

## Setting up Direct Payments

Your Social Worker or Independence Advisor will give you a Direct Payment agreement, which you will need to sign and return to us. It is a contract between you and the council and tells you what your responsibilities are. The sooner you return this, the sooner we can get going.

After this the allpay bank account and debit card will be set up. A financial assessment will be completed so that we can work out whether you need to pay anything towards the cost of your care and support. If this is the case, this will be deducted before the payment is made into the account.

The payments will be set up and paid monthly, usually on or around the 15th of the month. The payments will vary each month, depending on how many days there are in the month.

We will agree your Care and Support Plan with you and this will set out how the money should be used to keep you safe and help you do what is important to you to lead a full life.

### Denise Fullbrook

“I had a support plan drawn up by a social worker, looking at what I wanted to achieve and how Direct Payments would assist me. I found it hard to talk about the things I can’t do and Colin had to be there to help me.

“Once I was all set up all I had to do was interview and make a decision about who I would like to support me. It was great.



Once it’s all set up, we’ll keep an eye on your allpay bank account so that we can be sure that the money is being used to meet your needs, which we have to do by law. We will let you know if we need anything else from you and will carry out regular reviews to make sure that it’s all running smoothly.

### Mr & Mrs Pathak

“I decide which care agency to choose and can use more than one agency if needed. Direct Payments give us the freedom of choice to live independent lives.”



### Contact

To find out more please contact:

Southampton City Council  
Tel 023 8083 3003

# Our Direct Payments scheme

Putting you in control of your care and support



## Our Direct Payments scheme

We are here to help make sure that you have all the support you need to be safe and to do what is most important to you.

In most cases, we can help you unlock the support available from your family, friends and neighbours and link you up with what is going on in your community. Sometimes, this will need to be topped up with some extra money, so that you can buy any additional care you need to lead a full life. Direct Payments are the way that we give you the money to do this, helping to keep you in control of your care and support.

### Chris How

“Without Direct Payments my life couldn’t be the way it is. That’s quite a big statement, but it’s allowing me to be independent, to do what I want to do, to go where I want to go, and to live as an independent adult away from my parents.

“It enables them to have their lives, and for us to have a family relationship rather than a carer and supported relationship. That’s the most crucial thing Direct Payments gives me.”



## What Direct Payments offer you

Direct Payments offer you more choice and control over how your support is provided and who provides it. You can make changes to your care and support to suit you.

We will arrange for a social care assessment and a financial assessment. The law says that any financial support that we give you must be means-tested. This means that we have to carry out a financial assessment to work out how much you have to pay towards the cost of your care. This will be deducted from your Direct Payment amount.

We will carry out a light-touch or full financial assessment, depending on your circumstances, and the Direct Payment can start as soon as your contribution has been agreed.

### Nicky Wood

“I’ve been receiving direct payments again for just over a year now. The main benefit of the scheme is that I can maintain an independent life, with some support. I am able to choose what time, day and who I have the support from.

“I choose my own care staff for mornings and daytime support. This way I can choose for myself what times I want to do things, and with which of my carers, as each individual has their own benefits to add to my care. Also, employing my own carers allows me to get the cover I need when there are holidays or sickness.”



## allpay bank account

To make receiving a Direct Payment as easy as possible, we will set up an allpay bank account, which comes with a debit card. You can use the card in person, over the telephone or to buy things online. It’s safe, secure and convenient and is easier than withdrawing cash.

With an allpay bank account and card we can ensure that the Direct Payments are being spent on your care and support. This reduces paperwork as we will have records of spending on the account and means you won’t have to send us evidence. We will cover the cost of setting up and running the allpay bank account and card.



### David and Kim Cruse

“We’ve had some great support from the team at the Council when we were setting up Direct Payments. The allpay card is really easy to use.

“Although we’ve never had to, we now have the confidence to change care providers as and when we need to. Direct Payments allows us to manage our own decisions about who we use.”



For people who have care services provided by the council directly, we are encouraging them to transfer to Direct Payments, so they can enjoy the benefits and extra flexibility that this brings. In some cases, it is possible to have a mixed care and support plan; having some services provided by the Council and some by direct payment, giving you greater choice and control over your support.