

Specialist Views of Others **(SVO process)**

For requests for increases/decreases to an existing package.

- There is no need to complete the SVO form to request an increase or decrease, you can simply call the Countywide Duty Team on 0333 0139994 to discuss your request.
- You can contact the above number for day care closures too.

Emergency additional time requests

- The SVO Team (Service Placement Team) will have the authority to approve emergency additional time requests of up to 2 hours only. In very specific circumstances over 2 hours will be considered if part of the same emergency situation, for example waiting for an ambulance to arrive.
- The requests must be received by the SVO Team in the format below within 28 days of the incident occurring otherwise they will not be approved.
- Please send to SPT.PackageChanges@essex.gov.uk

Contingency hours

- These can only be approved by Service Placement Team if they are already detailed within the support plan – including an allocated amount of hours and note of the specific incident leading to use of contingency time
- Please send to SPT.PackageChanges@essex.gov.uk
- Some practitioners will allow for day care closures within the support plan
- If not detailed in the support plan Service Placement Team has to seek budget holder approval in order to process the request

Specialist Views of Others

Suspension, Termination, One-Off, Restart and Contingency

*All fields marked with * are mandatory. Incomplete forms will not be actioned & will be returned.*

***Name of Care Provider:**

***Telephone Number of Care Provider:**

***SVO Completed By:**

***Date of Request:**

***Date of Providers Last Review/Assessment:**

Service User Details

***Name:**

***PRN:**

***Address:**

***Telephone Number**

***Current Support Provided Including Outcomes Achieved:**

***Number of support hours already provided this week:**

***Total hours per week**

Suspension/Termination/Restart

Request Type:

Reason:

Date in which is to come into effect:

Last Visit attended (Suspension/Termination only):

Use of Contingency Hours

These are hours that have already been identified on a support plan for a temporary increase in need relating to a specified outcome.

Dates of contingency provision:

Reason for use of contingency hours as detailed in the support plan:

Total number of hours provided:

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One Off Additional Emergency Support

(Maximum of 2 hours)

Date of additional support:

Reason for additional emergency support:

What were the risks involved?

Call length:

Any other information on additional support:

Any requests received later than one month after the emergency support was provided will not be paid.

Any Further Information