

# Direct Payments Easy Read Guide





## **What is a direct payment?**

A direct payment is money from Newham Council to buy care and support you need.

You choose the kind of support that is right for you, e.g. choosing your own PA.



## **Who can have a direct payment?**

Most people who get help from Adult Social Care can have a direct payment.

If you cannot have one, we will tell you why.

You must be able to manage the money yourself, or have help from someone you trust.

You can also request help from a third party company to manage the money



## **Will I have to pay anything?**

You may need to pay some money towards your care. We will work this out during your assessment.

## What can a direct payment be spent on?



- Pay for a Personal Assistant (PA) to support you.
- Pay for day activities or replacement care (respite).
- Pay for an agency to support you.

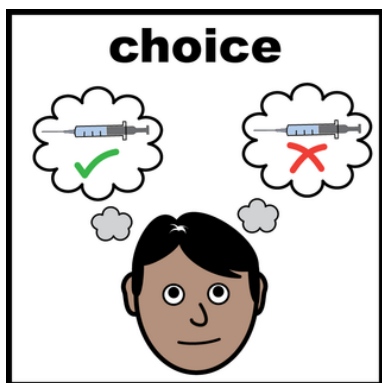
## What can't a direct payment be spent on?

You cannot use the money for:



- Household bills, housing or health services
- Anything illegal
- Gambling, tobacco, alcohol or drugs
- Anything outside of your support plan
- You usually cannot pay a family member who lives with you. You can only do this if Adult Social Care agrees.

## Why choose direct payments?



They give you choice and control and can be more flexible than the services the council can provide.

Having a direct payment will not affect any benefits you get.



## **How do I receive my direct payment?**

The money is paid directly onto a prepaid card. You can also check the balance online.

You use this card to directly pay for your support, such as pay your PA.



## **How do I get a direct payment?**

If you already have a service from Adult Social Care, contact your social worker. They can speak to you about your options.

Otherwise you will need to have a Care Act assessment. This is a conversation about your needs and it helps the council decide what support you can get.



## **Is there any support available to me during the Care Act Assessment?**

You can request support from an advocate with VoiceAbility.

An advocate can help you speak up, understand your rights, and make sure your voice is heard during the assessment.

**VoiceAbility**



To request an assessment, please contact the **Access to Adult Social Care Team**.

**Telephone:** 020 8430 2000 (Option 2)

**Email**

[Accessto.AdultsSocialCareTeam@newham.gov.uk](mailto:Accessto.AdultsSocialCareTeam@newham.gov.uk)

**Website**

[www.newham.gov.uk/directpayments](http://www.newham.gov.uk/directpayments)

The website can be read out loud or translated into over 50 languages. Click the 'Listen / Translate' button.

**Contact the Direct Payments Team**

If you have any further questions about direct payments, please call or email us and we will try our best to help.



**Telephone:** 0203 373 4061

**Email:** [dpteam@newham.gov.uk](mailto:dpteam@newham.gov.uk)

