**Direct payment consultation**

In 2024 we carried out consultation on direct payments. We would like to thank all those who contributed and took the time to complete surveys.

Below is the feedback we received from people who took part in the consultation. Further information on what we are going to do following the feedback we received can be found on our web page [Direct Payments consultation - Sefton Council - Citizen Space](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyourseftonyoursay.sefton.gov.uk%2Fadult-social-care%2F5c7f9120%2F&data=05%7C02%7CKaren.Lee%40sefton.gov.uk%7C2aa6b318d23c4bb6550108dd34afd478%7Cbf3a3387dc954c7d940e49cc2fc9d4f1%7C0%7C0%7C638724651961945687%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=HWlWglV8WCD2hoBEeU8zalhw3Z8X5Yj9yHSGgMzqdZw%3D&reserved=0).

**Questionnaire 1**

**People who are in receipt of a direct payment from Adult Social Care**

**Q1 – What do you use your direct payment for? (please tick as many options as apply to you)**

|  |  |
| --- | --- |
| To employ a personal assistant | 23 |
| To purchase care from an agency | 10 |
| To attend a day centre | 13 |
| To attend activities as an alternative to day care | 1 |
| Respite break for my carer | 1 |
| For the supported living accommodation I live in | 2 |
| Something else |  |

**Q2 – How did you find out about the Direct Payment scheme?**

|  |  |
| --- | --- |
| A social worker | 20 |
| Sefton Carers Centre | 7 |
| A family member/friend | 6 |
| The internet | 1 |
| Somewhere else* Other council staff
* Health staff
* Voluntary organisation
* Transferred from ILF
 | 3111 |

**Q3 – Has the direct payment allowed you to buy the care and support services that you require? Please tick as many options as apply to you:**

|  |  |
| --- | --- |
| Yes | 33 |
| No | 6 |

**Q4 – When you first requested a direct payment, how useful was the information that you were provided with?**

|  |  |
| --- | --- |
| Excellent | 9 |
| Very Good | 11 |
| Good | 6 |
| Adequate | 5 |
| Poor | 8 |

**Q5 – Thinking about before your direct payment started, which of the following would you have found helpful?**

|  |  |
| --- | --- |
| Face to face meetings | 27 |
| Information leaflets about direct payments | 13 |
| Workshops | 12 |
| Support from other people who receive direct payments | 9 |
| Videos explaining more about direct payments | 15 |
| Audio recordings explaining more about direct payments | 3 |
| Something else | 3 |

**Q6 – How easy have you found it to manage your direct payment account?**

|  |  |
| --- | --- |
| Very easy | 9 |
| Easy | 10 |
| Satisfactory | 9 |
| Difficult | 9 |
| Very difficult | 2 |

**Q7 – Which of the following do you think would help you to manage your direct payment account? (please tick as many options that apply to you)**

|  |  |
| --- | --- |
| Face to face meetings | 22 |
| Information leaflets about direct payments | 10 |
| Workshops | 6 |
| Support from other people who receive direct payments | 8 |
| Videos explaining more about direct payments | 14 |
| Audio recordings explaining more about direct payments | 2 |
| Something else | 7 |

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**Questionnaire 2 – People who receive an Adult Social Care service but NOT a direct payment**

**Q1 – In order to receive services from Adult Social Care you will have had an assessment of your care and support needs by a social worker.**

**Were you provided with information on the direct payment scheme at the point of the assessment of your care and support needs?**

|  |  |
| --- | --- |
| Yes | 8 |
| No | 16 |
| Don’t know | 10 |

**Q2 – If you were provided with information on the direct payment scheme, what prevented you from having a direct payment? (please tick as many options as apply to you)**

|  |  |
| --- | --- |
| I didn’t receive enough information about direct payments | 2 |
| I didn’t understand what direct payments were | 2 |
| I had difficulty finding or I didn’t think I could find a personal assistant. | 2 |
| My needs could be met by other services. | 7 |
| I couldn’t use the funds in a way that suited my needs. | 2 |
| I didn’t want the responsibilities of managing a direct payment. | 9 |
| I was not provided with information on direct payments. | 13 |
| Other reason  | 6 |