yes' go to step 3.

3. Contact the appointee to discuss the payment and how it can be paid safely. Issue payment as agreed with the appointee.

4. Use UCFS to identify if there is evidence of:

- alcohol or drug dependency
- mental illness
- gambling addiction

Is there evidence of complex needs?

If 'no', go to step 1, if 'yes' go to step 5.

5. Contact claimant by phone.

- Attempt to call the claimant/appointee
- Make 3 attempts at different times over at least two days
- Leave message requesting returned call where possible.

If the first call is unsuccessful place the following note in the journal informing the claimant that we have attempted to make contact. Additionally post an UCSDP08 to the claimant. This can be found in the notifications section of the SDP site.

**You are entitled to a backdated payment of transitional severe disability premium. We have attempted to contact by phone to discuss this payment. Before the award is credited to your bank account we would be grateful if you would call redacted or redacted for Northern Ireland.**

Check to see if the claimant has an appointment booked with a work coach. If they do ring the work coach to arrange for the claimant to ring the SDP team whilst in the office. Place a note in the claimant history.

The payment should not be raised in CPS until contact is made.

Has contact been made?

If 'no', go to step 7, if 'yes' go to step 6.

6. If contact is made explain to the claimant that they are entitled to an arrears payment of £xxx.xx which is backdated transitional SDP.

You should also consider signposting the claimant to third party support -

Organisations such as the Money Advice Service, Money Advice Trust and Citizens Advice provide money advice and support.

1. Money Advice Service - [www.moneyadvice.org.uk](http://www.moneyadvice.org.uk) (link is external) - 0800 138 7777
2. Money Advice Trust - [www.moneyadvicetrust.org](http://www.moneyadvicetrust.org) (link is external)

3. Citizens Advice England and Wales - [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) (link is external) - 03444 111 444
4. Citizens Advice Scotland - [www.cas.org.uk](http://www.cas.org.uk) (link is external)
5. Citizens Advice - <https://www.citizensadvice.org.uk/about-us/northern-ireland/> (link is external)

Ask the claimant if they would rather receive this as a lump sum or be paid smaller amounts over a period of time.

Issue single payment or arrange ongoing payments in CPS. The learning to make CPS payments is available in SOP.

Record details of the conversation in the journal.

7. Refer for Home visit.

- Wait for result of visit.
- Issue payment based on the result of the visit.

If the claimant makes contact before the visit is undertaken arrange for the visit to be cancelled.

Agents must create a Jira ticket if the visit hasn't taken place and/or if the visit is not successful.