

FACTSHEET 1:

Introduction to Direct Payments:

What are Direct Payments?

If Flintshire Social Services agree that you need extra help to meet your care and support needs, the council may be able to offer you the money instead of a service. You can spend the money on getting the support you need. This is known as a Direct Payment.

You can use your Direct Payment to arrange support that is right for you, and fits in with your lifestyle and personal circumstances.

Having a Direct Payment means that you can have greater choice about who supports you, how they support you and when they support you.

Arranging support in this way helps you stay in control of your own situation and the decisions you make in your life. One of the main benefits is having the ability to arrange flexible support that can change depending your plans. This means that you are able to bank hours and use additional support when you need it.

Other people in Flintshire are using their direct payments for:

- Support with daily life and activities
- Getting out and about
- Support that helps achieve personal goals
- Remaining independent
- Doing things with other people

More and more people are having the opportunity to receive a Direct Payment, and many of them are telling us that using Direct Payments has changed their lives for the better.

Having a Direct Payment is a personal decision that will hopefully enable you to achieve a better quality of life.

We are committed to providing people such as yourself with all of the information and support that you need to make a decision that is right for you. We have an experienced Direct Payments team within the council who are there to support you with any queries or information that you need. We will provide you with as much help and reassurance as you need, until you feel confident to manage arrangements yourself.

Flintshire County Council wants your Direct Payment to be a success, so please don't worry, we will work with you to ensure that you receive the support that you need. There is a wide range of information and support available to you to help you get the very best outcomes from your direct payments.

Remember – The Direct Payments Support Service is here to help you, so please don't hesitate to contact them.

Direct Payments Support Service

Tel: 01352 701100

Email: dp.support@flintshire.gov.uk



“ I now
live my
life, not
just
exist. ”