

**Staffordshire County Council
Directorate of Social Care and Health
Direct Payments Project Board**

Direct Payments in Staffordshire

*Gives service users and carers flexibility, choice
and control in the way they are supported.*

General Information for Practitioners, Service Users and Carers

(April 2007)



If you would like a copy of this leaflet in larger print, on audiotape, in Braille, or in a different language, please contact our helpline on 01785 276900.

IMPORTANT INFORMATION

Please Read Very Carefully

This document is intended to be a brief guide only. Every effort has been made to ensure that it is as accurate and up to date as possible, having regard to current statutory requirements at the time of printing. However, the County Council does not accept any responsibility for any error or discrepancy in the document, or any liability for loss or damage arising from reliance by any person on any part of this document.

Furthermore, it is your responsibility to consider obtaining appropriate independent legal advice about the contents of this guide and its application to your personal circumstances, or otherwise about the way in which the County Council has carried out any financial assessment in relation to your care arrangements.

Nothing contained in this document shall restrain, restrict or interfere with the ability of the County Council to exercise its powers, duties, functions and discretions in accordance with any relevant enactments and regulations and also any applicable guidance issued by the Secretary for Health from time to time.

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1. Introduction and Summary

A direct payment is money given by the Council to people who are eligible to receive social care services and who want them as an alternative to having those services arranged for them. The money is used by people to arrange services for themselves to meet their social care needs.

This leaflet introduces the Staffordshire direct payments scheme, managed by the Directorate of Social Care and Health. It is not a detailed manual on how to operate the Scheme. Service users may need more information from social work practitioners, including assessors and reviewing officers. Independent Living Advisers from the Rowan Organisation can also offer information. The Rowan is contracted with the Council to provide extra support, advice and information about direct payments in Staffordshire.

Independent Living Advisers are experienced in direct payments and are able to advise and support on any aspect of the scheme. They are also able to help decide about direct payments and assist service users to make their case for receiving direct payments.

The Council must decide if direct payments are to be offered and agree with service users how much is appropriate. The social work practitioner's role is to ensure that direct payments are suitable for the person and that their needs are properly assessed and met. Assessors then have a duty to offer direct payments as an alternative to services that would have been arranged by the Council.

Service users can tell their social work practitioner at their assessment or review that they are interested in direct payments. They can also ask to be considered for direct payments at any time if they are already in receipt of community care services.

Carers may also be eligible to receive direct payments. These will help them maintain their crucial role in maintaining the independence and health of the people they care for and enable carers to maintain their own physical and mental

wellbeing. Direct payments to carers aren't made to meet the needs of the person being cared for.

The Council can refuse a direct payment if the assessment indicates that the person is not eligible to access the scheme or is not, even with assistance, able to manage direct payments. Also, the Council can withdraw a scheme if the person is unable to manage their scheme, even with assistance, or is seen to have repeatedly made inappropriate claims.

Any disputes about offers, refusals or withdrawals can be resolved through the Directorate's publicised complaints procedure with advocacy assistance as appropriate.

2. What is a Direct Payment?

A direct payment is money given by the Council to people who are eligible to receive social care services and who want them as an alternative to having those services arranged for them. The money is used by people to arrange services for themselves to meet their social care needs.

The Council has a duty to offer direct payments to eligible service users and carers who want them and who can manage their scheme with or without support. Social work practitioners will discuss direct payments with everyone who is eligible at assessment and review –and in a way that means they see them as a realistic option. Existing service users can ask to be considered for direct payments at any time. The money enables people to employ personal assistants or choose services to address their own needs as they consider best.

Eligible carers, following a carer's assessment, may also receive a one-off payment or in exceptional circumstances a regular payment.

Flexibility, choice and control

The following sections give you information about how direct payments will increase flexibility and choice in the way your services are delivered and how you can take control of your own lifestyle.

3. What is a direct payments scheme?

Living independently is about having choice and control over your life, not about doing everything for yourself. Disabled people can live independently, providing they are able to control their own lives, just like everyone else. Many disabled people require assistance to enable them to live the lifestyle of their choice. Being able to control one's own life is what direct payments is all about.

The Staffordshire Direct Payments Scheme, managed by the Council's Social Care and Health Directorate, is an adult services scheme which puts you, the service user, in control of your own lifestyle. It does this by giving you the finance to enable you to employ the people or buy the services to provide the assistance that you decide you need and when you want it.

A direct payment is an alternative to other adult services such as home care, day care and respite care which is controlled by the Care Manager/Care Coordinator. The difference with direct payments is that you control it.

The Carers and Disabled Children Act 2000 empowered Local Authorities to offer direct payments to carers including young carers who undertake a substantial caring role. The Health and Social Care Act 2001 placed a duty on local authorities to offer services to users via direct payments. This means that social workers must give service users and their carers both the opportunity to use direct payments if they wish and to purchase the agreed services that form their package of care.

Direct payments can only be agreed if you are eligible to receive community care services from the Local Authority and if you and your assessor agree that it would be a good way of meeting your assessed needs. You can even have part of your support paid for by direct payments and the rest of your care arranged by the Council if you wish. If you currently receive services arranged by the Council, you could ask to change to direct payments at any time as well.

The Council can refuse a direct payment and instead make alternative arrangements to meet your care needs if the assessment indicates that you are not eligible to access the scheme or are not, even with assistance, able to manage direct payments. If the Council is concerned that you may not be able to manage the payment, all relevant factors must be taken into account before a decision is made to refuse or discontinue the direct payment. These decisions may need to involve professionals trained to assess your capacity to make informed decisions. They would consider your understanding of direct payments, including the actions required on your part; your understanding of the implications of taking or not taking on direct payments; what help is available to you; the nature of the services you have been assessed as needing and what arrangements you would make to obtain services.

Similarly, the Council can also discontinue your direct payments if you are unable to manage your scheme, even with assistance, or you are seen to have repeatedly made inappropriate claims. Your assessor would then make alternative arrangements to meet your care needs.

Any disputes about offers, refusals or withdrawals will be resolved through the Directorate's publicised complaints procedure with advocacy assistance as appropriate.

Remember that direct payments are just one way of meeting your needs. People should not be forced to accept them but should be able to make an informed choice about the different ways of meeting their care needs.

4. How does the direct payments scheme work?

Once your scheme has been set up, you will receive money from the Council both to start you off and thereafter on a regular basis. You will use this money to recruit, organise and pay for personal assistant(s), or to pay for other services, purchased from agency providers. By controlling who provides the assistance you need, you have control over your own life, deciding who works for you, how and when.

The amount of direct payments received will be based on an assessment of your needs, agreed between you and the social care assessor. You can receive any amount from 1 hour per week upwards. However, if you have very high needs and are aged under 65, you and your assessor should consider applying to the Independent Living Fund for additional finance.

Whilst the scheme provides many advantages, it also requires that you take responsibility for the day-to-day management of your assistance requirements, including administering your scheme. This is a daunting prospect for some people. For this reason, the Rowan Organisation offers an independent freephone helpline (0800 783 1755 and minicom: 0800 917 8897) to provide impartial information, advice and support to anyone that needs it.

If you wish to employ a personal assistant, the Rowan Organisation's support workers, known as Independent Living Advisers, will explain and support you through the setting up of a direct payment. They will assist you with recruitment and selection of your assistant, help with contracts of employment and provide links to the Inland Revenue and other government agencies. The Advisers may have personal experience of disability and use Direct Payments in their own lives. They therefore "know what it's like". Advice is also available from other organizations listed in the contacts section.

As direct payments are a considerable responsibility, the decision to use them should not be undertaken lightly. We suggest you read the remainder of this section, seek additional advice and support as well as talking to other people using the scheme, before making your decision.

In the same way that you cannot be forced to receive direct payments against your wishes, similarly you cannot force the Council to give you direct payments. You will need to satisfy them that you are able to manage the scheme, with or without support, and use the money you are given to meet your assessed needs. Others, including your Independent Living Adviser, can offer you assistance to set up and run the scheme, but the ultimate responsibility is yours.

5. Who can receive a direct payment?

You have to be:

- eligible to receive community care services from the council
- a disabled person aged 18 or over when you apply for direct payments
- willing to use direct payments
- able to manage the scheme (alone or with the assistance of others)
- a person aged 18 or over who provides substantial care for another and meets the criteria for carer's services in their own right.

If you are a young person aged 16/17 years, and you are undertaking a substantial caring role, you may meet the criteria for services in your own right. You should get in touch with the Children and Lifelong Learning Directorate to be considered for direct payments.

Direct payments may not be made to certain people whose liberty to arrange their care is restricted by certain mental health or criminal justice legislation. You will need to seek advice on this if you think you may be affected.

6. Direct payments for carers

If you are an adult carer, you may be eligible to receive direct payments. This can be a one-off direct payment in any single year and in exceptional circumstances, a limited but regular direct payment as an alternative to a carer specific service.

Direct payments for carers fund carer's assessed needs and one-off purchases including assistive technology. These will help you, as a carer, continue your crucial role in maintaining the independence and health of the person you care for as well as your own physical and mental wellbeing.

You are entitled to a separate assessment of your own circumstances and needs as a carer, whether or not the person you look after has asked for help from Adult Services.

This is called a 'Carer's Assessment'. Your carer's assessment should take into account your education, work, training and leisure needs.

In order for you to be eligible for a carer's service, the person you care for must be eligible for social care services, but they do not necessarily have to be receiving services.

You can ask Adult Services for an assessment of the help needed by the person you look after. This assessment should take all circumstances into account – including your contribution to the person's care and the help you need to go on caring.

Direct payments for carers are designed to meet your own needs as a carer, not to meet the needs of the people you are supporting.

7. What rules do you have to abide by?

- you must use the money to meet your assessed needs
- you are not allowed to employ close family members who live in the same household to provide the assistance you need, except in exceptional circumstances
- you must keep your direct payments in a separate bank account
- you must keep simple records on how you spend the money
- you must sign a 'Letter of Agreement' with the Council to ensure that you understand the principles of the scheme
- you have to accept the responsibilities involved in employing and organizing your staff.

8. What are your responsibilities?

Whilst direct payments give you freedom and control over your life, they also put certain responsibilities on you:

- you have to recruit and pay your staff, or arrange alternative services

- you or nominated others have to manage and account for the money you are given
- you have to make sure that the people who provide your support are not put at risk of being injured through poor health and safety procedures.

In addition, if you employ your own staff directly:

- you will be expected to treat your employees reasonably
- you will have to be a responsible employer, providing your employee with a job description and a contract of employment; inform the local tax office that you are employing someone; deduct National Insurance and tax and pay these to the Inland Revenue. You have to ensure that you are adequately insured, particularly for Employers Liability Insurance which is a legal requirement when employing staff.

The Rowan Organisation offers assistance in all of these employment matters and may manage your payroll service for you.

Although there is currently no obligation to carry out criminal background checks of personal assistants who you may wish to employ, Staffordshire County Council does consider that such checks are necessary to protect you. While it is not a condition of receiving a direct payment through the Scheme you are strongly advised to arrange for an enhanced disclosure check to be carried out. A potential employee may, for example, have previously committed offences against vulnerable adults or may have been dismissed from an agency for poor care practice.

The Social Care and Health Directorate will arrange to fund the criminal record check on your behalf.

If you decide to use direct payments to purchase care through an agency you should ask the agency whether their employees are police checked. Staff employed by Agencies contracted with this Authority will usually have been police checked before they are allowed to work with service users. Agencies which provide care solely for children will also have had their staff police checked.

9. Is a direct payment suitable for you?

The scheme has been designed to enable you to manage, in a flexible way, your requirements for assistance to meet your changing needs. However, direct payment is only one of a number of schemes that Adult Services can offer to enable you to live in your own home. These include services arranged by the Council which you cannot buy with direct payments. You could have what we call a 'mixed' package of care which would include some Council services as well as a direct payment (see below). You should consider the advantages and disadvantages of the alternatives before you decide which one is best for you. You can always change your mind later!

Direct payments can be used in a variety of different ways:

- Some people use their direct payments to employ their own personal assistants whilst others use their direct payments to pay an agency to provide them with the support they need.
- If you employ your own personal assistants you will assume all the responsibilities, both legal and otherwise, of being an employer. You use the money you receive to pay staff, advertising costs, tax, national insurance and all other overheads. Some people however find this preferable to using an agency as it can be more flexible and offer more choice and personal control.
- You might feel that direct payments would be the best option for some of your needs, but also feel that your other needs would be best met by other services provided by the Council's Social Care and Health Directorate such as home or day care. This is possible to arrange and is known as a 'mixed package'. You should talk to your social care assessor about this.

10. How much will I receive?

The Council continues to simplify the allowances. These include allowances for not only personal care but also for short breaks, day opportunities and also carer's services. Variations in the standard allowances will be based on actual costs and 'special needs'. Such variations must be approved in advance

by your Assessor. Other allowances include set up costs, meals and mileage.

- Short breaks, formerly known as respite care, are now offered as a daily allowance up to a maximum of 42 days per year.
- Day opportunities, formerly known as day care, are now offered as a standard hourly allowance for all service users, regardless of age or disability.

You will receive a payment based on the number of hours agreed by the Council to enable you to meet your assessed needs. You will receive £10.00 per hour if you employ your own staff. If you are going to use an agency, you will normally receive the rate the agency charges up to a maximum of £13.70 per hour.

- The hourly rate is multiplied by the number of hours agreed by Adult Services to enable you to meet your assessed needs.
- You will be financially assessed in accordance with Fair Charging for a possible financial contribution towards the cost of your scheme, in the same way as Adult Services would if they arranged personal care services for you. Some people are exempt from making client contributions. The Fairer Charging Assessor will also check to make sure you are receiving all the benefits you may be entitled to.
- If you have to make a financial contribution, this will be deducted from your Direct Payment before you receive it. You will be expected to top up the money you receive to reflect this and pay this contribution into your dedicated Direct Payments bank account to enable you to meet your assessed needs.
- The hourly and agency rates are reviewed each April to ensure that these are set at an appropriate level.

The hourly rate, if you employ your own personal assistants, includes allowances for administration costs, insurance costs etc. It is for you to decide how much you pay staff, and how much to leave to cover these extra costs.

It should be stressed that you are allowed to pay staff what you like, as long as it is above the minimum wage. You may

have to pay more for evenings, weekends, or bank holidays, so make provision for this.

Carer's Specific Services following Carer's Assessment are those that are delivered to carers themselves to help them in their caring role. Carers can receive a one-off direct payment up to a maximum value of £200.00 in any single year. In exceptional circumstances, carers can receive a regular carer specific service to the value of up to £40 per week or a direct payment to that value.

Full details of the current allowances can be obtained from your assessor.

11. The choice is yours!

"Do I want to use Direct Payments?" The most important issue is "Do I want to be in control of my own life?" If you do, it is important to realise that you will not be abandoned when you start with direct payments. There is plenty of advice and support available from the Council, from the Rowan Organisation, User/Carer groups and from experienced direct payments recipients.

After all, the best advice you can get is from someone who has been through and tackled the same issues you may be about to face. Many disabled people's lives have been changed for the better through the control that direct payments offer – these people are the experts and you would be well advised to talk to them, or attend one of the regular meetings that are arranged by disabled people and their organisations. The final decision whether you receive direct payments, or not, is up to the Council. This decision is based on your wishes and views.

12. How do I apply?

A direct payment, like any other Adult Service, revolves around an 'assessment or review of your needs'. The aim of this assessment is two-fold:

- To agree what are the major difficulties you have in your life and how they can be addressed.
- To establish your eligibility for services and that you are willing and able to manage your direct payments, with or without support.

To get the ball rolling, you should tell your social work practitioner at your assessment or review that you are interested in direct payments. Remember that you can ask to be considered for direct payments at any time if you are already in receipt of community care services.

Independent Living Advisers are experienced in direct payments and are able to advise and support you on any aspect of the scheme. They are also able to help you decide about direct payments and assist you to make your case for receiving direct payments. Find out who your local Adviser is from the Rowan Organisation.

The social work practitioner's role is to ensure that direct payments are suitable for you and that your needs are properly assessed and met. The Council must decide if direct payments are to be offered and agree with service users how much is appropriate.

13. Preparing for your assessment

The better you prepare for your assessment the more accurate will be the result, after all, you know your problems and needs better than anyone else. There are a number of things you should think about when preparing for your assessment. There are single assessment, care coordination and care programme approach (CPA) forms available to help you with this.

- You need to be ready to explain to your Assessor what problems you have, why you have asked for assistance, and how you want them to help you.
- You need to think about how many hours of assistance you feel you need each week, identifying all your problems and needs and be able to explain these to your Assessor.

- You need to decide what other support, if any, you feel you need.
- You need to think how you will find staff, agencies or other services to work for you. You will need to be ready to discuss your financial circumstances such as your income, savings and commitments.
- You should involve the people who support you in your daily life. Carers are entitled to a separate carer's assessment.
- You should also consider whether anything such as equipment, adaptations etc. would give you greater independence.

14. Your assessment

At your assessment, your Assessor will want to gain as full a picture as possible of your life, your problems and your needs, in order for them to be able to judge what Adult Services will be able to provide you with. This assessment should be seen as a joint exchange, between you and your assessor.

You will discuss your needs with the assessor and negotiate an agreement on how your needs are to be met. You should state your preference for direct payments and explain why you feel it is the best option to enable you to achieve your goals in life.

If you are aged under 65 and your needs are sufficiently high that they would cost Adult Services more than £200 per week, you will be expected to consider applying to the Independent Living Fund (ILF) for additional funding above that level.

By the end of the meeting, or meetings, you must be happy that you and your Assessor have adequately calculated the hours required to meet your eligible needs. Don't forget that the Independent Living Adviser can also assist you to assess your needs and will be happy to assist to do so.

The more prepared you are for the assessment, the better the chances that you and your Assessor will be able to assess your needs.

It is important to remember that Adult Services will decide if a direct payment is the best way to meet your needs. It is for you to convince them that it is!

15. What if you are not happy with the outcome?

If you are not happy with the outcome from your assessment, you have the right to appeal against the decision. Speak to your Assessor or Independent Living Adviser who will advise you about who to contact and what to do if you want to appeal. Alternatively you can use the Council's formal complaints procedure. Your Assessor will give you a leaflet, which explains the process and includes a complaints form.

16. Applying to the Independent Living Fund (ILF)

The ILF is a trust set up and financed by central government. Its aim is to provide top-up funding for disabled people whose assistance needs have been assessed as costing over £200 per week. In order to apply you must meet all of the following conditions:

- be aged 16-65
- be receiving the highest care component of the Disability Living Allowance (DLA)
- have less than £18,500 in savings.

You must also be able to live in the community for at least the next six months, need more assistance at home than you can afford and your local authority can provide, and live alone or with people who are unable to fully meet your needs.

17. I have been awarded a direct payment, what next?

Two things could happen. If you wish to employ a personal assistant, you will be referred on to the Rowan Organisation by your Assessor. This referral must be made prior to your scheme being set up. The Rowan will then make arrangements to assist you recruit and employ your assistant.

If you don't want to employ someone, then your scheme can be set up straight away. Your Assessor and a representative from the Council's Direct Payments Support Team will explain what Adult Services have agreed to provide you with and present three forms to you. They are the direct payment forms DP1, DP2 and DP3.

Firstly, you should receive copies of your Contact Assessment, your Overview Assessment and Support Plan to be retained in your person-held record, otherwise known as your yellow folder. These explain your circumstances, your needs and what you hope to achieve by accepting the services that the Council has agreed to provide you.

The DP1 form is called a 'Letter of Agreement'. You have to sign the DP1 to indicate your acceptance of the terms of the direct payment scheme. The form will clearly state your responsibilities in agreeing to accept direct payments and the Council's responsibilities in agreeing to make direct payments. As part of the agreement, you will have to agree to keep or arrange for someone else to keep simple records to demonstrate that the money you receive has been spent appropriately.

You will need to set up a separate bank account for the direct payments. Adult Services need to record your bank details accurately on form DP2. Your payment will then be paid directly into this account.

This account should be in your name. However, you can nominate someone else to act as your 'agent' and manage your account for you. You can also have a joint account with someone else. You could have a Trust fund set up on your behalf. This is slightly more complicated because it requires two or three people to be trustees. The Trust would also require a deed and constitution to protect your interests.

Finally, your support plan will be summarized on the DP3. This document will clearly state how many agreed hours of service you will receive, and when the scheme will start.

At any time, you may wish to speak to the Rowan Organisation to ensure that you receive whatever information and support you need to use your direct payment successfully.

You can be reassessed at any time in the future if you need extra support.

18. How will I be paid?

Your account will be credited with the equivalent of four week's money to start you off. The amount will be the net value of your support plan and will have any assessed charge already taken out. This money is intended to cushion you against any unforeseen circumstances and is not to be spent all at once! Thereafter, you will be credited every two weeks with your agreed direct payment.

You will be required to keep records of your spend together with receipts and invoices etc.

19. Ready to start!

You should have enough information to begin your scheme with confidence. Support is always available to you. For example, the Council's Direct Payments Support Team on telephone **01785 854493 or 854494** will set up your scheme and give you advice and support as necessary. The Rowan offers a free information service on: FREEPHONE HELPLINE: **0800 783 1755** Minicom: **0800 917 8897**.

Additionally, your assessor can give you a list of the most 'commonly asked questions' by service users and their carers about direct payments and how to spend the money.

20. Can I come off the Scheme?

You can ask to come off the scheme at any time. Your assessor will then review your current support package and make arrangements to meet your identified needs through services organized by the Council.

Equally, the Council can discontinue direct payments to you if you are assessed as unable to manage your scheme, even with assistance, or you are seen to have repeatedly misappropriated your payments. The Council would then make alternative arrangements to meet your care needs.

Any disputes about refusal or withdrawal will be resolved through the Directorate's publicised complaints procedure with advocacy assistance as appropriate.

21. Where can I get further information?

For further information and eligibility criteria about any of the services outlined in this document, please contact your local area office or the Council's Direct Payment Support Team. See Appendix 1 for social services office addresses and telephone numbers.

Remember - always ask for help if you think you need it.

22. Useful links for users

Here we've included some links to sites that you might find useful when you're deciding if the Direct Payments Scheme is for you, or if you've already joined and need additional information.

If there are other organisations that you think should be included for the benefit of other users, please let us know.

The Council's Direct Payments Support Team

Staffordshire Social Care and Health Directorate
PO Box 11, Walton Building, Martin Street,
Stafford ST16 2LH

(Post to: Social Care & Health, Wedgwood Building,
Tipping Street, Stafford ST16 2DH)

Telephone: 01785 854493 or 854494

Fax: 01785 854497

Email: direct.payments@staffordshire.gov.uk

or by contacting the individual team members direct.

Lynne Hodge, Team Leader, on tel. 01785 854494
Lynne Stretton, Admin. Support on tel. 01785 854493
Scarlett Bunn, DP Advisor on tel. 01785 854495
Katie Ball and Angela Outram, DP Advisors on tel.
01785 854496

Rowan Organisation

(Direct Payments Support Contractor for Staffordshire)

Rowan House, Lime Tree Courtyard,
Main Road, Ratcliffe Culey, CV9 3PD

Freephone helpline: 0800 7831755

Minicom: 0800 917 8897

Fax: 01827 718932

Email: Staffordshire.referrals@therowan.org

ELITE (Enabling Living Independently Today and Everyday)

(Direct Payments Peer Support Group in Staffordshire)

Tel/fax: 01782 634379 (Val) or 01785 816974 (Linda)

Email: elite.northstaffordshire@ntlworld.com

North Staffs Carers Association

2 Burslem Enterprise Centre, Moorland Road, Burslem, Stoke-on-Trent ST6 1JQ

Tel: 01782 834836

Website: www.carersinformation.org.uk

Carers Association Southern Staffs (CASS)

The Carers Centre, Austin Friars, Stafford, ST17 4AP

Tel. 01785 606675

Website: www.carersinformation.org.uk

Peer Support Group: ELITE (Enabling Living Independently Today and Everyday) contact Val on

telephone / fax 01782 634379

Email elite.northstaffordshire@ntlworld.com

National Centre for Independent Living (NCIL)

Address: 250 Kennington Lane, London. SE11 5RD

Phone: 020 7587 1663

Minicom: 020 7587 1177

Fax: 020 7582 2469

Email: ncil@ncil.demon.co.uk

Independent Living Fund (ILF)

Address: PO Box 7525, Nottingham NG2 4ZT

Phone: 0845 601 8845

Fax: 0115 945 0945

Email: client.service@ilf.or

Access-Ability: Provides information and resources for people with disabilities. Contact: www.access-ability.co.uk

The British Council of Disabled People: Promotes full equality and participation within society. Contact: Litchurch Plaza, Litchurch Lane, Derby DE24 8AA. Tel: 01332 295551, minicom: 01332 295581. Email: general@bcodp.org.uk

Choices and Rights Disability Coalition: Information and resources.

Phone: 01482 878778. Email: office@choicesandrights.org.uk

Department of Health: www.dh.gov.uk From the following site you can download their 'Guide to Receiving Direct Payments' in PDF format.

<http://www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/FinanceAndPlanning/DirectPayments/fs/en>

Department of Work and Pensions: This gives you information about benefit entitlements, Disability and Carers Services. Benefits Enquiry Line 0800 882200; DLA and AA 08457 123456.

Inland Revenue: For general advice about tax and National Insurance. New employer helpline: 0845 6070143.

23. Comments, compliments and complaints

If you have any comments on this document, please write to:

Social Care and Health Directorate
Direct Payments Project Manager
Walton Building
PO Box 11
Martin Street
Stafford ST16 2LH

If you wish to pay a compliment or make a comment or complaint about our services you can do this in one of the following ways.

- Telling a member of our staff and asking for their help.
- Writing a letter to us yourself, or asking one of our staff or a friend to write it for you.
- Completing our complaints leaflet, which is available at all of our offices.
- By contacting our Complaints Services Section on 01785 277406. You can ask them for advise or help with your complaint.

Appendix 1

Social Care and Health offices, addresses and telephone numbers

Biddulph Area Office
Town Hall
High Street
Biddulph
Stoke on Trent
ST8 6AR
Tel: 01782 297810
Fax: 01782 297815
Minicom 01782 297937

Codsall Area Service Office
Histons Hill
Codsall
WV8 1SS
Tel: 01902 434000
Fax: 01902 434005

Burntwood Area Office
Sycamore Road
Chasetown
Burntwood
WS7 8RR
Tel: 01543 510410
Fax: 01543 510437

Kidsgrove Area Service Office
Town Hall
Liverpool Road
Kidsgrove
ST7 4EH
Tel: 01782 296705
Fax: 01782 296724
Minicom: 01782 296813

Burton Area Service Office
1-3 St. Paul's Square
Burton
DE14 2EF
Tel: 01283 239666
Fax: 01283 239606

Leek Area Service Office
County Services Building
Fountain Street
Leek
ST13 6JR
Tel: 01538 483112
Fax: 01538 483145

Cannock Area Service Office
Ivy House
202 Wolverhampton Road
Cannock
WS11 1AT
Tel: 01543 510300
Fax: 01543 510350

Lichfield Area Service Office
Lombard Court
Lombard Street
Lichfield
WS13 6DP
Tel: 01543 510800
Fax: 01543 510817
Minicom: 01543 510873

Cheadle Area Service Office
Council Offices
Leek Road
Cheadle
ST10 1JF
Tel: 01538 483800
Fax: 01538 483823

Newcastle Area Service Office
The Holborn
Castle Hill Road
Newcastle
ST5 2SX
Tel: 01782 296005
Fax: 01782 296024
Minicom: 01782 296029

Rugeley Area Service Office
Council Offices
Anson Street
Rugeley
WS15 2BH
Tel: 01889 256016
Fax: 01889 265034

Mid Staffordshire Mental Health
Team
Park House
12 Park Road
Cannock
WS11 1JN
Tel: 01543 431542/3
Fax: 01543 431544

Tamworth Area Service Office
Marmion House
Tamworth
Tel: 01827 475506
Fax: 01827 475509
Minicom: 01827 475510

Mid Staffordshire Mental Health
Team
The Lodge
Marston Drive
off Marston Road
Stafford
ST16 3BU
Tel: 01785 356738
Fax: 01785 356751

Stafford Area Service Office
Corporation Street
Stafford
ST16 3LX
Tel: 01785 276969
Fax: 01785 276928
Minicom 01785 276918