

Newcastle Area Office

Tel: 01782 296005

Textphone number: 07773 792324

Email: newcastle.socialservices@staffordshire.gov.uk**Rugeley Area Office**

Tel: 01889 256016

Textphone number: 07773 792325

Email: rugeley.socialservices@staffordshire.gov.uk**Stafford Area Office**

Tel: 01785 276969

Textphone number: 07773 792323

Email: staffordadults.socialservices@staffordshire.gov.uk**Tamworth Area Office**

Tel: 01827 475506/7

Textphone number: 07773 791907

Email: tamworth.socialservices@staffordshire.gov.uk**Uttoxeter Area Office**

Tel: 01889 256300

Textphone number: 07773 792327

Email: uttoxeter.socialservices@staffordshire.gov.uk**Direct Payments Support Contractor:
The Rowan Organisation**Rowan House, Lime Tree Courtyard, Main Road,
Ratcliffe Culey CV9 3PD.

Freephone helpline: 0800 783 1755

Minicom: 0800 9178897

Fax: 01827 718932

Email: staffordshire.referrals@therowan.org**Social Care and Health Directorate****Direct Payments Support Team**

Phone: 01785 854 493/94

Fax: 01785 854 497

Email: direct.payments@staffordshire.gov.uk**Peer Support Group: ELITE (Enabling Living Independently
Today and Everyday)**

Phone: 07874 980945

Fax: 01782 634379

Email elite.northstaffordshire@ntlworld.com

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FMS 224



Corporate member of
Plain English Campaign.
Committed to clearer communication.

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Direct Payments



**Cash from the Social Care and
Health Directorate to arrange
your own care**

Staffordshire
County Council

We can also provide this information in larger print, on audio, in Braille, in easy words and pictures or in different languages. Contact our helpline on 01785 276900 for this service.

Direct payments is money we give to people who would like to arrange and pay for their own care and support services instead of receiving them directly from the Social Care and Health Directorate.

A person must be able to give their consent to receiving direct payments and be able to manage them even if they need help to do this.

Direct payments are available to increase flexibility, choice and control over the way you can receive social care services.



Who is eligible?

If you already receive social care services

We may offer you the option of direct payments in place of at least some of the services you currently receive. (There are some limited circumstances where you are not given this choice and we will be able to tell you about these.)

Contact details for more information

Biddulph Office

Tel: 01782 297810

Textphone number: 07773 792322

Email: biddulph.socialservices@staffordshire.gov.uk

Burntwood Area Office

Tel: 01543 510410

Textphone number: 07773 791907

Email: burntwood.socialservices@staffordshire.gov.uk

Burton Area Office

Tel: 01283 239888

Textphone number: 07773 792327

Email: burton.socialservices@staffordshire.gov.uk

Cannock Area Office

Tel: 01543 510300

Textphone number: 07773 792325

Email: cannock.socialservices@staffordshire.gov.uk

Cheadle Office

Tel: 01538 483800

Textphone number: 07773 792322

Email: cheadle.socialservices@staffordshire.gov.uk

Codsall Area Office

Tel: 01902 434000

Textphone number: 07773 792326

Email: codsall.socialservices@staffordshire.gov.uk

Kidsgrove Area Office

Tel: 01782 296705

Textphone number: 07773 792324

Email: kidsgrove.socialservices@staffordshire.gov.uk

Leek Area Office

Tel: 01538 483112

Textphone number: 07773 792322

Email: leek.socialservices@staffordshire.gov.uk

Lichfield Area Office

Tel: 01543 510800

Textphone number: 07773 791907

Email: lichfield.socialservices@staffordshire.gov.uk

‘Speak to your assessor or an ILA who will advise you who to contact or, you can use the council’s complaints procedure’



What to do if you are not happy with the outcome of your assessment

You have the right to appeal. Speak to your assessor or an ILA who will advise you who to contact or, you can use the council’s complaints procedure. Your assessor will give you a leaflet that explains the procedure and includes a form you can fill in to have the appeal looked into.



If you are not receiving social care services

To get direct payments please contact us to ask for your needs to be assessed. Social Care Services (and therefore direct payments) may be available if you are:

- disabled and aged 16 or over;
- a parent or carer aged 16 or over (including people with parental responsibility for a disabled child); or
- an older person.

If you have been refused social care services

If we have decided that you do not need social care services, we will not offer you direct payments. If you think your needs or circumstances have now changed, ask for a new assessment.

Contact details for Social Care offices and other useful organisations with more information about direct payments are on page 10 and the back page.

How much do you get?

The amount you receive will depend on the assessment of your needs. Your financial circumstances will also be assessed to find out if you need to make a contribution towards the cost of your care. The amount of direct payment you receive will depend on that financial assessment too.

'If you already get services, ask your social worker about direct payments as an alternative'



How it's paid

The payments are made directly into a dedicated bank account. This can be a joint account if you need help managing your direct payment. Your entitlement will be paid into this account every two weeks.

How to apply for direct payments

If you already receive services, ask your social worker about direct payments as an alternative.

If you are applying for services for the first time, your social worker should discuss the direct payments option with you when they assess your care needs.

What to do if your circumstances change

If your social care needs change

If your needs change (for better or for worse, or in the long or short-term) contact us as soon as possible so we can reassess the level of payments you need.

For example, if you don't need to spend the full amount because your condition improves temporarily, or you go into hospital, we may need to adjust your payments.

If you don't want to continue with direct payments

If you decide you don't want to continue then we will arrange services instead. If we decide you cannot manage direct payments, we may stop making those payments and provide services instead.



Carers and direct payments

If you are a parent or carer aged 16 or over (including people with parental responsibility for a disabled child) you may be eligible for direct payments.

However, you cannot use your carers direct payments to buy services for the person you care for. They can only be spent on getting the support you, as a carer, have been assessed as needing.

Effect on other benefits

Direct payments are not regarded as income and therefore do not affect any other benefits you may be receiving.

What you can use direct payments for

Many disabled people and older people need help to live the lifestyle of their choice. Being able to have some control over your life is what direct payments is all about. The money is for you to use to arrange the services (including equipment) which will meet the needs you have been assessed as having. Your social worker will explain what the money can and cannot be spent on.

This might mean employing a personal assistant. If you decide this is the best support for you, an Independent Living Adviser (ILA) from the Rowan Organisation can give you help and advice about recruiting an assistant as well as support in managing all aspects of the direct payments scheme. Contact details are on the back page.

As a general principle, we aim to leave you to choose how best to meet your assessed needs as long as we are satisfied that agreed support and/or arrangements, are being met.

What you can't use direct payments for

You cannot use direct payments to:

- pay for permanent residential accommodation (but you may be able to use direct payments to secure occasional short periods in residential accommodation, if we agree that is what you need)
- regularly pay your spouse or civil partner, close relatives or anyone who lives in the same household as you. Only in exceptional circumstances can payments be made in this way.
- buy council services or health care.



Record keeping

If you receive direct payments, you'll need to account for the money you spend. We will tell you what records you need to keep and what information you'll be expected to provide such as timesheets signed by personal assistants, or receipts for services from agencies.

We have to check that the needs which we are giving you direct payments for, are being met. We will tell you how we will do this. This may involve a visit to your home.



Other features of direct payments

You must:

- only use the money to meet your assessed needs;
- keep the payments in a separate bank account;
- manage and account for the money you are given;
- sign an agreement to say you understand the principles of the scheme;
- recruit and pay your staff or arrange alternative services. This includes paying their tax and providing a job description;
- accept the responsibilities in employing and organising your staff; and
- make sure your staff are treated reasonably and that their health and safety is protected.

We would also advise you to arrange a check on the criminal background of any assistant you wish to employ.