

Direct Payment Holder Survey

June 2024

Executive Summary

DIRECT PAYMENTS

OUR HOLDERS SAY

I RECEIVE SUPPORT TO VOLUNTEER

DIRECT PAYMENTS PROVIDE EMPOWERMENT



I CAN EMPLOY PAS THAT UNDERSTAND MY RELIGION AND CULTURE

FLEXIBILITY

ENABLING

I CAN LIVE IN MY OWN HOME BY MYSELF

I AM ABLE TO LIVE AN INDEPENDENT LIFE



CONTROL

I GO OUT AND MEET PEOPLE

TO EMPLOY PEOPLE I CHOOSE AT TIMES TO SUIT ME



HELP WITH ACTIVITIES AND MY MENTAL HEALTH AND WELLBEING

CREATIVITY

CONSISTENCY

PERSONALISED

IT HELPS ME BE A BETTER PARENT.

I GET LIFE EXPERIENCES AND OPPORTUNITIES

HELP TO DO THE THINGS THAT MATTER



MEETING MY FRIENDS

COMMUNITY SUPPORT



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A huge thank you to all those that took the time to complete the survey and give their feedback.

Jargon buster:

Broker: Someone whose job it is to provide you with advice and information about what care and support services are available in your area.

Direct Payment: Money paid to you (or someone acting on your behalf) on a regular basis by your local council so you can arrange your own support.

Personal Assistant: Someone you choose and employ to provide the support you need, in the way that suits you best.

1. Introduction:

The survey for Direct Payment Holders and those who manage a Direct Payment on someone's behalf was carried out during February 2024.

The purpose of the survey was to hear the views from as many people receiving or managing a Direct Payment as possible. Hertfordshire County Council want to learn what is working well and what improvements could be made to Direct Payments.

878 responses were received. Five of these responses came from completion of the easy read survey.

Most responses came from people with a physical disability (43%), carers (40%) and learning disability (32%)

2. Summary of Key Findings:

- 57% of Direct Payment holders went to their social care worker when they needed Direct Payment support. This is over twice as many as the second choice of Direct Payment support from family and friends (27%).
- Direct Payment holders highlighted the benefits of receiving a Direct Payment as the ability to choose their own care provider (75%), flexibility and consistency on support times (55%) and employing the people they want (53%).
- Direct Payment holders said that the disadvantages of receiving a Direct Payment were the lack of Personal Assistants to employ (32%) a lack of

communication (30%) and difficulty understanding how to use a Direct Payment (30%).

- 36% of Direct Payment holders felt there were no disadvantages to receiving a Direct Payment.
- 82% of Direct Payment holders said that they received information explaining what the direct payment was for although 74% stated they wanted more support and information on what they can spend their Direct Payment on.
- Direct Payment holders wanted more information and support on Personal Assistant recruitment (23%).

What next?

The following steps are recommended to act on the findings of the survey:

- Review the set-up process to reduce the time it takes to receive a Direct Payment.
- Improve communication to Direct Payment holders to clarify what they can spend their Direct Payment on.
- Work with the social care market to increase supply of people to provide flexible support such as Personal Assistants.
- Work with the social care market to increase the range and quality of services available to Direct Payment holders.

For more information on survey findings, to have this information in a different format or language, or if you wish to be involved in any of the steps outlined above, please contact: sam.wood-edde@hertfordshire.gov.uk

Direct Payments support:

- Purple are a Hertfordshire County Council funded Direct Payment Support Service. Purple have a register of Personal Assistants in Hertfordshire that you can choose to employ and receive support from. Call 01992 367297 or email info@herts-dpss.co.uk
- Purple can help people receiving a direct payment to find the support they need. This is called a Brokerage service. Call 01992 367297 or email info@herts-dpss.co.uk
- Purple Direct Payment Support Service provide specialist free information and advice on employing a Personal Assistant. Call 01992 367297 or email info@herts-dpss.co.uk