



Birmingham City Council

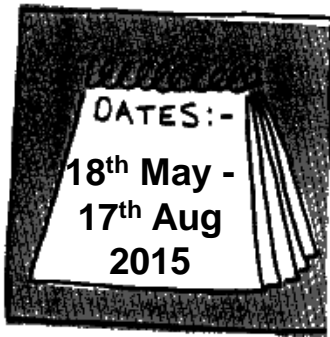
Directorate for People



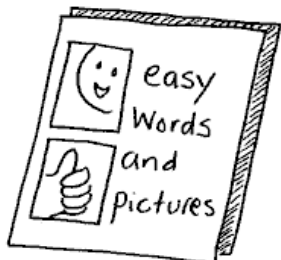
My life, my care, my money:

Improving Direct Payment use
in adult social care in
Birmingham

Consultation Document



This consultation is from: **18th May 2015**
until **17th August 2015**



This is an easy read booklet



Why we are asking you:

In March last year, Birmingham City Council Cabinet members agreed a report called “Social Care for Adults in Birmingham, A Fair Deal in Times of Austerity” (the cuts). This report puts forward that Direct Payments would be a good way of giving people social care.



Cabinet members are local councillors who meet to make decisions about how Birmingham will run its services.



What is a Direct Payment?:

A Direct Payment is money that is paid to people who have met with a social worker and it has been agreed they need social care.



People who have been given a Direct Payment can use the money to choose the support they want and who they want to give them the support.





A Direct Payment can be used to support a person to live in their own home, go to college, work, volunteer and meet up with friends and family.



These kind of Direct Payments are not the same as the direct payments you get from the Department of Work and Pensions when you get benefits.



What is Personalisation?:



Personalisation is a way of thinking about care and support services that looks at what the person likes, needs and wants are, to get the best possible care and support for them.



This can make Personalisation a chance for people to have a service that gives them more choice and control.



In Birmingham, local people who use services and City Council workers meet up to discuss how to make Personalisation happen. They work together to get the best results for everyone.

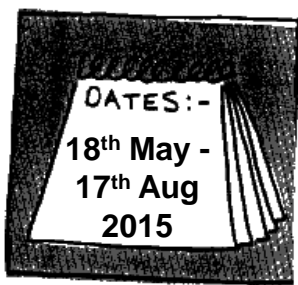


The reason we have written this consultation document is because we want to know what you think of our ideas, to give people getting social care more choice and control.



Who we want to hear from:

We want to know the views of people over the age of 16 who use social care. We also want to know what carers, parents of disabled children, council staff, health partners, organisations that provide adult social care in the private sector, third sector and members of the general public think too.



The Direct Payment Consultation runs from the from 18th May to the 17th August 2015 and we would like to hear your views.

What will happen at the end of the consultation?

When the consultation is over, a report will be written for Birmingham City Council's Cabinet members. We will then let people know what we plan to do next after listening to your views.



Part 1



Background information:

Direct Payments have been around for many years. They can be used by people who have met with a social worker and its been agreed they have social care needs.



Instead of Birmingham City Council arranging people's care and paying for it, they can use a Direct Payment to buy a service and pay for it straight to the organisation or person giving them care.



People cannot use Direct Payment to buy services from the City Council like, Birmingham City Council's Day Centre Service. People also can not use a Direct Payment for long term residential care.



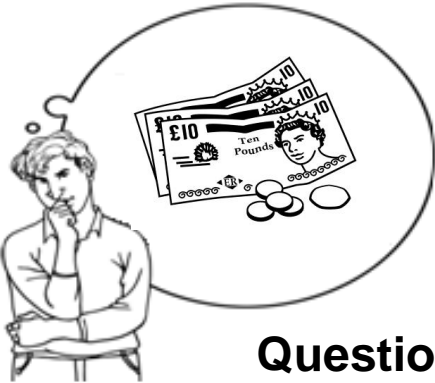
However, Direct Payments can be used for short term residential care, like respite care.



In Birmingham there are lots of people who are having care provided for them by Birmingham City Council. These people could start using a Direct Payment and pay for care themselves. This would give them more choice and control.



By listening to local people who use Direct Payments we have now got some new ideas to make them easier to manage. The ideas in this Consultation are hopefully going to help more people to use Direct Payments in the future.



Question 1) Do you think we should be supporting more people living in Birmingham to use a Direct Payment?

Part 2

Our ideas (Proposals):



To Introduce Individual Service Funds:

An Individual Service Fund gives people using Direct Payments choice and control over their care, but without having to take the responsibility of looking after the money themselves. The Individual Service Funds would be new to Birmingham.



The organisation providing a person's care would get money each month from Birmingham City Council to pay for the care.



The organisations would work with people they are providing care for, to agree how they want the money spent. People could get care from more than one organisation if they choose.



The organisations providing a person's care would get paid £15.00 each month to manage the Individual Service Funds. This means the person paying for the care would also have to pay for this service.





The organisations providing care would need to provide up-to-date information about how the money has been spent.



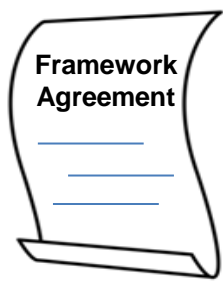
There would be a signed agreement between everyone involved so it is clear what they need to do.



Any money not spent in the Individual Service Funds account would be returned to Birmingham City Council every three months, unless it's being saved for a good reason.



Question 2) Do you think it is a good idea to have Individual Service Funds in Birmingham, so people have control over the support they buy without the responsibility of managing the money themselves?



To introduce a Framework Agreement for Direct Payment Support Agencies: What are Direct Payment Support Agencies?



Direct Payment Support Agencies offer support to people using Direct Payments in a number of ways by:



- Providing a service that pays the wages, tax and National Insurance of the carers/personal assistant employed
- Help to employ a carer/personal assistant
- Keeping records and completing Direct Payment paperwork needed by the City Council



At the moment people with a Direct Payment can arrange their care by looking on Birmingham City Council's Website, My Care In Birmingham:

www.mycareinbirmingham.org.uk



The My Care In Birmingham Website has a list of support services that provides care for people, but Birmingham City Council does not know if these services are good or bad. It is the responsibility of the people using the services to check them out.



We think a Direct Payment Support Agency would be a good idea, as it's a way of helping people manage their Direct Payments. We are putting forward a Framework Agreement to help with this. A Framework Agreement is a list of support agencies who have passed the City Council's quality and price check.



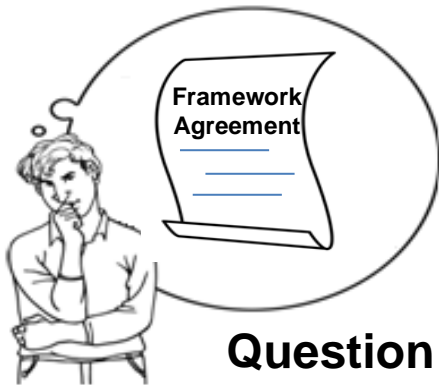
Direct Payment Support Agencies are not checked by the Care Quality Commission, or by Financial Standards Authority. A Framework Agreement would help give people peace of mind about the quality of the organisations providing care and support.



If people want to use a Direct Payment Support Agency from the City Council's list, they would need to be clear about:



- What service the support agencies could offer
- The quality of those services
- The cost of the services
- Who to complain to if they are unhappy with the services



Question 3) Do you think having a list of support agencies (a Framework Agreement) would help people to feel more confident about taking a Direct Payment?

Payment Card

To introduce Payment Cards:

Payment Cards are an easier way for Birmingham City Council to give money to people who have decided to have a Direct Payment.

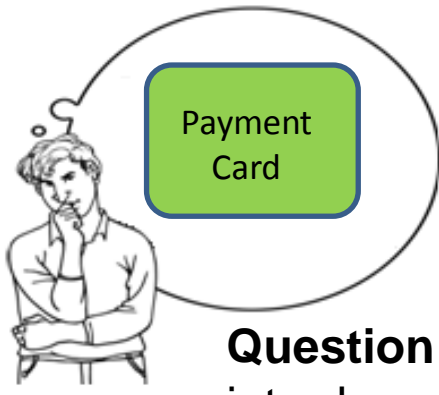
A Payment Card works like any other debit card. It can be used to pay for the services people use to support their care needs. You can make payments in person, over the phone or on the internet. Just like other debit cards, Payment Cards has a chip and PIN (Personal Identification Number). **We would like to offer Payment Cards to everyone using a Direct Payment.**



People may prefer to use a Payment Card as this would make things more straightforward and safer. Birmingham City Council would be able to see what has been spent so people would not need to send them information about this. Another benefit is that you would not need to open a bank account for this Payment Card.

Payment Card

Birmingham City Council



Question 4) Do you think it would be a good idea to introduce Payment Cards for Direct Payment users in Birmingham?



A new way of providing expert information and guidance:

What is expert information and guidance?

To receive a Direct Payment people need to have an assessment by social worker. The social worker then works with the person to make a support plan.



- Firstly, people have a social care assessment to see if they have any social care needs, like needing help to get washed and dressed. Often peoples' needs are already met by family and friends.



Peoples' social care needs that are met by the Council, are given an Individual Budget. The money each person would receive is worked out so that they can buy the care they need. Each person may have to pay some out of their own money towards the cost of their care, this will depend on the money they already have coming in.



- The second thing is Support Planning. This is when we work out with the person, what social care they need. It would be at this time that the person needs to decide if they would like to have a Direct Payment or whether they would like the Council to organise their care for them.



In the past, we have asked people why they did not choose to have a Direct Payment. Some people said it was because they felt Direct Payments were too hard for them to manage. Our ideas in this consultation looks at how to make Direct Payments easier for people to manage.

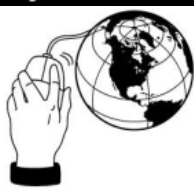


Other people also said that they felt they were not given enough support at the right time by their social worker to chose a Direct Payment. Birmingham City Council are training their staff, so they can give better information and support to people wanting to have a Direct Payment.



There is also a film about Direct Payments you can watch where people with disabilities, family carers and social workers speak about their experiences of Direct Payments.

<https://www.mycareinbirmingham.org.uk/direct-payments-in-birmingham.aspx>





Some people have told us that a better way of working out how to meet their social care needs is to talk to an 'expert by experience' to work out their support plan rather than a social worker.



An expert by experience is a person who is able to offer information and advice to someone thinking about having a Direct Payment. This person may use Direct Payments themselves.



Other councils have asked organisations not linked to them to carry out Support Planning work for them. These organisations provide expert information and guidance to people when making their Support Plan.



People who have used these organisations for Support Planning, have found it an easier way of working out how to meet their social care needs.



If the Council changed to this way of working, it would mean that Birmingham City Council staff who do Support Planning would have to move to organisations not linked to the Council. This would be a big change from how the Council works at the moment, so this would have to be a separate consultation.



Question 5) Do you think we should consider using 'experts by experience' in our Support Planning in Birmingham?

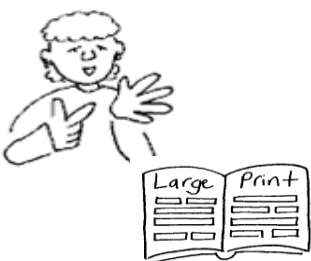


How to have your say:

During this consultation there are different ways you can have your say.



You can attend a consultation meeting. At these meetings there will be people who already use Direct Payments and Directorate for People staff, who can help you to understand the ideas in this consultation.



You do not need to book a place at the consultation meetings, but if you have any access needs like an interpreter, an hearing loop or large print please let us know before you turn up.



If you want to fill in a consultation questionnaire you can do so on the consultation website:


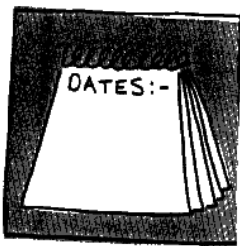
www.birminghambeheard.org.uk/bcc/my-like-care-money .

If you contact the consultation team we can send you a copy of the questionnaire to fill in and the easy read consultation document.





Consultation meetings: Where they are held, the date and time

 Where the meeting is held	 Date of meeting	 Time of meeting
Trinity Centre Church Hill Mill Street Sutton Coldfield B72-1TF	Tuesday 9 th June 2015	10am-1:30pm
The Venue Edgbaston 100 Icknield Port Rd Edgbaston Birmingham B16-0AA	Wednesday 24 th June 2015	6pm-10pm
The Saffron Centre 256 Moseley Rd Highgate Birmingham B12-0BS	Thursday 2 nd July 2015	2pm-5:30pm
Queen Alexandra College Court Oak Rd Birmingham B17-9TG	Thursday 16 th July 2015	10am-1:30pm



**If you want to contact the consultation team
you can do this by:**

Phone: 0121 464 7462



Email: dp@birmingham.gov.uk



Facebook: [dpbrum@groups.facebook.com](https://www.facebook.com/groups/dpbrum)



Twitter: #dpbrum



And you can write to us at:
Direct Payment Consultation
PO BOX 16465
Birmingham
B2 2DG



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