

Direct Payments

Factsheet – Managing the money

What are my responsibilities?

Part of the responsibility of receiving a direct payment includes ensuring that the money is spent on services as detailed in your and support plan and being able to provide proof of how the money has been spent. We will issue you with a prepaid card known as a card account for the council to pay the direct payment to you (see separate factsheet). You will then use that account to pay for the support that you receive.

Do I need to keep any information?

Yes. If you employ someone to provide your support you will need to keep all paperwork regarding payroll, copies of tax bills etc. as the council and/or HMRC (Her Majesty's Revenue and Customs) can request to see these at any time. If you contract with an agency you will need to keep copies of invoices. You will need to keep this information for at **least 7 years**. If you would like to keep this information online you can upload these documents to your card account. Alternatively, you can always post the information to the Direct Payments Support Team, and we will upload the information for you.

What if there is a build-up of money in the account?

There may be a build-up of money in the account if you have not been able to purchase care. This may be because you have been in hospital or on holiday or in respite care. You should always inform the Direct Payments Support Team if you are away from home and not receiving care so that we can stop the direct payment temporarily. If you use agency care, we will stop the direct payment immediately but if you employ a Personal Assistant or Carer, we will continue to make the payments to you up to a maximum of **eight weeks so** that you can pay a retainer to your staff.

From time to time we will review any excess money in your account above the amount prescribed. Any excess money will need to be explained and we may request repayment if necessary. Therefore, it is always important to keep up to date with making payments to the agency you contract with and/or ensuring that your wages payments to staff, tax bills and contributions are paid on time. Generally, you are allowed to keep up to **eight weeks** money in the account if you contract with an agency or if you employ staff.



How do I pay my contribution?

You will need to make arrangements to pay your contribution into your card account on a four-weekly basis either by standing order or bank transfer. If the contribution is not paid into the account, you will have insufficient money to pay for your care so it is important that your contribution is made on a regular basis.

Where can I get more information?

If you would like help with assessing your social care needs, please contact the council's First Response Team.

First response team:

Phone: 020 8489 1400

Email: firstresponseteam@haringey.gov.uk

If you would like more information on direct payments or would like support with your direct payment, please contact the Direct Payments Support Team.

Direct Payments Support Team:

Phone: 020 8489 8456

Email: PersonalBudgetSupport@haringey.gov.uk

Disability Action Haringey (DAH):

[Disability Action Haringey](#)

Phone: 0203 355 0071

Email: info@d-a-h.org

If you have a mental health problem

If you need help in a crisis you can now self-refer to the Crisis Resolution Home Treatment service 24 hours a day, 7 days a week, Lea Unit, St Ann's Hospital - Haringey 020 8702 6700.

If you are a carer and would like more information on receiving support, please contact Haringey Carers First.

Haringey Carers First.

[Haringey Carers First](#)

Phone: 0300 303 1555

Email: hello@carersfirst.org.uk

Address: Resource Hub, 1 Russell Road, Leyton, E10 7ES

Skills for Care

The Skills for Care website provides more information on what is a Personal Assistant (PA) and what is involved if you want to use your direct payment to employ a PA:

[Support for individual employers and PAs](#)

This information is presented in a range of toolkits. If you are unable to access the Skills for Care website, you can call **0113 245 1716**.