



Adult Social Care

DIRECT PAYMENTS



HARTLEPOOL
BOROUGH COUNCIL

Review Date: July 2025

A Direct Payment is money which Adult and Community Based Services pays into a person's bank account for them to spend on a specific item or activity identified in their support plan.

A direct payment is not the same as a Direct Debit.

Why would I want a Direct Payment?

You can use a Direct Payment to arrange and pay for your own care and support. Direct Payments can support you to live independently by giving you the freedom to make decisions about things that affect your life.

A Direct Payment gives you the flexibility to get the services that meet your needs. It gives you the choice, control and flexibility to get support when you want it, how you want it and from the provider you have chosen.

Direct Payments do not affect any benefits you receive such as Disability Living Allowance (DLA), Personal Independence Payments or Attendance Allowance.

Who can have a Direct Payment?

Anyone who has been assessed by a social worker or care manager as meeting the Adult Social Care eligibility criteria can get a Direct Payment. This includes:

- older people (aged 65 or over)
- people with disabilities who are aged over 16
- unpaid carers aged 16 and over, including those with parental responsibility for a child with a disability.

How will I manage my Direct Payment?

Once your care manager is satisfied that a Direct Payment can meet your agreed support arrangements you can have as much or as little support as you choose in managing your payment.

The type of help you can get includes:

- Information and advice to help you decide on and arrange support to suit your needs
- Interviewing and employing carers and personal assistants
- A payroll service which can work out a personal assistant's wages, tax and national insurance (or support you to do this yourself) (www.penderelstrust.org.uk)
- Information to help you choose a care agency, if you choose to use one.

If you prefer you can choose someone to manage your Direct Payment account on your behalf. This could be a family member, a friend or our Direct Payment support service. Your Care Manager will be able to tell you more about this support service or options available to you (this does not include making decisions about employment or commissioning issues).

However, if a person lacks the capacity to manage a Direct Payment such as managing employment issues or arranging support, a trusted "Authorised Person" can do this on behalf of the person eligible for the Direct Payment.

If you choose someone to hold your direct payment for you they will be responsible for making the payments to the employee or agency you have chosen.


Further information from Skills for Care in relation to Direct Payments.

www.skillsforcare.org.uk

HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care](#).

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.
8.30am - 4.30pm on a Friday.

 Email helping@hartlepool.gov.uk

We will connect you to the things that will help you get on with your life.

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

 **01429 803100**

 ispa@hartlepool.gov.uk

 **07977709900 (Relay UK)**

How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**