

A large, stylized green graphic on the right side of the page, resembling a flower or a leaf. It consists of several overlapping, rounded shapes in a vibrant green color, creating a sense of movement and growth.

Direct Payments Policy

Effective from: 9th June 2022

Due for review: June 2025

How to read this document?

Sections

This policy provides an overview of Direct Payments for children, young people, adults and adult carers within Lincolnshire. You may not need to read it all as not every section may be relevant to you. You can use the section titles within the contents page to go directly to the sections that apply to you.

Understanding terms

If there is a term you do not understand, there is a glossary on page 19 which explains many common terms used throughout the policy.

Allocated Workers

This policy applies to all Lincolnshire County Council practitioners and those who carry out the role of practitioner or administrator under a delegated responsibility (i.e. LPFT, Carers Assessors), where social care assessments, reviews, care and support planning, arrangements and administration of services are undertaken. This Policy will use the term 'Allocated Worker' to describe those professionals.

Additional help

Your Allocated Worker will provide you with information and advice about Direct Payments and help you to understand it. They can answer any general questions you have about getting and using a Direct Payment. Your Allocated Worker will also refer you to the Direct Payments Support Service (DPSS). For further information on the DPSS please contact: csc_socialcare@lincolnshire.gov.uk.

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1. What is this Policy for:

Lincolnshire County Council wants people to live independently, have control over their lives, be as well as possible for as long as possible and feel safe. A Direct Payment can be a very good way of helping people to achieve that – whilst also taking into account the person's own support networks, assets and strengths to meet their needs.

This document sets out the way we (Lincolnshire County Council) provide Direct Payments for children and young people, adults who have eligible care and support needs, their carers, and for those with parental responsibility for a child who has a disability or an Education, Health & Care Plan (EHCP). It covers a range of topics including:

- What Direct Payments are
- Who can get them
- How they are calculated
- How they are paid
- What they can and cannot be used for
- How they are monitored
- When a Direct Payment may be cancelled or suspended

The policy has been written to provide a source of information for people who already have a Direct Payment or are thinking about getting one.

The Legal Framework

The main legislation, regulations and guidance that apply to this policy are:

- [The Care Act 2014](#)
- [Care and Support \(Direct Payments\) Regulations 2014](#)
- [Care and Support Statutory Guidance issued with the Care Act 2014](#)
- Section 117(2C) of the [Mental Health Act](#)
- [Children and Families Act 2014](#)
- [Mental Capacity Act 2005](#)
- [Special Educational Needs \(Personal Budgets & Direct Payments\) Regulations 2014](#)
- [Chronically Sick and Disabled Persons Act 1970](#)
- [Children Act 1989](#)
- [Equality Act 2010](#)

You can see these acts and guidance on the Government website, www.gov.uk. Your Allocated Worker will be able to provide you with further information and ensure you are actively involved in the planning of your care and support to meet your individual outcomes.

2. What is a Direct Payment:

A person who has eligible care and support needs – which cannot be met through their own assets and support networks – has an amount of money we set aside to pay for the person’s care and support, this is their personal budget. A Direct Payment is one of the ways the person can choose to use their personal budget to buy the care and support themselves, rather than have us do this for them.

If a person is eligible to have a Direct Payment and wants one, we will ensure that the personal budget is enough to buy the support they need.

We support the use of Direct Payments to help people achieve greater independence, choice and control in meeting their eligible needs.

3. Who can get a Direct Payment:

In principle, any person assessed as being eligible for care and support from us can ask for a Direct Payment, including children, young people, adults and adult carers. However, there are some criteria set out in the Care Act that must first be met:

- You or your authorised representative has capacity to make the request
- There is a nominated person (someone you can choose) who agrees to receive the payments
- We are not prohibited from offering a Direct Payment under [The Direct Payment Regulations](#)
- We are satisfied, that the person who intends to deal with the Direct Payment can manage one (with support from others if required); and
- We are satisfied that the use of a Direct Payment is an appropriate way to meet your outcomes.

Direct Payments may not be suitable for everyone. You may decide to have a service arranged for you by us. This will normally be the case if you want to have your support provided by an organisation that we already buy support from.

Your Allocated Worker will offer the option of a Direct Payment to you, as the person who has eligible needs, or the person who represents you, and will work with you to find an option for you to use a Direct Payment if that is what you want.

There will be times where a person wants a Direct Payment, but it may be concluded that this is not suitable. Reasons for this could be that the person wants to spend money on things that would not meet assessed needs or if the person does not have the ability or capacity to manage the budget and there is not a suitable person to do this on their behalf. When becoming an employer, a person needs the right understanding and approach to manage a Direct Payment.

4. How do I know if I have eligible needs:

If you are new to services or are unsure if you are eligible, you can contact LCC Customer Service Centre on 01522 782155 or csc_socialcare@lincolnshire.gov.uk – an advisor will have a conversation with you to find out about your situation and begin the process of establishing if you have care and support needs that require long term support to help you live your day-to-day life.

If you, your child or the adult you care for already has an Allocated Worker – they are the best person to discuss eligibility and Direct Payments with. If you have eligible needs, your Allocated Worker (or the Allocated Worker for your child or the adult you care for) will complete a Needs Assessment with you to discuss:

- What is important to you/them
- What you/they can do for yourself/themselves
- Where you/they have difficulties
- Any care and support needs, and the impact of those needs on your/their wellbeing
- Any formal or informal support received, and if this will continue
- What outcomes you/they want to achieve

The Allocated Worker will establish what help and support is available to you and which of your needs are eligible for support to be provided from us.

4.1 More information on eligibility for support to meet care and support needs:

The Care Act sets out national eligibility to ensure that all Councils meet the same minimum level of social care needs for adults. The Care Act states that we must provide for needs that meet the following three conditions.

1. The needs arise from or are related to a physical or cognitive impairment or illness;
2. As a result of those needs the person is unable to achieve two or more of the specified outcomes:
 - Managing and maintaining nutrition
 - Maintaining personal hygiene
 - Managing toilet needs
 - Being appropriately clothed
 - Being able to make use of the home safely
 - Maintaining a habitable home environment
 - Developing and maintaining family or other personal relationships
 - Accessing and engaging in work, training, education or volunteering

- Making use of necessary facilities or services in the local community, including public transport, and recreational facilities or services
 - Carrying out any caring responsibilities the adult has for a child
3. As a result of not being able to achieve these outcomes there is, or there is likely to be, a significant impact on the person’s wellbeing. This includes where the person can achieve the outcome, but it takes them significantly longer than would normally be expected, it causes them significant pain, distress or anxiety, or it risks health or safety.

In addition, children and young people who have a disability or have an Education, Health & Care Plan (EHCP) may also be eligible for support.

More information about eligibility is available online from the LCC website [here](#).

4.2 Carers eligibility for support:

We must provide support to carers for needs that meet the following three conditions:

1. The needs arise because of providing necessary care for an adult
2. The effect of the needs is that the carer’s physical or mental health is, or is at risk of, deteriorating or, the carer is unable to achieve any of the following outcomes:
 - Carrying out any caring responsibilities the carer has for a child
 - Providing care and support to other adults
 - Maintaining a habitable home environment in their home, whether or not this is also the home of the adult needing care
 - Managing and maintaining nutrition
 - Developing and maintaining family or other personal relationships
 - Engaging in work, training, education or volunteering
 - Making use of necessary facilities or services in the local community, including recreational facilities or services
 - Engaging in recreational activities
3. As a result of not being able to achieve these outcomes there is, or there is likely to be, a significant impact on the carer’s wellbeing. This includes where the carer can achieve the outcome, but it takes them significantly longer than would normally be expected, it causes them significant pain, distress or anxiety or it risks health or safety to them or others.

Support from us may be available for carers regardless of whether the person they care for have eligible care and support needs themselves.

5. Available support with Direct Payments:

Your Allocated Worker has a key role in ensuring that you are given relevant and timely information about Direct Payments, so that you can make a decision whether you wish to request a Direct Payment, and that you are supported to receive and use it.

Your Allocated Worker will help you understand your responsibilities and what support is available to you. This will include contact information for the Direct Payment Support Service (DPSS), Skills for Care, other appropriate voluntary sector agencies, independent sector agencies, care providers and any other information relevant to you.

5.1 Direct Payment Support Service (DPSS):

DPSS (currently provided by Penderels Trust) is a free service which will give you advice and support in using your Direct Payments.

Support provided by DPSS:

- Support and advice in setting up and maintaining your Direct Payment (agency or personal assistants), including financial records, time sheet recording, budgeting skills
- Producing and maintaining an accurate and up to date list of local provider agencies or available Personal Assistants (PA's)
- Setting out the option of accessing care through a reputable agency and support for contacting and finding an agency that can best meet your care needs
- Making you and/or your representative aware of the advantages of the use of a care agency in terms of not taking on employer responsibilities and cover when your usual carer(s) is on leave or ill etc.

When employing PAs:

- Supporting you and/or your representative to arrange carer cover including emergency and holiday replacement cover when regular carers are not available
- Providing support and advice about the legal responsibilities of being an Employer
- Drafting advertisements including where and how to advertise
- Drafting job descriptions and person specifications for PAs
- Drafting application forms and other methods of application
- Support for conducting interviews including providing information and advice on questions, advantages and disadvantages of interviewing in your home or in other venues
- Drafting references including guidance on what to ask for and how to verify references

- Providing support and advice on the safeguards needed when employing people including undertaking Disclosure and Barring Service (DBS) checks to an appropriate level
- Providing support and advice about being a good manager of staff
- Drafting contracts of employment including disciplinary procedures
- Ensuring you understand the need for adequate insurance for your PAs and where to obtain such insurance
- Providing a payroll service (note, there may be a cost for this)
- Providing information on PAYE, Income Tax and National Insurance
- Providing advice on health and safety issues including moving and handling
- Facilitating training for Carers/PAs including minimum standards of care
- Signposting to other services such as welfare benefits and advocacy
- Providing Human Resources support and advice at disciplinary, capability and grievance meetings, to ensure that these are properly conducted

PA Finder Service:

Penderels Trust run an online register called a PA Finder. This can be accessed through their website: <https://www.penderelstrust.org.uk/lincolnshire.php>.

6. Who pays for my social care support?

Support from Social Care (unlike most health care) is not free. We will charge adults who have care and support needs based on the outcome of a financial assessment. This does not apply to children, young people and carers. Many people will pay some or all of these costs. The amount you pay will depend on your financial circumstances.

Some people may get some help towards the cost of their care and support, while others will have to pay for their care from their savings and income.

The financial assessment will consider your ability to contribute towards your care cost. To work out how much you may need to pay, the assessment takes into account income, any savings or investments, and expenses (e.g. rent, mortgage, household bills).

The Adult Care Charging Policy 2020 sets out the financial assessment rules, how charges are calculated, and financial assessments, reviews and appeals processes. For detailed information on the financial assessment, please see the [LCC Adult Care Charging Policy](#).

7. How is a Direct Payment calculated?

The Allocated Worker will work with you to decide about the amount and level of support you need. We take an approach of maximising a person's independence. In some cases, there are things a person can do for themselves or have help from family/friends or community organisations.

Where this needs to be supplemented by support that needs to be paid for, we will agree with you how much support is required. This is then set out in a care and support plan with you. Your plan should be written with you and be clear about what has been agreed. This will provide clarity on what your Direct Payment can be used for and avoid any confusion.

The Allocated Worker will talk to you to understand how you would like to arrange your care and support. They will be guided by our standard rates to give a budget for you to spend. We review these rates every year.

The rate for employing Personal Assistants (PA's) is based on the National Living Wage (as the starting point) plus an allowance that gives you enough money to meet the costs of being an employer, known as "on-costs". This includes National Insurance, Pension Costs, Holiday Pay, Mandatory Training, Statutory Sick Pay, Payroll costs, and Employer's Liability Insurance. The allowance will meet these costs for most care packages.

We will increase rates of pay for Personal Assistants based on the National Living Wage increase each year. We will also review the on-cost allowance to ensure it remains enough to meet employers' costs.

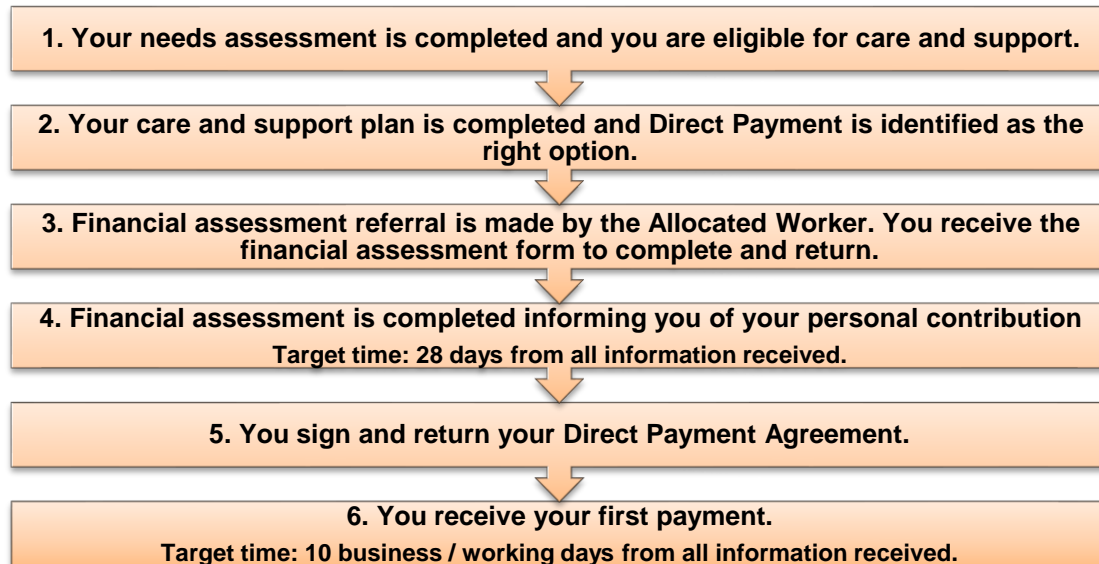
If you choose to buy services that are more expensive than the rates used to calculate your Direct Payment, you have the option of "topping up". This means meeting the cost difference from your own money. However, you should bear in mind that if you choose to pay more (for example a higher cost provider/PA) and your income reduces and you can no longer afford it, we will not be responsible for paying for a more expensive service and would normally offer an alternative, less expensive option. We would discuss these arrangements with you to make sure that they are sustainable and an appropriate way to meet your needs.

We are required to and will take into account our responsibility for fair treatment of people with care and support needs and our responsibility for managing public money, when making any decision to agree a budget in excess of standard rates.

8. Receiving my Direct Payment:

8.1 Process – from assessment to payment:

We will endeavour to meet the target times included in the flowchart below:



Children, young people, and carers do not require a financial assessment and therefore points 3 and 4 do not apply to them.

8.2 How is the Direct Payment paid:

Direct Payments can be paid to you – if you are assessed as needing support, someone you choose (called a nominated person) or, if you cannot make decisions about this, it can be agreed to be paid to someone managing this on your behalf (called an authorised person).

There are a number of ways that you can receive and manage your Direct Payment. You will be offered support from the DPSS to help you understand each of those. It is your choice as to how you are supported with the payment:

- **Pre-paid Card** – a payment card and looks like a debit card; this is a virtual bank account that is setup by us and is pre-loaded with money from us and yourself (if you are assessed to pay a contribution). It can be used to make payments using Chip and PIN at any location that displays the Mastercard® acceptance mark, excluding limited acceptance Merchants in EU/EEA that do not accept prepaid cards. The card also includes an account number and sort code which gives you the facility to either pay directly or via direct debit/standing order for anyone with a bank account.

- **Virtual Wallet** – an online account which you can use to manage your Direct Payment. As with online banking, you can view your account statement, current and available balances, and transactions. You can use this to buy services and products from a range of providers via the E-Marketplace on the Connect to Support website – as long as they are in line with your agreed outcomes in your care and support plan. You can use the Virtual Wallet to pay care agencies or Personal Assistants.
- **Managed account** – A third party who manages your Direct Payment on your behalf. Penderels Trust (the Direct Payment Support Services provider) acts as a third party and holds the Direct Payment monies on your behalf, ensuring care providers / personal assistants are paid, checking your contributions are paid, that the account doesn't go overdrawn, and highlighting any unexpected income or outgoings. If you employ personal assistants, you remain the employer and will retain associated responsibilities.
- **Dedicated bank account** – you will need to open a bank account in your name (or the name of the nominated/authorised person) and manage the Direct Payment yourself. This account should only be used for the Direct Payment.

Whichever method you choose, Direct Payments will be paid into that account either annually or every 4 weeks, in advance. You will need to pay any charges you are responsible for into your Direct Payment account. Having a separate account for Direct Payments means you can pay for all your support needs from one account without us having to see your own personal bank account statements.

You can see an example of a Direct Payment below:

DP Example 1:

Based on your assessed needs, your Personal Budget has been calculated as £5200 for the year - that is £100 per week.

Your contribution has been assessed as £40 per week.

Your Direct Payment from us will be:

£100 - £40 = £60 per week

£60 x 4 = £240 every 4 weeks

We will pay £240 into your account every 4 weeks. You then pay your charge of £40 a week (£160 every 4 weeks) into the account giving you the full **£100** per week (£400 every 4 weeks) to pay your provider directly.

9. Spending my Direct Payment:

Direct Payments are an excellent way for you to choose how to arrange your care and support. However, they can only be spent on things agreed as meeting the needs and achieving the outcomes in your care and support plan.

Most people who have Direct Payments choose to use them to employ Personal Assistants. They can be used in other ways, examples include using:

- A care agency
- Day services
- Support to be able to access activities
- A respite break for carers. This includes and is not limited to: providing care in the person's home, accessing day opportunities, short stays in care homes (up to 4 weeks in a 12 month period) or supported holidays for the carer and cared for
- A one-off payment for a service or a good or item to meet your needs – an example could be a laptop to enable you to keep in contact with friends and family

We encourage people to be creative in how they use their Direct Payment to meet their eligible needs. We will support creative use of Direct Payments to meet needs through our assessment and audit processes.

The Allocated Worker will discuss with you what you want to spend the money on. In most cases they will be able to make a decision if they agree that your suggestions will meet your care and support needs. There are some important principles to guide those decisions:

- The proposed use of money must, in the opinion of the Allocated Worker, be appropriate to meet assessed needs
- The amount of money spent cannot exceed the Direct Payment budget. However, if you want to "top up" to buy something more expensive, you can do this with your own money. If you do this, you must pay from a separate account to avoid any confusion on use of the Direct Payment account
- Where the Direct Payment is used to pay for support that enables you to take part in activities such as horse riding or swimming, the cost of the support needed to enable you to take part is acceptable, but the cost of the activity itself is not. This would need to be met from your own money

The use of Direct Payments for children and young people is more specific and is detailed in the Child and Family Progress plan.

There are restrictions on what Direct Payments can be spent on, for example: anything against the law, cigarettes, alcohol, drugs, gambling. However, as long as the Direct Payment is being used to meet eligible care and support needs identified in your care and support plan or your EHC plan, there should be no unreasonable restriction placed on the use of Direct Payments.

Under the Care Act, we have a duty to ensure that – in exceptional circumstances – employing a family member (living in the same household) is a suitable and safe use of the Direct Payment and that the support will meet your needs. You can discuss this with your Allocated Worker as part of the assessment and support planning process. A decision to agree that a close relative (living in the same household) can be employed can be made by a Head of Service within the Council. Regardless of the outcome, the decision needs to be clearly communicated to you/your family. Examples could include:

- Your care needs are intermittent and unpredictable to an extent that recruiting someone else to meet your needs is not possible
- You are unable to cope with unfamiliar people and there is professional evidence to support this
- Significant effort has been made to find alternative means which has been unsuccessful, and this is the only way for you to receive support

If you want to change how you spend your Direct Payment after it has been agreed, you must talk to us and get agreement before you make any changes. This could include stopping an agency service to employ a Personal Assistant. It is essential to have a discussion with us as payment rates may not be the same, or the proposed changes may not meet your care and support needs.

You may wish to join with others to pool your Direct Payment – for example, where support may be expensive, it is possible to join with other people who use Direct Payments to form a group and combine Direct Payments. You could use the pooled budget to buy support and services that would not normally be accessible to the people individually and it could help achieve better outcomes for everyone.

An agreement for pooled Direct Payments needs to be signed by, or on behalf of, everyone sharing the collective arrangement.

10. Employing a Personal Assistant (PA):

Direct Payments give you the opportunity to employ or engage with Personal Assistants (PAs). They can support you to live more independently in your own home, in the community, at leisure or at work.

10.1 Employing a PA – your responsibilities:

If you decide to employ a PA, you need to be fully aware of your responsibilities. These include, but are not limited to:

- Advertising and recruitment, to employ the PA;
- Legal responsibilities you will have as an employer, including but not limited to:
 - Employment checks (including Disclosure and Barring Scheme* checks)

- Tax and National Insurance
- Contract of employment
- Employers Liability Insurance – you can find more information whether it is required in your circumstances [here](#).
- Pensions
- Keeping employee information safe, secure, and up to date
- Maintaining records of hours worked, payments made, training undertaken etc.
- Health and Safety policy and risk assessment if you employ more than 5 PAs
- Accident records
- Redundancy payments – you may be eligible for financial assistance. You can find out more [here](#).

*We recommend Disclosure and Barring Scheme (DBS) checks to be completed when you employ PAs and will insist on it if there is a child living in your household.

You still have these responsibilities if it has been agreed that you may employ a family member.

We will discuss with you the responsibilities of being an employer and support available when starting a Direct Payment.

There is detailed information about responsibilities when employing a PA available through Skills for Care www.employingpersonalassistants.co.uk. You can also find free information and advice on workplace rights, rules and best practice by visiting ACAS website: www.acas.org.uk.

10.2 Self-employed PAs:

If you choose not to employ your own Personal Assistant and instead use a self-employed PA, they will be responsible for dealing with their own tax and National Insurance (NI).

You should ask them for copies of the following documents as proof of their status:

1. Self-assessment registration number
2. A signed document from Revenue & Customs saying that the PA is self-employed for care work

If you do not obtain this proof, then you could be liable for back pay in tax and National Insurance Contributions if it turns out later that they should have been *employed* rather than *self-employed*. **You need to obtain these documents even if you are using self-employed PAs provided by a care agency.**

If you use the services of a self-employed PA then you should check that they provide:

- Public Liability Insurance (up to £5 million)
- Current DBS Check – it is advisable that these are updated on a 3 yearly basis

- Service Contract/Agreement (incl. complaints procedure etc)
- Invoices for payment of work completed

Invoices from self-employed PAs are one of the types of evidence you need to keep to show us that you are keeping records and to continue to use a Direct Payment.

A person who works for themselves and finds many customers who will buy their services (which could be you) is an example of how a self-employed person may work.

- They will run a business as a self-employed person
- They will do their own tax and NI deductions and send an invoice for you to pay
- They choose the way they want to work and you purchase their services
- They will have their own business insurance
- They should provide references for you to see
- They should also provide major pieces of equipment needed to do their job
- They will usually dictate their terms and conditions of services and provide a service contract for you to sign

You would not usually need to pay them sick pay or holiday pay because you are not the employer and a self-employed person will usually provide you with emergency cover if they are sick for example.

11. How is the Direct Payment monitored:

We are required to monitor the Direct Payment to make sure:

- You are being given the right amount of money to meet your eligible care and support needs
- That the Direct Payment is being managed well
- The money is being used as agreed

For children and young people, Direct Payments reviews are included in the on-going Child In Need process as part of the care and support plan.

For adults and carers, we will perform an initial review with you in the first 6-8 weeks to ensure that the account is set up and being managed, and that appropriate support is in place.

Further reviews will happen at least every 12 months in accordance with section 27 of the Care Act. Reviews will be proportionate and should be a face-to-face meeting. Allocated Workers will utilise any information available about Direct Payment usage through audit, as part of their review of how needs are met. This will include monitoring of the payment of contribution amounts.

If a face-to-face review cannot be completed due to circumstances beyond our control, a risk assessment is needed if a telephone review is deemed sufficient.

You, or the person who is managing the Direct Payment, may invite anyone you wish to be present at the review but is requested to advise the Allocated Worker of who will be in attendance.

Some people's needs or situations might be more likely to change than others. For these people we may plan more regular reviews. This will be discussed with you and recorded in your care and support plan.

You can ask for a review at any time if your needs or circumstances change. If the changes are significant, this may require a new assessment to be completed. If we decide that your needs are not being met through using a Direct Payment, this may be suspended, and you would be offered an alternative way of meeting your care and support.

For all types of account (apart from Virtual Wallet) you will need to:

- Provide proof of a direct debit for any personal contribution you have been assessed as needing to pay towards your care and support
- Keep copies of all receipts and invoices and supply these to us on request
- Keep bank statements for your Direct Payments account (not applicable for Prepaid Card accounts or Virtual Wallet accounts).
- Keep timesheets and summary slips if you employ staff. Blank copies of timesheets are available from your payroll provider or can be downloaded from the LCC website
- Keep receipts for payments that you have made. You can use a duplicate receipt book if no receipt is available from your provider. The receipt should state the name and address of the provider, what has been purchased or provided, the date and amount paid. The provider should sign to say they have been paid
- Keep a copy of your Employers Liability Insurance certificate if you employ staff
- Complete Summary Form for the weeks that a payment covers as this will show you what monies are left at the end of these weeks. Please remember that monies are paid in advance of the period that they cover as detailed on the Direct Payments calendar. Summary Form will be provided to you.

We will need to check how the money is being spent and what it is being spent on. If your needs change, you need to get in touch with us to ensure you are getting the right amount of money.

If the Direct Payment money starts to build up because it is not being used, we will get in touch to find out why. There may be good reasons for this such as unspent contingency or training funds, or because you are awaiting an invoice from a care provider. But if it is not going to be used to meet care and support needs and the outcomes as specified in your care and support plan, the money must be returned to us.

If money has been used outside the terms of the Direct Payment Agreement, we will consider the circumstances before making a decision in accordance with the agreement.

12. Can the Direct Payment be suspended or taken away?

If, after speaking with you and considering the evidence, it is found that the Direct Payment is being misused, we can suspend or stop the Direct Payment and will offer an alternative way of meeting your care and support needs. This will usually be through a service commissioned by us. You will also have to pay back any money that has been misused and return any unspent money from the Direct Payment account.

We can also decide to stop a Direct Payment, for example if:

- We believe that you are no longer able to manage it
- You do not keep to the terms of the Direct Payment Agreement
- You do not respond to communications from us within time limits set
- You do not pay any personal contributions that you have been assessed as needing to make towards the cost of your care and support
- If Safeguarding concerns are raised which could be affected by the provision of a Direct Payment

We will use appropriate necessary means to recover monies and may consider court action after all other reasonable avenues have been exhausted.

13. Complaints:

Where there are difficulties around setting up Direct Payments these can be resolved between the Allocated Worker and yourself as a first step. If you remain unhappy about any action or decision within this process, you have the right to complain and you can make a formal complaint.

For complaints:

- Visit www.lincolnshire.gov.uk/comments-feedback/make-complaint
- Email customerrelationsteam@lincolnshire.gov.uk
- Write to Customer Relations Team, Lincolnshire County Council, County Offices, Newland, Lincoln, LN1 1YL
- Call 01522 843322

If you need support to appeal or complain you should be referred to the appropriate advocacy service.

14. Further information:

Further information about Direct Payments and general information about all adult care services, in the form of factsheets, are available from Customer Service Centre and from libraries and other outlets across Lincolnshire. Please see below for our contact details.

14.1 Our contact details:

Team	Contact details
Adult Care and Community Wellbeing Customer Service Centre	Phone: 01522 782155 Email: csc_socialcare@lincolnshire.gov.uk Website: http://www.lincolnshire.gov.uk/adultcare
Adult Care Finance Team	Non-residential Financial Assessment Team Phone: 01522 552634 Email: Fin_Assessments@lincolnshire.gov.uk
Direct Payments Team	Phone: 01522 555697 Email: customerfinancedirectpayments@lincolnshire.gov.uk
Brokerage Team	Phone: 01522 782155 Email: brokerage@lincolnshire.gov.uk
Credit Control Team	Phone: 01522 555555 Then select: option 2, option 2, option 4 Email: credit.control@lincolnshire.gov.uk
Customer Relations Team	Phone: 01522 843322 Email: customerrelationsteam@lincolnshire.gov.uk
Adult Mental Health Team (LPFT)	Email: lpft.socialworkreferrals@nhs.net

14.2 Glossary:

Term:	Meaning:
Allocated Worker	A member of staff employed by the Council, or by a delegated service provider to provide professional support to the person and to undertake care and support assessments and reviews. This would be a Qualified Practitioner, Social Worker, Community Care Officer, Occupational Therapist, or Carers Assessor.
Authorised Person	If someone has been found as lacking the capacity to consent to receive Direct Payments, and yet Direct Payments would be beneficial, a Direct Payment can be made if there is someone who is willing and able to fulfil the role of an "authorised person". This is either: a) A Court of Protection deputy for personal welfare or an Attorney under a Lasting Power of Attorney for personal welfare

	<p>b) where the person is not authorised as mentioned in paragraph (a), but a person who is so authorised agrees with the local authority that the person is a suitable person to whom to make Direct Payments, or</p> <p>c) Where no one fills a) or b) above the authorised person can be someone who the authority considers to be a suitable person for Direct Payment purposes.</p>
Carer	An adult who provides or intends to provide unpaid care for another adult, child or young person (needing care).
Delegated Responsibility/Associated Partners	Delegation is the assignment of any responsibility or authority to another organisation to carry out specific activities or services, such as providing Mental Health Services. Associated Partners are organisations which may be charities or businesses, or other public service providers, the Police and the NHS. The Council may commission Associated Partners to provide services on their behalf, which may include the delegation of the undertaking of some statutory functions.
Direct Payments	Direct Payments are payments made to people who request one to meet some or all of their eligible care and support needs. Direct Payments give you more choice and control in choosing your care and support. You can use the money to employ somebody yourself (an individual personal assistant) or choose the services of an agency/business.
Direct Payments Recipient	A Direct Payments recipient is the person receiving the Direct Payments and who has the legal obligations to manage this appropriately. This may be the individual in need of care and support, a nominee, or an authorised person managing the Direct Payments. <i>This could be DPSS for fully managed accounts.</i>
Family: (Close Family)	<p>(a) the spouse or civil partner of the adult;</p> <p>(b) a person who lives with the adult as if their spouse or civil partner;</p> <p>(c) a person living in the same household as the adult who is the adult's —</p> <p>(i) parent or parent-in-law,</p> <p>(ii) son or daughter,</p> <p>(iii) son-in-law or daughter-in-law,</p> <p>(iv) stepson or stepdaughter,</p> <p>(v) brother or sister,</p> <p>(vi) aunt or uncle, or</p> <p>(vii) grandparent;</p> <p>(d) the spouse or civil partner of any person specified in sub-paragraph (c) above who lives in the same household as the adult; and</p>

	(e) a person who lives with any person specified in subparagraph (c) as if that person's spouse or civil partner.
LCC	Lincolnshire County Council.
LPFT	Lincolnshire Partnership Foundation Trust.
Nominee	A nominated person is someone an adult with capacity has chosen to help with on-going management of the money, or receive and manage the Direct Payments on behalf of the person. Any help given can vary depending on your needs.