



Direct Payments and Individual Service Funds

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Aims

- To explain how someone receives a direct payment (DP) or Individual service fund (ISF)
- To explain how a direct payment can be used
- To explain Connect and Enable one off direct payment
- To describe what an ISF is and how it is different to a direct payment

How do I get offered a Direct Payment (DP) or Individual Service Fund (ISF)?

- Firstly, the council need to work out what a person's care and support needs are. This is usually called a "care needs assessment" or "carers assessment" for carers.
- The council should discuss what is important to you, your wishes, needs and wellbeing. Care and support plans should be designed with the person and these areas being central.
- Then, the council will work out if someone needs to pay anything towards their care through a financial assessment. Carers do not undergo a financial assessment or contribute towards any support they receive.
- The council will let a person know whether they can get DP/ISF based on assessment and work out together how much money a person needs. This is known as a Personal Budget.
- If a person can get a DP or ISF, then they will be able to choose and arrange their own care to promote their wellbeing. Help can be provided from the care management team and Leonard Cheshire Direct Payment Support Service for DP's.

How can I use a direct payment/ISF?

- The council will give a person a pre-paid card which can be used to spend on direct payments/ISF and buying the care needed and set out in a person's care and support plan and assessment. ISF for the cared for
- A person can choose someone else to look after the payments. That might be a family member or a friend.
- Direct payments/ISF can be used to buy care equipment and services to meet need and promote your wellbeing as set out in someone's care and support plan. For example,
 - set up regular payments to employ a personal assistant
 - pay a care agency for a service
 - buy care equipment in a shop or online.
- A person can't use direct payments/ISF for things that aren't covered in their care and support plan which should be discussed at assessment/review stage. If unsure on what the direct payment/ISF can be used for it is best to discuss with worker and/or care management team.

Employing someone with your direct payments

- Direct payments can be used to employ personal assistant(s). This option comes with the responsibility of being an employer.
- This might sound complicated but you can [get free advice about employing a personal assistant](#) from Leonard Cheshire Disability. They are a charity that helps disabled people in the UK and can support with:
 - recruitment of a PA
 - advertising
 - payroll service information
 - contracts of employment
 - DBS (Disclosure & Barring Service) checks
 - reference checks
 - employers liability insurance
 - budgeting
 - support with completing auditing information

One off Direct Payment

- This DP is given when someone needs time-limited professional input.
- It can be the best response when a person has experienced a change in circumstance – maybe a stay in hospital, a progressive illness.
- This stage is aimed at promoting choice and control and enabling people maintain or build upon their independence,
- E.g. Mohammed has autism and difficulties in being understood by others. These difficulties were causing him significant frustration so £250 was used for a Proloquo communication app for his iPad to enable him to communicate.”

Carers Direct Payments

- All carers are entitled to an assessment of their needs regardless of the amount or type of care they provide.
- The person the carer supports does not need to be eligible for services in their own right but should be an adult living in Hertfordshire.
- All carers are entitled to information and advice but **some** may be eligible for ongoing carers support and choose to receive this support through a direct payment.
- A carer's direct payment can be used to help balance the carer's role with their own life and promote their wellbeing.
- Carers do not undergo a financial assessment or contribute towards support provided.

What is an Individual Service Fund (ISF)?

- An ISF is a way, for a person who is eligible to receive services, to purchase support from a care provider(s) of their choice. It is an alternative option to a directly commissioned service or to a Direct Payment.
- Using an ISF, the person has choice and control over the support they receive, without having the responsibility to manage the money themselves like a Direct Payment.
- The person can produce a care and support plan with the care provider that meets their needs and promotes their wellbeing.
- In agreeing to hold an ISF for an individual, a Provider commits to helping the individual to make best use of their personal budget to meet their needs and promote their wellbeing in line with their support plan. This could mean support having support from more than one care provider, service and/or PA.
- Pre paid card is issued and money put on like a DP. Care provider who manages the ISF (chosen by the person) makes payments with this card to meet the person's needs outlined in their care and support plan to themselves or others that are providing support.

How are ISF's different to Direct Payments?

- ISFs are unlike DPs because:
 - The ISF (care) provider will manage funds on the person's behalf.
 - The ISF (care) provider is jointly with the person responsible for the correct use of ISF funds.
 - The ISF (care) provider is responsible for all reporting about funds to the council.
 - The ISF provider must have a signed agreement with HCC about the management and reporting of funds.

Direct Payments available information

- HCC have designed FAQs in line with government guidance due to covid-19. See link: <https://www.hertfordshire.gov.uk/media-library/documents/adult-social-services/campaigns-temporary-content/coronavirus-direct-payments-frequently-asked-questions.pdf>
- Direct Payments Information Booklet
<https://www.hertfordshire.gov.uk/media-library/documents/adult-social-services/factsheets/direct-payments-info-and-guidance.pdf>
- Direct Payments easy read guide from Mencap
<https://www.mencap.org.uk/sites/default/files/2016-06/Budgets%20and%20direct%20payments.pdf>

Final thoughts:

- If a person is eligible for care and support following assessment they could decide to receive support via a direct payment, ISF, commissioned service or a mixture.
- The type of support should be about the option(s) that best suits the person and their circumstances e.g. wishes, needs and support already in place.
- One-off direct payments can be used to maintain or promote independence, where short term support is required.
- Any care and support plan should be tailored to promoting a person's wellbeing.
- If unsure of what a DP can be used for talk to your worker or the care management team.
- ISF's can be a good fit for people that want more choice and flexibility in their care without having to manage the money aspects.

Feedback on Direct Payments:

- Any feedback on accessing and using DP
- what are the barriers to using direct payments?
- What do you feel of the information available?

Useful links:

- Contact us For adult care services and to comment or complain: Web: www.hertfordshire.gov.uk/adults E-mail: contact@hertfordshire.gov.uk Telephone: 0300 123 4042 Textphone: 01992 555506 British Sign Language (BSL) video interpreting service available via our website.
- Find a local community service: www.hertfordshire.gov.uk/directory or drop into your local library
- Call HertsHelp for independent information and advice: Telephone: 0300 123 4044 E-mail: info@hertshelp.net Text: Text Hertshelp to 81025 Textphone: 0300 456 2364
- If you or someone you know is at risk of abuse or neglect: Call us on 0300 123 4042 (24 hours a day) Calls to 0300 cost no more than a national rate call to a 01 or 02 number

Thank you for listening, any questions?

