



Sheffield's Direct Payments Vision

Open and honest, flexible and creative, clear and simple: this is Sheffield's new co-produced Direct Payments Vision.

The vision for Direct Payments will make it possible for many people who have care and support needs to be able to think 'outside the box' and be more creative and innovative when making choices that improve their health and well-being.

As our vision has been written from a variety of perspectives it is easier for people to relate it to their own experiences.

WORKING TOGETHER AT ITS BEST



Disability Sheffield Clinical Commissioning Group



Sheffield

Sheffield
City Council



“With Direct Payments



I can live the life I want.”

The three statements underpin the way that people can use and manage their Direct Payment and will support social care staff to understand their responsibilities.

Open and honest. Working together, through open and honest communication, the right information will be shared, from the start when people first consider Direct Payments, and then every step of the way.

Flexible and creative. Working together, Direct Payments can be used in flexible and creative ways, so they support well-being and the lives people want to lead.

Clear and simple. Working together, Direct Payments can be straightforward and managed in a clear and simple way which develops skills and confidence.

To make sure everyone has a positive experience using Direct Payments, the expectations are:

Sheffield City Council will:

Be bold, brave and ambitious in our Direct Payment offer and approach.

Listen to, and work together with, people using Direct Payments, council and health staff, and partners. Together, we will create ways of working that make sense to everyone.

Deepen understanding and knowledge of Direct Payments and the principles that they are built on.

Have up-to-date information about Direct Payments that is easy-to-read and readily available.

Build simple and transparent processes.

Make sure people will have support plans that focus on well-being and outcomes.

Support people to try new things and feel safe when making their own choices about the support they have.

Make sure people know how their final personal budget has been calculated.

Promise that people can be flexible and creative with their Direct Payments, so the support they choose works for them.

Build vibrant and innovative communities and a marketplace that reflects what people want.

Create opportunities for people using Direct Payments to get support from peers and other Direct Payment experts when they want it.

Support and develop a strong Personal Assistant workforce.

Monitor how Direct Payments are spent so we can offer support when people need it.

Be clear about what's expected from people using Direct Payments.

To make sure everyone has a positive experience using Direct Payments, the expectations are:

People on Direct Payments will:

Have open and honest conversations with us about their support needs.

Work with us so we can plan together how they use their Direct Payments and calculate the budget needed.

Tell us what support they need to organise and manage their Direct Payment, so we can find a solution together.

Only arrange support and buy things that meet their agreed needs.

When employing Personal Assistants, be a good employer and follow the duties and laws expected of them.

Make sure all invoices and bills are paid on time.

Tell us how they spend their Direct Payments.

Pay their assessed financial contribution into their Direct Payment account.

Give us feedback on what's working, or not working so well, to help us improve Direct Payments.

We are currently working through an improvement programme for Direct Payments which will help us achieve this ambitious vision.



The new vision has been made possible thanks to the efforts of those who already receive Direct Payments, staff and partners across the council working together to review and change the approach to Direct Payments, to better reflect the lives of those who use them.

