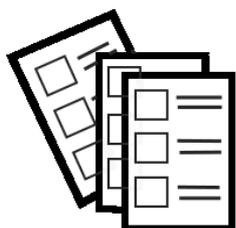


Direct Payments



This easy read tells you the basic things you need to know about Direct Payments.



It is part of a set of easy read documents about Direct Payments. [You can find the other documents in our easy read library.](#)

What is a Direct Payment?



If you have had an assessment by the council for your care needs, and the Council have agreed a plan, you will be given a Personal Budget.



A Personal Budget is money that will help to meet your care and support needs.



A Personal Budget can be a **Managed Personal Budget** which means the Council

uses the money to arrange and pay for the support and care you need.

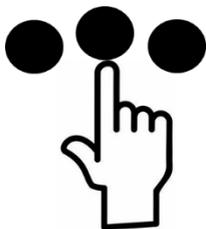


Or a Personal Budget can be a **Direct Payment** which means that the Council will give you the money to arrange and pay for the care and support yourself.



You can also ask your Social Worker to arrange some services for you with a Managed Personal Budget and arrange some of them yourself using a Direct Payment. This is called a **Mixed Package**.

Benefits of a Direct Payment



Having a Direct Payment gives you freedom to choose which care and support providers you use and have control over what support you have and when you have it.



You can also use the money to employ a Personal Assistant (PA) or buy things that help you to meet your support needs.

Who can get a Direct Payment?



Anyone who is eligible for long-term social care support and is given a Personal Budget can ask to have a Direct Payment.

Direct Payments for people without mental capacity



Some people do not have the mental capacity to ask for a Direct Payment.



If someone can't understand, remember and use the information they need to make a decision about a Direct Payment they can't have one.



There are different reasons people might not have mental capacity, including having dementia or a learning disability.



If someone doesn't have the mental capacity to have a Direct Payment, someone else can ask for one on their behalf.



This means that person would get, manage and take on all the responsibilities of the Direct Payment.



This is known as being the **Authorised Person**.



There are some things that must happen for someone to be an Authorised Person.



The Social Worker must agree that giving the Direct Payment to the Authorised Person is a good way to meet the needs of the person who needs support.

Direct Payments for people who need help to manage them



Managing a Direct Payment involves certain tasks and responsibilities for example:

- Opening and managing a bank account for the Direct Payment.





- Making payments to the people or organisations who give the care or support.



Some people might not be able to do these things without help.



A family member, friend, or an organisation called a Direct Payment Support Service can open a bank account and manage the money and payments for care and support.



This person would be the Nominated Person for the Direct Payment.



Some people also need help with the tasks and responsibilities that are involved when you employ a Personal Assistant (PA).



There are lots of jobs you must do like creating payslips and paying taxes for the people you employ, and a Direct Payment Support Service can help you.



Your social worker can give you more information about different Direct Payment Support Services.



We also have an easy read document about Direct Payment Support Services.

What can a Direct Payment be used for?



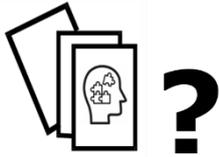
Your social worker will have done an assessment of your needs and given you an idea how much money you will be able to get to help you meet your needs.



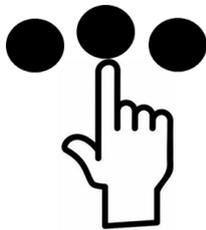
The social worker will then help you make a Support Plan.



A Support Plan says what you want to happen because of getting care and support and describes how your needs will be met.



The Support Plan will say how you will use the Direct Payment to meet your assessed needs.



You can use your Direct Payment to buy services, things that will help you, or to employ someone.

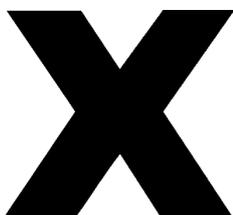


You can use your Direct Payment in creative ways if it is agreed it is meeting your needs and is written down in your Support Plan.

What are you not allowed to use Direct Payments for?



Direct Payments can't be used for anything that is against the law (anything illegal).



Direct Payments can't be used for anything that is not written in your Support Plan.



There are some other things that a Direct Payment can't normally be used for, for example employing a family member who lives in the same house as you to be your PA.

Payments



Direct Payments are paid every four weeks into your Direct Payment bank account, pre-paid card account or to the Direct Payment Support Service.

The Direct Payment Agreement



Before you get a Direct Payment, your social worker will ask you to sign a Direct Payment Agreement.



The Direct Payment Agreement says what everyone must do.



It is very important that you read this, talk to your social worker and ask them to explain anything that you aren't sure about.



As part of the Direct Payment Agreement there are things you must do such as:



- Open a bank account which is just for your Direct Payment or choose to use a pre-paid card.



There is an easy read about pre-paid cards if you want more information.



- Keep a record of how you have spent the Direct Payment money, for example receipts, invoices or wage slips.

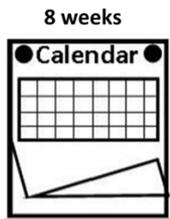


- Make your Direct Payment bank account statements and spending records available to the Council when we ask to see them for auditing.

Auditing of your Direct Payment



An audit is a check on your Direct Payment account and what you are spending the money on.



Your account will be audited about 8 weeks after you get your first payment to check everything is working.



It will then be audited again after 1 year and every year after that, or more often if we think that needs to happen.



If you use a pre-paid card or a Direct Payment Support Service to manage your account, you will not need to send us any information as we can already look at it.



If we pay your Direct Payment into a bank account, you will need to send us bank statements and records of how you spent the money.



If you do not do this, you will have broken your Direct Payment Agreement and we will have a review to decide if a Direct Payment is the best way to support you.



We can stop the Direct Payment and get back the money you have been paid.



For more information about what happen in an audit please see our easy read document on auditing.

If you use your Direct Payment for things that were not agreed



If you use your Direct Payment for things that were not agreed in your support plan this is misuse of your Direct Payment.



If you misuse your Direct Payment you may have to pay this money back to the Council.



We will then decide if a Direct Payment is the best way to meet your support needs.

Contact Information for Direct Payments



If you have any questions about anything to do with Direct Payments please contact the Direct Payment Enquiries Team.



By phone on 0115 8044945



Or email dpenquiries@nottsc.gov.uk

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.



There are several ways to contact them,
including:

Web: [Use our online contact form](#)



Telephone: 0300 500 80 80

Text Relay: 18001 0115 977 4050



Relay UK

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).

Sign Video



SignVideo

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.

Links in this document

Nottinghamshire County Council Easy Read Library

nottinghamshire.gov.uk/global-content/easy-read-library

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

For plain English web page version of this information, go to:

[Direct Payment explanation: factsheet 1 | Nottinghamshire County Council](#)

<https://www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/direct-payment-explanation-factsheet-1>

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