COMMISSIONING, ADULT SERVICES, PEOPLE PORTFOLIO

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Our aim is to make sure everyone has a positive experience of using Direct Payments and that Sheffield is a City where **Carers** are recognised, valued and have the right support to continue to care for as long as they want to.

> Direct Payment Improvement Programme









Policy Workstream



Process Workstream

ET, PE, KDB, TH, HW, KW, AD, SaA



Money Management Workstream



Workstream



Market Shaping Workstream

LB, KDB, AB



DP Review Workstream

The Direct Payment Improvement programme is a series of interlinked workstreams with the common purpose of transforming the DP process and experience in Sheffield.

Money Management Quality Assurance



Develop the market to ensure people who need support have options and choice.







Ensure Money Management Companies meet our quality standards and meet client expectations.

Ongoing management and

Recognised Provider List (RPL).

review of the Money

Management Company



Ensure there is clear and concise information and quidance for recipients and workers.

Direct Payments Audits



Complete annual audits on Direct Payment accounts and reclaim unnecessary unspent funds.



Work alongside NHS colleagues to monitor joint funded DP accounts.

DID YOU KNOW?

Payment Support Service is starting in Summer '22 and will provide tailored support, information & existing DP recipients & social work teams.



Monitor the finances of DP Accounts to ensure money is being spent in line with people's support plan.



Provide support and advice for clients, social care staff and providers on how to maintain DPs.

Training & Practice Development





Care Act (2014)



Work collaboratively with



Simplify and streamline our Direct Payment processes and systems.

Provide ongoing support, advice and learning about

Direct Payments to social



stakeholders to improve our Direct Payment offer. Sheffield's Direct Payment Vision was NHS Sheffield CCG and DP recipients. You can read it here!

DID YOU KNOW?

There are between 60,000-90,000 unpaid carers in Sheffield, of which 7000-10,000 are young carers.

Carers UK calculates 2 in 3 of us will be a carer in our lifetime.



Develop and promote the role of PAs in Sheffield to provide an effective workforce.



Ensure there is a vibrant and diverse market of providers, services and products.

DP Market Shaping



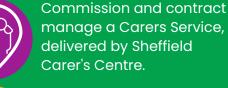
Develop Individual Service Funds (ISFs) as an alternative offer to DPs & Council arranged services.



Develop our approach for ensuring quality in the DP marketplace.

Unpaid Carers







Work with colleagues to influence and change social care practice linked to Carers.



Listen to the voice of Carers and understand their experiences.



Support the delivery of the Young Carer, Parent and Adult Carer Strategy.

DID YOU KNOW?

is not static; in Sheffield around 20,000 people start caring and 20,000 stop caring each year.

The caring population

NHS England says on years for someone to realise they're a carer.





x5 for 2 years

Coming soon - DP Review Team The team will target reviews for people whose support has been

information about DPs, including the Direct Payment Calculator, which can be found on ELMA!



particularly impacted on by Covid 19, those who were asked to accept DPs to meet their needs but may now have alternative options available and those whose support is unclear since the migration to Liquid Logic.

Open & Honest

Flexible & Creative

Clear & Simple

Who's who in the team? MG - Mary Gardner, Strategic Commissioning Manager

LTS - Lee Teasdale-Smith, Commissioning Officer - Carers AB - Andy Buxton, Commissioning Officer - Direct Payments SA - Shamim Akhtar, Direct Payments Social Worker

ET - Elizabeth Thomson, Team Manager DP Audit Team

PE - Paul Edwards, Team Manager DP Audit Team/Senior Customer Accounts Officer

HW - Hollie Whitworth, Customer Accounts Officer KW - Katy Wainwright, Customer Accounts Officer

AD - Angela Drake, Customer Accounts Officer SaA - Samina Akhtar, Customer Accounts Officer

KDB - Performance Officer / Customer Accounts Officer LB - Lauren Beever, Performance Officer TH - Tom Hartley, Customer Accounts Officer