



London Borough  
of Hounslow

# An introduction to direct payments

## Helping people to live independently

The Direct Payments Scheme supports independent living. You can decide how your needs will be met, by whom and at what time.

This guide offers information to people who are thinking about joining the Direct Payments Scheme in Hounslow:

- who can receive direct payments;
- what support is available;
- how you will receive a payment; and
- what your responsibilities will be.

January 2008

**Direct payments give you more choice and control over the care service you have been assessed as needing. You take responsibility for choosing and buying the support and services using money paid directly to you.**

The Direct Payments Scheme gives you more say and greater choice when receiving services to meet your support needs. You can decide how your needs will be met, by whom and at what time. Payments are made to you directly, into a separate bank account.

## **Who can receive direct payments?**

To be considered you must have been assessed by your social worker as qualifying for help. You can request an assessment of your needs if you feel you are no longer able to cope with every day life, such as having difficulty managing daily tasks in your home.

### **Direct payments can be made to:**

- people with a physical, sensory or learning disability;
- people with long term illness;
- people with mental health needs;
- a carer of someone aged 18 and over with needs relevant to the groups of people detailed above;
- Adults with parental responsibility for a child with a disability; and
- people aged over 60.

## **What can direct payments be used for?**

Payments must be used for care services that a person has been assessed for. For example, many people need help to get out of bed in the morning. You may find that the home help employed by Community Service cannot come at the time you want. A person receiving direct payments can arrange for someone to visit them at whatever time they want.

## **Will direct payments affect my other benefits?**

Direct payments are separate from social services benefits. Receiving a direct payment does not affect any other benefits.

## **What support is available?**

The Direct Payments Team will provide support as necessary, for example:

- help finding a carer or personal assistant;
- help with the paperwork; and
- help opening a bank account.

## Contact details

For further information please contact:

### Direct Payments Team

Civic Centre  
Lampton Road  
Hounslow  
TW3 4DN

**Telephone:** 020 8583 5736 /2596

**Fax:** 020 8583 3054

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**[www.hounslow.gov.uk](http://www.hounslow.gov.uk)**

This leaflet can be supplied in community languages, large print, audio tape/CD or Braille.

We welcome your comments and suggestions about communications.

Contact the Communications Team:

 020 8583 3535

 [hcsccommunications@hounslow.gov.uk](mailto:hcsccommunications@hounslow.gov.uk)