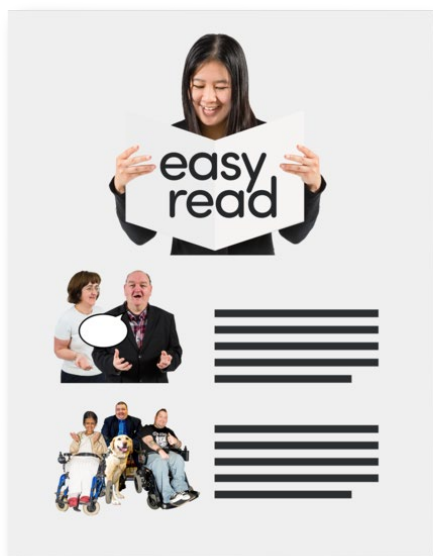


Easy Read Guide to Direct Payments





About this Easy Read Document



This is an Easy Read document that has been written to help you understand some information.



It uses easier words and pictures. Some people may still want help to read it.



Some words are **in bold** - this means the writing is thicker and darker. These are important words in the booklet



Sometimes if a bold word is hard to understand, we will explain what it means



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.



This guide has been made by Adult Social Care in Wirral Council.



It has been made using Photosymbols.



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1. What is a Personal Budget?



A **Personal Budget** is the money a Council spends to make sure a person's needs are met.



This money can be spent by the person on care and activities listed in their **Care and Support Plan**.



Care and Support Plans show what care and support a person needs.



The person should be given clear information about the money and the needs listed in their **Care and Support Plan**.



The amount of money is reviewed every year.



If there is a change of circumstances in the year, a review will happen then instead.



2. What are Direct Payments?



Direct Payments are one way that a person can choose to use their **Personal Budget**.



It means that people can use the money to choose and arrange the right support for them, instead of Wirral Council choosing for them.



If a person wants to use **Direct Payments**, and can have them, Wirral Council will make sure that this is arranged.



3. Who can have Direct Payments?



Most people who have agreed care and support from Adult Social Care can ask for a **Direct Payment**.



There are some rules in **The Care Act 2014** that need to be followed.



[You can read an Easy Read version of The Care Act 2014 here.](#)



Some Carers can also receive direct payments when they provide care to other adults with a support need.



4. Who can't have Direct Payments?



Some people may prefer for Wirral Council to arrange support services for them.



Sometimes there is another reason that a person can't have **Direct Payments**.



Some reasons for this are:



- The person wants to spend money on something that is not an assessed need.



- The person does not understand how to manage the budget or has a person who can do this for them.



- The person has a court condition in place relating to drug or alcohol dependence.



If someone can't have **Direct Payments**, Wirral Council will tell them why.



5. What can Direct Payments be used for?



Direct Payments can be used to pay things that meet a person's needs as listed in their **Care and Support Plan**.



These things can include:



- A Personal Assistant (PA)



- Day Services



- Support to join activities



- Respite breaks for Carers



- Equipment that helps someone live more independently



6. What can't be paid for by Direct Payments



There are some things people cannot use **Direct Payments** for.



These things include:



- Anything illegal



- Cigarettes, alcohol or drugs



- Gambling



- Household bills



- Paying a family member who lives with the person. A person can only do this if Wirral Council says it is ok.



7. How do I get a Direct Payment?



If you have a Social Care Worker, you can ask them about **Direct Payments**.



They can help you decide if **Direct Payments** are the best option for you.



They can also help you understand the process, and what support is available.



The Social Care Worker will complete an assessment and work with you or a person who supports you.



The information and any agreed support will all be included in your **Care and Support Plan**.



If you don't have a Social Care Worker, you can contact Wirral Council to ask for help (**please see the Contact Us section below**)



8. Will I be charged to use Direct Payments?



You may have to pay some money towards your care and support.



This depends on how much money you have.



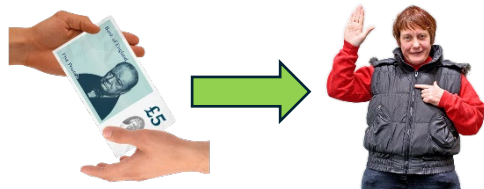
We will look at this as part of the assessment that your Social Care Worker will do.



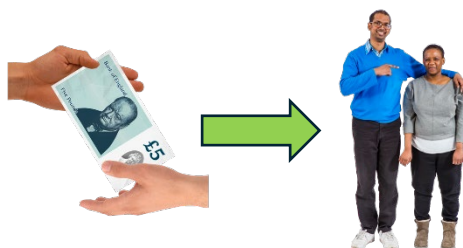
If you need to pay any money, we will explain this to you.



9. How is a Direct Payment paid?



Direct Payments can be paid directly to the person supported.



Payments can also be paid to and/or managed by someone else on the person's behalf.



There are different ways a payment can be made and managed.



The person will be offered support to help them understand the options.



10. Contact Us



For more information about Direct Payments, please call our **Central Advice and Duty Team**

- 0151 606 2006



You can also visit our website - [Direct payments and prepaid cards | wirral.gov.uk](https://www.wirral.gov.uk/direct-payments-and-prepaid-cards)



PeoplePlus Independent Living Services have been appointed by Wirral Council to manage **Direct Payments**.



If you already receive **Direct Payments**, you can contact them for help and support:



- by calling 0330 123 2815



- by emailing ilswirral@peopleplus.co.uk



If you need to make a complaint about **Direct Payments**, please contact your allocated Social Care Worker.



If the issue isn't resolved after speaking to your Social Care Worker, you can contact the **Complaints Resolution and Information Team (Adult Social Care)**.



For full information about complaints, please visit:

<https://www.wirral.gov.uk/about-council/complaints/complaints-about-adult-social-services>



The **Complaints Resolution and Information Team (Adult Social Care)** can be contacted



- by calling 0151 666 4810



- by emailing
ASCfeedback@wirral.gov.uk



- by writing to the Complaints Resolution and Information Team (Adult Social Care), Wirral Council, PO Box 290, Brighton Street, Wallasey, Wirral, CH27 9F



This is the end of this document