



Individual Budgets And Direct Payments



WALSINGHAM
SUPPORT *Everyone is different*

It's not just support, it's happiness.

We are Walsingham Support, a charity that has been supporting people with learning disabilities, autism, brain injuries and complex needs for more than 30 years.

Whether it's a couple of hours a week or 24-hour, seven-day support, we provide bespoke solutions that enable individuals with disabilities to live fulfilling, happy lives.

At Walsingham Support, we do things differently. We really take time to get to know the people we support; to identify their needs, to learn about their abilities and aspirations, and to recognise what makes them unique.

By taking this approach, we jointly develop and deliver tailored, person-centred support to enable every individual to live life to the full.

Flexibility is key to achieving this, but while our work and the support we provide constantly evolves to meet the demands of an ever-changing social care landscape, our vision has remained the same:

We seek an equal and diverse society, in which people with disabilities are citizens in their own right who are supported to be happy and to reach their full potential.

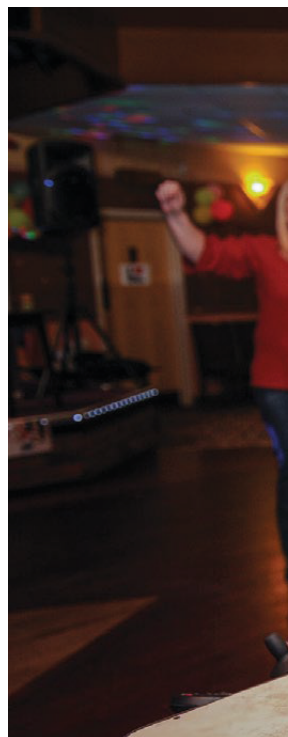


What are direct payments?

Direct payments are one of the ways in which local councils can pay for someone's support needs. They give people greater choice and control over the support they receive and how it's provided.

If a person is eligible for council-funded support, they should be able to choose how their money is managed. Some people have their support funding managed by a social worker, but others prefer to have more control over what happens to the money they're entitled to.

One option is to have money paid directly into a bank account. This means individuals can access it themselves, decide what support they want to buy, and arrange it themselves. This is called a **direct payment**.





Who is eligible for direct payments?

In England and Wales, local councils have a legal duty to assess anyone who appears to need care and support, regardless of how much money the person has. This is called a **care needs assessment**. It takes into account the individual's circumstances, abilities and needs, and determines what sort of care and support is best.

If the care needs assessment identifies that a person has support needs, the council will look at the individual's financial situation to determine who will pay for them.

Depending on their circumstances, the individual might have to contribute towards the cost of their support. But often, the local council will pay for all of their support needs. If that's the case, the person can apply to have that money paid to them by way of a direct payment.



Using direct payments

Direct payments must be used to meet eligible needs – i.e., those the local council has identified a person as having in their care needs assessment. For example, direct payments can be used to:

- buy special equipment to help with mobility
- get a home help for a few hours a week
- attend a day centre and take part in social activities
- buy other services from a private provider or volunteer agency
- pay for short stays (up to four weeks per year) in residential care.

However, there are some things that direct payments cannot be used for, such as:

- paying someone who lives in the same household to provide care and support
- paying for permanent care in a residential care facility
- buying services from the local council.





How we can help with direct payments

We can provide as much assistance as each individual needs in managing the direct payments process, from application to ongoing support. We can help people to understand how much money they are entitled to and talk them through how and when they will receive it.

We support each person in exploring their options, including what sorts of support and services they can choose to buy, what types of support aren't covered by direct payments, and arrangements for paying for their support.

For added peace of mind, we can also help to set up a bank account in an individual's name to receive the direct payments, and provide effective and transparent money management.

Most importantly, we adapt our support to fit each individual's choices and abilities. That means that how 'hands on' we are will entirely depend on what each individual decides.

We encourage everyone to play a full and active part in planning their support, and we work alongside them to help make decisions that are right for each person.

Transparency at every step

We feel we are the perfect partner to help individuals and their carers to navigate their way through the direct payments puzzle. The process can be complicated, so we make sure our services are clear and easy to understand.

We charge an hourly rate that includes all of the costs associated with supporting an individual. There are no hidden fees, and the cost includes:

- recruiting and appointing a support worker to help with everything they need
- completing necessary checks relating to a potential support worker, including a Disclosure and Barring Service (DBS) check and personal and professional references
- providing relevant induction and training for support workers
- help and guidance with managing a person's support workers, for example, paying them the right amount and making appropriate deductions (national insurance and income tax)
- continuous support with any issues or concerns.



Katy's story

Katy has a learning disability, and she'd been at a residential college for several years before accessing a supported living service run by Walsingham Support. This enabled her to move into her own place where she holds her own tenancy.

Leaving college was an exciting time for Katy, but she particularly enjoyed the prospect of becoming more independent and having more say and control over what happens in her life.

Katy's dad Derek, who is also her keyworker, wanted to encourage Katy to have as much choice as possible, so between them they decided that she should apply to receive direct payments from her local authority.









The control that direct payments give Katy has enabled her to decide exactly what sort of support she wants. She really likes the flexibility this gives her; she has become more independent and her confidence has come on in leaps and bounds.

Having her support allowance paid directly into her own bank account gives Katy real ownership of her support, and the control to choose not just the type of support she accesses, but also when to use it.

This means she can accumulate support hours and use them for her annual trips to Blackpool. “I like to use some of my hours to go on holiday to Blackpool,” Katie says.

“Direct payments have enabled Katy to grow as a person, to acquire new skills and develop relationships,” adds Derek. “The change in her since having more control over her life has been incredible.”

Why we are different

Everybody is different. We don't just acknowledge that – we celebrate it.

So we make sure we're different, too.

That means offering more than a standard, one-size-fits-all service. It means delivering a tailored support package for every single person we work with, custom made to fit them.

We look beyond a person's disability. We work with individuals, their families and carers to really understand the challenges they face, and the support that will best meet their particular needs.

Then, together we develop creative yet practical solutions that match each person's abilities and goals, giving them the tools they need to thrive and enjoy a fulfilling, happy life.

We believe that our way of thinking sets us apart from other providers in our sector – and we're proud of that!



If you would like to find out more about Walsingham Support and how we can with direct payments, please get in touch.



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