

# DIRECT PAYMENTS & UNPAID CARERS TEAM

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

 MG, AB, ET, SA, PE, LB, KDB



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

 LB, KDB, AB



Ongoing management and review of the Money Management Company Recognised Provider List (RPL).



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.



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

### DID YOU KNOW?

There are currently 2422 people accessing Direct Payments in Sheffield. 86% of which are adults and 14% are children and young people,

### DID YOU KNOW?

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

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



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.

## 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.

## Training & Practice Development

 SA



Provide ongoing support, advice and learning about Direct Payments to social work staff.



Develop practice which underpins our values and duties within the Care Act (2014)



Simplify and streamline our Direct Payment processes and systems.



Work collaboratively with stakeholders to improve our Direct Payment offer.

### DID YOU KNOW?

Sheffield's Direct Payment Vision was co-produced in August 2021 between Sheffield City Council, 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.

 AB

## DP Market Shaping



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



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



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



Develop our approach for ensuring quality in the DP marketplace.

## Unpaid Carers

 LTS



Commission and contract manage a Carers Service, delivered by Sheffield Carer's Centre.



Listen to the voice of Carers and understand their experiences.



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



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

### DID YOU KNOW?

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

NHS England says on average it takes 2 years for someone to realise they're a carer.

### DID YOU KNOW?

There is a wealth of information about DPs, including the Direct Payment Calculator, which can be found on ELMA!

 x5 for 2 years

## Coming soon - DP Review Team



The team will target reviews for people whose support has been 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

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