

Suggested changes to our Direct Payments Policy

| | <p>Why are we making changes?</p> |
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|  | <p>It's important that we help people who need social services support, to be independent and able to live at home.</p> |
|  | <p>And to have choice and control about what they do</p> |
|  | <p>One of the ways the Council does this is through Direct Payments.</p> |



A **Direct payment** is **money** from the Council payed into an account so **you can pay for your care and support the way you want it**







A **Direct Payment** **does not normally pay for care from friends and family**




You and your **social worker or care worker** can **decide** on what this care and support should be and put it in a plan



The Council must check that **your care and support plan** will **help make your life better**

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|  | <p>There are rules about what you can and cannot spend your direct payment on</p> |
| | <p>You can spend it on anything that meets your care and support needs. For example:</p> |
|  | <p>eating and drinking</p> |
|  | <p>washing</p> |
|  | <p>going to the toilet</p> |

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|  <p>My House</p> | <p>looking after your home</p> |
|  | <p>staying safe at home</p> |
|  | <p>friends and family networks</p> |

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|  | <p>getting out and about including meeting friends, going to the shops or to medical appointments, etc</p> |
|  | <p>caring responsibilities</p> |
|  | <p>support to take medication</p> |
|  | <p>support to manage finances</p> |

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|  | <p>respite and short break</p> |
| | <p>You cannot spend a Direct Payment on:</p> |
|  | <p>anything that is against the law</p> |
|  | <p>gambling</p> |
|  | <p>alcohol</p> |

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|  | <p>tobacco</p> |
|  | <p>anything that will harm a person</p> |
|  | <p>paying for things like meals out, fast food takeaways, etc.</p> |
|  | <p>anything that other Council services or places like the NHS provide, except in special circumstances</p> |
|  | <p>your rent or household bills, like gas or electricity</p> |



permanent residential or nursing care



cashback using your pre-paid debit card



We know that Direct Payments are not working well for everyone



We would like to make some changes to our guidance and want to hear what you think of them

We want to:



Give people **more choice** about how and where they can spend their Direct Payments







Have a new **online system** that will help people find the right care and support



Have a new **online direct payments accounts system** so people can **manage their direct payments** and **book and pay for services online**, without having to fill in lots of paperwork and keep receipts



Set up a **new agency** that will help residents recruit **Personal Assistants (PA's)** and support them being an employer

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|  | <p>Make it easier to have a Direct Payment so more people will choose to have one.</p> |
|  | <p>We want to know how you feel about these suggested changes. If you think they are</p> |
|  | <p>Ok</p> |
|  | <p>Not ok</p> |



Please answer the questions about these ideas.

You can find them here:

www.croydon.gov.uk/directpayment_consultation



Please contact us if you would like some help with these questions, email Talk2socialcare@croydon.gov.uk

Or would like some help with your Direct Payment email

direct.payments@croydon.gov.uk



Thank you