

Direct Payments

Factsheet – Managing the money

What are my responsibilities?

Part of the responsibility of receiving a Direct Payment includes ensuring that the money is spent on services as detailed in your Care and Support Plan and being able to provide proof of how the money has been spent. We will issue you with a prepaid card known as a card account for the Council to pay the Direct Payment to you (see separate factsheet). You will then use that account to pay for the support that you receive.

Do I need to keep any information?

Yes. If you employ someone to provide your support you will need to keep all paperwork regarding, payroll, copies of tax bills etc as the Council and/or HMRC (Her Majesty's Revenue and Customs) can request to see these at any time. If you contract with an agency you will need to keep copies of invoices. You will need to keep this information for at least 7 years. If you would like to keep this information online you can upload these documents to your card account. Alternatively, you can always post the information to the Direct Payments Team and we will upload the information for you.

What if there is a build-up of money in the account?

There may be a build-up of money in the account if you have not been able to purchase care. This may be because you have been in hospital or on holiday or in respite care. You should always inform the Direct Payments Team if you are away from home and not receiving care so that we can stop the direct payment temporarily. If you use agency care we will stop the direct payment immediately but if you employ a PA we will continue to make the payments to you up to a maximum of four weeks so that you can pay a retainer to your staff.

From time to time we will review any excess money in your account above the amount prescribed. Any excess money will need to be explained and we may request repayment if necessary. Therefore, it is always important to keep up to date with making payments to the agency you contract with and/or ensuring that your wages payments to staff, tax bills and contribution are paid on time. Generally, you are allowed to keep up to four weeks' money in the account if you contract with an agency and up to 8 weeks' money if you employ staff.

How do I pay my contribution?

You will need to make arrangements to pay your contribution into your card account on a weekly or four-weekly basis either by standing order or bank transfer. If the contribution is not paid into the account you will have insufficient money to pay for your care so it is important that your contribution is made on a regular basis.

Who to contact

Adult Social Care - Tel: 01902 551199

Disabled Children and
Young Person's Team - Tel: 01902 550911

Direct Payments Team - Tel: 01902 551292 or 01902 551294

Civic Centre

St Peter's Square

Wolverhampton

WV1 1RT

Email: Direct.payments@wolverhampton.gov.uk

Ideal For All - Tel: 0121 558 5555 Email: info@idealforall.co.uk