

An introduction on how to receive financial support to purchase the best daily living care and support for you.

DIRECT PAYMENTS

You know the best way to meet your needs



Birmingham
City Council



What are Direct Payments?

Direct Payments are payments we make to you so that you can get the care and support you need as agreed in your personal budget (PB). Your PB is the amount of money determined as sufficient to meet your eligible care and support needs following your 'Conversation' (a discussion between you and a Social Care Worker).

A Direct Payment means your personal budget will be paid for you to arrange and pay for your care and support instead of the council arranging the service for you.

Who can have a Direct Payment?

You can have a Direct Payment once you have had a Social Care 'Conversation' and the Council agrees you are eligible for care and support.

Not everyone is eligible

for a Direct Payment and this can be discussed with your Social Care Worker.

What can I use a Direct Payment for?

You can use a Direct Payment for:

- employing a carer (sometimes called a Personal Assistant) to help you with your care and support
 - paying an agency to send a carer to your home to help you with your care and support
 - something specific, as agreed with your Social Care Worker
e.g. socialising and community activities.
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A Direct Payment gives you greater flexibility, independence, choice and control over your care and support needs than if Birmingham City Council arranges the care for you.

What do citizen's say are the benefits of Direct Payments?

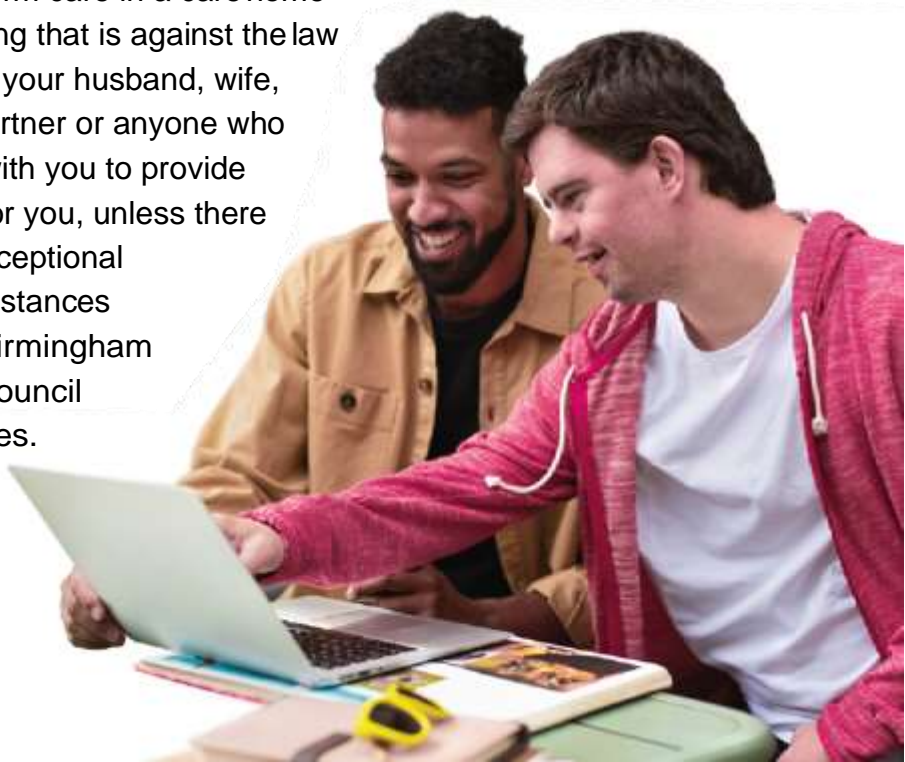
"I employ two Personal Assistants. The support service does the calculations for me." **Gill, Quinton**

"I am in control of who provides my care. I don't have to stick with workers that don't do a good job or that I don't trust, I decide who works for me." **Donna, Erdington**

Is there anything I cannot use a Direct Payment for?

Yes, there are some things that are not allowed, for example:

- anything that does not meet the outcomes for your eligible needs
- food and drink, predominantly health care needs and gambling
- long term care in a care home
- anything that is against the law
- to pay your husband, wife, civil partner or anyone who lives with you to provide care for you, unless there are exceptional circumstances
- Any Birmingham City Council services.



Training and resources

Advice and information on training is available from the Direct Payments Support Services Providers. Ideal for All, one of the Direct Payment Support Providers, currently has funding to deliver FREE courses for PAs and Direct Payment Recipients (Individual Employers). These include both in-person and online courses, with travel and PA cover costs eligible for reimbursement. Please visit:

[Direct Payments Training](#)
or contact Michelle Drinkwater for further information on 0121 558 5555 (Option 1) or via email at m.drinkwater@idealforall.co.uk

Do I have to make a financial contribution to my care and support?

A financial assessment will determine if you will need to make a contribution towards your Direct Payment. This is means tested. The contribution applies from the start date of your care. Your contribution will be deducted from the Direct Payment before they are paid to you.

You will be required to pay your assessed weekly contribution directly into your pre-paid card account or bank account. This can be paid by Standing Order or Bank transfer from your Bank Account.

Care Contribution Estimator

If you would like to get an indication of how much you may be asked to contribute towards the overall cost of your Direct Payment, please use our online Care Contribution Estimator at:

[Estimate your non- residential care contribution](#)



"The pre-payment card is really easy to use. You can check your account on your mobile phone. When accessing services, it's really flexible and saves time.

Very easy to navigate."
Beatrice

Direct Payment Support

If you do not want to manage the Direct Payments yourself, or are unable to do so, you can nominate someone to do that for you. If the Direct Payment recipient does not have mental capacity to make a decision, an authorised person can be appointed on their behalf.

We also have three contracted Direct Payment Support Providers (Ideal For All, Penderels Trust, and PeoplePlus) that all provide

How are Direct Payments made?

We will give you a pre-paid card that you can use to pay for your care and support.

The pre-paid card is:

- an alternative to a bank account
- safer and more secure
- easy and simple to use.

different levels of support, from help with recruiting



"After great difficulty getting other services to help me, I was amazed to find a service like this that works to give disabled people the information and support they need."

An Ideal For All customer

Visit: idealforall

Our health and social care support services enable thousands of people to live independently across England and Wales each year.

Visit: penderelstrust.org.uk

The PeoplePlus payroll service provides you with peace of mind and ensures all your obligations as an employer are met.

Visit: peopleplus.co.uk

Further information about the services the three contracted Direct Payments Support Providers offer can be obtained from your Social Care Worker.

Safeguarding

Birmingham City Council has a duty of care to our citizens. For your own safety, it is important that you are aware of, and are safeguarded against, abuse and neglect towards yourself or to others.

Further information on the types of abuse, including financial abuse and how to report it can be found at the Birmingham Safeguarding Adult Board website:

[Birmingham Safeguarding Adults Board](#)

Or if you suspect fraud, please report it to Birmingham Audit at:

[Birmingham Audit - Report Fraud](#)

Where can I get more information?

The easiest way to find information and advice about Direct Payments is by visiting Birmingham City Council's website at:

[Paying for Care and Support - Direct Payments](#)

You can also contact:

Direct Payments Finance Team: Email:

AdultsDirectPayments@
birmingham.gov.uk

Telephone: 0121 303 2665
Email:

CSAdultSocialCare@
birmingham.gov.uk

If you have a hearing impairment you can contact us by using the Text Relay service. Details of this service can be found on the Text

Relay website at:

[Text Relay](#)

Telephone: 0121 303
1234

How do I ask for a Direct Payment?

You can contact your Social Care Worker or, if you do not have one, contact the team at: email: CSAdultSocialCare

@birmingham.gov.uk

Telephone: 0121 303 1234

Birmingham Connect to Support website:

[Birmingham Connect to Support](#)



This booklet has been designed in partnership with members of the public who kindly volunteer their time to try and improve services. The partnership group is called LILAC (Listen, Improve, Learn, Action, Communicate).



**You know the best way to
meet your needs**