

## Direct Payments

### » What is a Direct Payment?

Families now have the opportunity to have more control over the support their child receives. If your child is assessed as needing services from Children's and Joint Commissioning Services at Hartlepool Borough Council, you can choose to receive the money to buy those services yourself. Using a Direct Payment gives you the flexibility to decide who is going to provide a service and to arrange how and when any service is provided.

### » What can I use Direct Payments for?

The money is for you to use to pay for the services which will meet the needs of your child. It allows you to buy the care your child needs instead of having services organised for them. A Direct Payment can be used for:

- Getting help with your child's personal care, for example bathing, dressing, eating or helping look after them overnight;
- Helping your child use leisure and educational facilities;
- Help with household tasks to free up your time to look after your child;
- A place at a day nursery or after-school care.

A Direct Payment CANNOT be used for residential care.

### » How can I get a Direct Payment?

You must contact us to have your child's care needs assessed. If we agree that services are needed, we will complete a 'care plan' which outlines the support required. At this point, if appropriate, you will be offered a Direct Payment.

### » How do I manage my Direct Payment?

Once your social worker is satisfied that a direct payment can meet your child's agreed support needs you can have as much or as little support as you choose in managing your payment.

You may decide to use Penderels Trust who are commissioned by Hartlepool Borough Council to support Direct Payments. The support available from them includes:

- Support when recruiting a personal assistant (if you require one);
- Guidance on all aspects of becoming a good employer including legal obligations;
- Support with choosing and using a care agency;
- Help with money management and keeping accurate records;
- Payroll services.

For more information and advice on Penderels Trust, please contact them on: 01429 268659 or email: [hartlepool@penderelstrust.org.uk](mailto:hartlepool@penderelstrust.org.uk)

### » Contact us

You can contact the Children's Hub by letter, telephone or email. If English is not your first language, we can provide a translation service.

### » Our opening times

We open at 8:30am every weekday. We close at 5:00pm Monday to Thursday. On Fridays we close at 4:30pm.



**Telephone:** 01429 284284



**Textphone:** 60006 (start your text with HBC)



**Email:** [childrenshub@hartlepool.gcsx.gov.uk](mailto:childrenshub@hartlepool.gcsx.gov.uk)



**Post:** Children's and Joint Commissioning Services  
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### » About this factsheet

This factsheet provides general information about Direct Payments. We issued this factsheet in October 2015 and updated it in January 2018. We will check the information is up to date in January 2020.



You can download all of our factsheets and booklets from our website [www.hartlepool.gov.uk/childrensfactsheets](http://www.hartlepool.gov.uk/childrensfactsheets)