

**Direct Payments (DP)
&
Adults and Older Persons
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Direct Payments

Overview

Direct Payments are a mechanism that allows eligible individuals to receive cash payments from London Borough of Enfield instead of having services arranged on their behalf. The aim is to promote choice, control, and independence in how care and support needs are met.



Direct Payments

Payments & E-Cards

It is the responsibility of the Service User or their appointed agent to make payments directly to the provider from their Direct Payment funds.

The E-Card is a simple and secure method used by Enfield Council (LBE) to pay Personal Budgets to Service Users who have been assessed as eligible for a Direct Payment. The card enables Service Users to access their allocated funds and pay for approved goods and services that meet the social care needs identified within their Care and Support Plan. The E-Card helps promote greater choice, control, and independence, while ensuring that Direct Payment funds are used appropriately and in line with the agreed support outcomes.



Direct Payments

Payment Issues

Where payment issues arise, the provider is responsible for pursuing recovery of the outstanding debt through their own debt recovery processes. We recommend that providers take action once payments become two months overdue, as this helps prevent the debt from escalating and reduces the risk of significant arrears accumulating over time.

In addition, providers are encouraged to notify the Direct Payments Team of any non-payment issues as soon as possible. This enables Social Workers and relevant Council officers to be made aware of the situation and consider the matter as part of the Service User's ongoing monitoring and audit reviews. Where there is evidence that Direct Payment funds are not being used appropriately, the Council may take action, which could include transferring the Direct Payment to a Council-managed arrangement or implementing other appropriate measures in accordance with Direct Payment policies and procedures.



Adult & Older Persons

Overview

Enfield Council delivers Adult Social Care through MyLife Enfield, it's an integrated health and adult social care service. The service supports adults aged 18 and over, including older residents, to remain independent, safe, healthy, and connected to their communities for as long as possible.

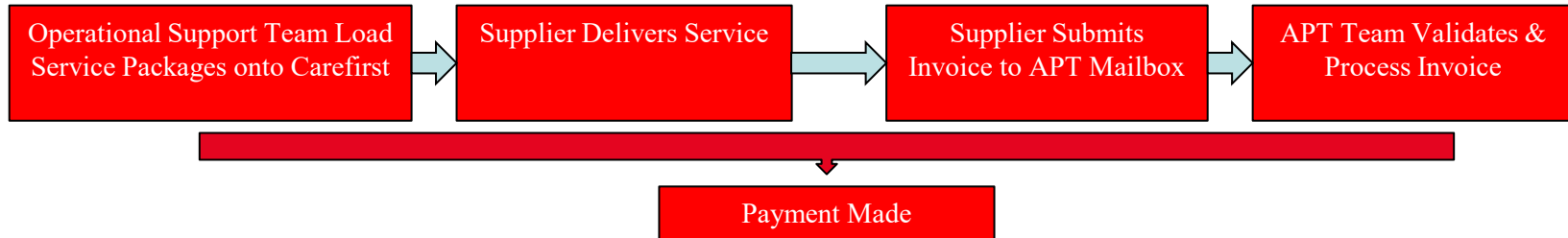


Adult & Older Persons

Internal Process / Payments

Service Packages are either commissioned by the Brokerage Team for

- Homecare
- Residential Accommodation
 - Learning Difficulties
 - Day Care
 - Many More



NB Where there is a variation (additional weeks charged more than agreed Service Package) the supplier is required to submit the request directly to the HC Variation Portal where Opps Support review, gain approval and amend on Carefirst

Contacts

Adult Social Care

adults.payments.team@enfield.gov.uk

Direct Payments

DPFinance.Team@enfield.gov.uk

HC Variation Portal

CarefirstVariationPortal@Enfield.gov.uk

