



**Adult Social Care**

# **MONITORING AND REVIEW OF DIRECT PAYMENTS**



**HARTLEPOOL  
BOROUGH COUNCIL**

Review Date: October 2025

This factsheet will explain how we will monitor and review your Direct Payment.

Your Social Worker/Care Manager will arrange a Direct Payment Review where you will need to provide records of how you have used your Direct Payment.

If you refer, you can talk to your Social Worker/Carer Manager about using Penderels Trust who are commissioned by the Council to support people with a Direct Payment.

## What is a review?

Hartlepool Borough Council will review your care regularly. Regulations require Direct Payment arrangements to be routinely reviewed at least once every 12 months.

The review is to make sure that the care you are receiving is meeting your needs, and if you have a Direct Payment, that the Direct Payments allows you to buy the care you need.

However the Direct Payment is made, the Local Authority will carry out a review:

- within the first three months of receiving a Direct Payment, and
- after this, at regular intervals of at least once a year or more often if any issues occur.

Your Social Worker/Care Manager will fully inform you when and how reviews will be undertaken and under what circumstances they may change.

The intended plan for monitoring and review will be clearly stated in your Support Plan and communicated to everyone involved in the management of your Direct Payment.

When the review is being arranged, you can arrange for your financial representative/ advocate or any other support person to attend with you.

## What will you need to keep for the review?

We will need to see your bank statements and cheque book(s) for the year as well as all other supporting documentation, like invoices, timesheets or receipts. Your Social Worker/Care Manager will support you throughout your Direct Payment Review.

Hartlepool Borough Council and Penderels Trust always seek evidence that Direct Payments have been used to meet your needs as agrees in your Support Plan.

If you have unspent money from your Direct Payment, your Support Plan and Direct Payment will be reviewed to ensure you are making the most of this service.


## Misuse of your Direct Payment

If you are not using your Direct Payment as agreed in your Support Plan, Hartlepool Borough Council can remove your Direct Payment and recover the money provided to you through your Direct Payment.

# 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](mailto: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](mailto: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**