



# Our plan for Direct Payments



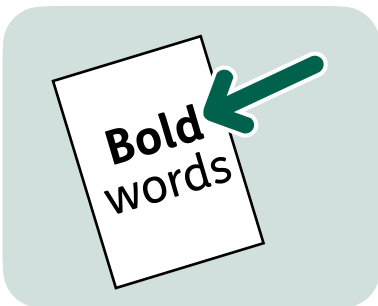
# Easy Read



This is an Easy Read version of some hard information. It may not include all of the information but will tell you about the important parts.



This Easy Read information uses easier words and pictures. You may still want help to read it.



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



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



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

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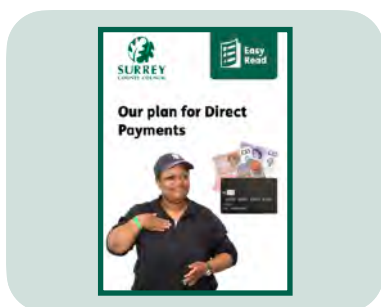
# About this plan



Surrey County Council has written this plan for **Direct Payments**.



A **Direct Payment** is money given to you by the council to pay for your support.



This plan explains how we will get better at supporting people who use Direct Payments.

# What are Direct Payments?

Direct payments are for people who:



- Need care and support to live a good life.



- Would like to arrange their own care and support.



Direct payments let people control their care.

You can spend Direct Payments on:



- **Supported living** - this is where you live in a place that provides some support to help you look after yourself.



- Getting care at home.



- **Short breaks** - this is when you get care from someone else, so your usual carer can have a break.



- Local services, like helping you work in a job.



- Getting to and from support services.

You cannot spend Direct Payments on:



- Care from a nurse.



- Living in a care home.

Children and families who get Direct Payments usually spend them on:



- Extra support to help the child learn.



- **Personal assistants** - these are people who give you some care and support to help you to look after yourself.



- Short breaks.



Adults who get Direct Payments spend them on lots of different services.

These services help them:



- Live a good life.



- Look after themselves.



# Why we have written this plan



Different councils have different rules for giving out Direct Payments.



This means local people, and our staff, do not always know much about the rules for Direct Payments.



We decided to write a plan so everyone knows how Direct Payments work in Surrey.

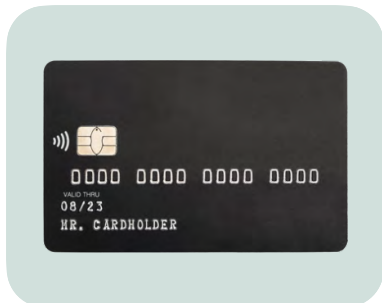


We worked with local people, carers and services to write this plan.



This plan will help different services to understand what they need to do to support local people.

# How Direct Payments work now



## Bank cards

The council pays Direct Payments onto special bank cards, called pre-paid cards.



People can use these cards to pay for services.



## Local services

It is important that people can get the care and support services they need.



But it is hard to tell how much these services charge people.



We have spoken to local care and support services to make sure they do not charge people too much.

## Personal assistants



Most people who get a Direct Payment pay for a personal assistant.



But there are not enough personal assistants in Surrey at the moment.



We are trying to get more people to work as personal assistants in Surrey.



An organisation called Surrey Independent Living Charity (SILC) is helping us provide more personal assistants for local people.

# Personal Health Budgets



**Personal Health Budgets** are money from the NHS to let you choose and pay for your own health care.



Some people use Personal Health Budgets to pay for their care and support.

Carers can also use a Personal Health Budget to pay for things that will help them:



- Be a carer.



- Stay healthy and happy.

# What will change in the future



A new law has made it likely that a lot more people will want a Direct Payment in the future.



This makes it very important that we have a good plan for giving people Direct Payments.



We think that **new technology** will change how people get Direct Payments.

**New technology** is computers, phones and the internet.

# How we wrote this plan



When we wrote the plan, we worked with:

- People who use Direct Payments.



- People who use care and support services, but do not use Direct Payments.



- People who might need to use care and support services in the future.



- Carers and personal assistants.



- Staff from the council and care and support services.

We wanted to:



- Let more people know about Direct Payments.



- Tell people why Direct Payments could be good for them.



- Look at what stops people from getting Direct Payments.



- Be fair to everyone when we give them Direct Payments.



- Improve how we give people Direct Payments.

# Objectives



**Objectives** are what we want to achieve.

We have 6 objectives.

## Objective 1: Clear information

We want to make sure that people can easily find out:



- Who can have a Direct Payment.



- How to get a Direct Payment.



- What you can spend a Direct Payment on.



We also want to make sure that people can easily find out:



- What you cannot spend a Direct Payment on.



- What services you can choose from.

To help give people better information, we will:



- Write new information for people about Direct Payments.



- Improve the information we have about Direct Payments on our website.



- Make videos about Direct Payments.

## Objective 2: Choosing a Direct Payment



We want to:

- Improve how we choose who can use a Direct Payment.



- Work with each person to write a plan for their Direct Payment that is right for them.



- Make sure staff know a lot about Direct Payments.



- Tell people and their carers the good and bad things about getting a Direct Payment.



- Help people be less worried about using a Direct Payment.



- We also want to work with people and carers to choose what is best for them.

To do these things, we will:



- Train all our staff about Direct Payments.



- Look at whether our teams who help people with Direct Payments are working well.



- Listen to what worries people about using Direct Payments.



- Look at how staff choose who can use a Direct Payment.

# Objective 3: Being fair to everyone

We want to:



- Help people to look after their Direct Payment.



- Tell people what they need to do if a personal assistant works for them.



- Help people to work with their personal assistant.



- Help people to get support from other organisations if they need it.

To do these things, we will:



- Look at how we support people who use Direct Payments.



- Check that this support is right for people.



- Look at changing how we support people who use Direct Payments.



- Look at making a new way people can choose their care, called an 'Individual Supported Fund'.



People with an Individual Supported Fund will get more help than if they use a Direct Payment.

# Objective 4: How we work

We want to:



- Make it quick and easy to get a Direct Payment.



- Give people the right information about money, at the right time.



- Let people know all the information they need about their Direct Payment.



- Give people support to look after their money.



- Give people online information about local care and support services.

We also want to:



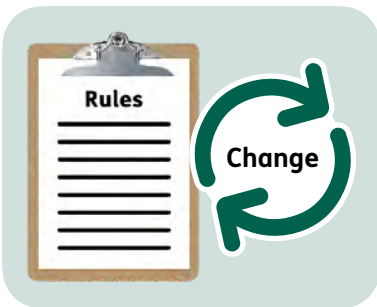
- Talk to people if they are not spending all of their Direct Payment.

This is instead of just taking the money back straight away.



- Let people know what is happening if we decide to take some money back.

To do these things, we will:



- Change our rules about what happens if people do not spend all of their Direct Payment.



- Look at how we provide Direct Payments, and think about changing what we do to make it better.



- Look at how other councils provide Direct Payments.

# Objective 5: Services

We want to:

- Make sure there are lots of care and support services for people who use Direct Payments.



- Have more people who work as personal assistants in Surrey.



To do these things, we will:

- Talk to different local care and support services.



- Find more people who want to become personal assistants.



- Look at paying personal assistants more.







To do these things, we will also:

- Train more people to become personal assistants.



- Use new technology more to help people find personal assistants.

## Objective 6: Letting people know

We want to make sure that:

- The information we give to people about Direct Payments is right.



- Our staff know how to best support people.



- Everyone who uses Direct Payments knows what they need to do.



To do these things, we will:



- Look at whether we need to get better at talking to some groups of people.



- Think of new ways to talk to these groups of people.



- Make sure that we give people information that is right.