

Direct Payments Consultation – For those who receive a direct payment from Adult Social Care.

We want to hear about your experiences about our Direct Payment scheme and ideas about how we can improve it.

We are contacting people who have been assessed as needing social care support services and have chosen to use Direct Payments and those who chose not to.

The information you give us will be used to improve the Direct Payment scheme by:

- Making applying for a direct payment clearer.
- Understanding what information and support would help people manage direct payments.
- Understanding the reasons which stop people from using a direct payment.

Why your views matter.

Your views are important to us as they will help us to understand if there is the right information and support to access the Direct Payments scheme in Sefton.

It will also help us to review our Direct Payments policy to make sure it meets the needs of people needing care and support.

We want to hear about the experiences of people who use direct payments and those who chose not to.

All responses will only be used to help us improve the Direct Payments scheme in Sefton. You will not be identified in any way in the reporting of this survey.

You can share your contact details to get involved in making information better. You can do this separately to the questionnaire if you prefer.



The consultation starts on Monday 22nd April 2024 and ends on Sunday 14th July 2024.



You can complete the survey online by going to [Your Sefton Your Say](#) website and looking for the Direct Payments Consultation.



Or scan this QR code with your phone or tablet camera and follow the link.



You can print the questionnaire and send it to us:

FREEPOST RTZU-BLRA-SXZK
1st Floor Magdalen House.
Trinity Road.
Bootle.
L20 3NJ.



If you need any help completing the questionnaire, or if you need information in an alternative format such as a different language or paper copy, please let us know.

Call: 0151 934 3888.

Email: selfdirectedsupport@sefton.gov.uk



To find out more please read the draft Direct Payment Policy available on the [Councils Website](#).

Direct Payment scheme – Questionnaire.

As a **direct payment recipient**, we would like to hear your views on Adult Social Care's Direct Payment scheme. This so that we can look at ways to improve the service that we provide to you. When we provide direct payments we need to work within the legal framework as outlined in the Care Act 2014.

We value your views and would appreciate it if you could spare a few minutes to complete this questionnaire.

1. What do you use your direct payment for?

Please tick as many options as apply to you:

- To employ a personal assistant.
- To purchase care from an agency.
- To attend a day centre.
- To attend activities as an alternative to day care.
- Respite break for my carer.
- For the supported living accommodation I live in.
- Something else (please tell us):

2. How did you find out about the Direct Payment scheme?

- A social worker.
- Sefton Carers Centre.
- The Internet.
- From family or friend.

Somewhere else (please tell us):

3. Has the direct payment allowed you to buy the care and support services that were agreed in your support plan?

- Yes.
- No.

4. If No, why have you not been able to buy the care and support services that you require?

Please tick as many options as apply to you:

- I have been unable to find a personal assistant.
- The direct payment amount is not sufficient to buy the care I need.
- I have not been able to use the direct payment how I want.

I want to use it to pay family members I live with.

Something else (please tell us):

5. When you first requested a direct payment, how useful was the information that you were provided with?

Excellent.

Very Good.

Good.

Adequate.

Poor.

6. Thinking about before your direct payment started, which of the following would you have found helpful?

- Face to face meetings.
- Information leaflets about direct payments.
- Workshops.
- Support from other people who receive direct payments.
- Videos explaining more about direct payments.
- Audio recordings explaining more about direct payments.
- Something else (please tell us):

7. How easy have you found it to manage your direct payment account?

- Very Easy.
- Easy.
- Satisfactory.
- Difficult.
- Very Difficult.

8. Which of the following do you think would help you to manage your direct payment account?

Please tick as many options as apply to you:

- Face to face meetings.
- Information leaflets about direct payments.
- Workshops.
- Support from other people who receive direct payments.
- Videos explaining more about direct payments.
- Audio recordings explaining more about direct payments.
- Something else:



We have written a [Draft Direct Payment Policy](#) which provides more information on the direct payment scheme. This is available on the Councils Website search for Direct Payments.

Or you can contact us by:

Email: selfdirectedsupport@sefton.gov.uk

Telephone: 0151 934 3888.

9. If you would like to comment on the proposed policy, for example, is it easy to understand? Please tell us:

10. Would you like to be part of a group to work with Sefton Council to improve our direct payment information?

Yes.

No.

If yes, then please complete the information on the next page.

Name:

Please tell us how best to contact you about the group.

Post: Please tell us your address.

Address:

Postcode:

By Email: Please tell us your email address.

Or send these details in an email to:

selfdirectedsupport@sefton.gov.uk

Or post this page to:

Self-Directed Support Team.
FREEPOST RTZU-BLRA-SXZK
1st Floor Magdalen House.
Trinity Road.
Bootle.
L20 3NJ.

If you need a pre-paid envelope or support to get involved please contact us:

Telephone: 0151 934 3668.

Email: selfdirectedsupport@sefton.gov.uk

Thank you for taking the time to complete this questionnaire.

Sefton Council.
Direct Payment Consultation.
Privacy Notice.

Sefton Council would like to tell you about our Privacy Notice for the consultation about the Direct Payment scheme.

This privacy notice is for the Direct Payment Consultation. It will explain **what we do with the personal information we collect.**

In this questionnaire we will collect information about:

- IP addresses (this is a computer code to show what computer the information comes from).
- Equality questions.
- Name, email address, phone number and address and postcode.

What personal information we collect.

In this consultation we collect

- IP address.
- Name.
- Email address.
- Phone number.
- Address and postcode.
- Age.
- Sexuality.
- Gender.
- Care experience.
- Disability.
- Religion or belief.
- Race or ethnicity.

Why we collect and use this information.

Sefton Council are asking people to have their say about Direct Payment Consultation.

IP addresses that identify computers.

- The IP addresses are collected to make sure only one response per resident is received.
- Once this is checked the IP address information is deleted.

Personal information.

- Your name.
- Email address.
- Telephone number.
- Address.
- Postcode.

We are collecting these details if you have said that you want to be part of the Direct Payment Scheme co-production, or if you would like more information on the scheme. This is so we have a preferred way of contacting you.

Equalities Questions.

These are collected to show what groups of people are responding to the questionnaire.

This also lets us know if we need to use different ways to contact groups of people who are not responding.

How long we keep your information.

The IP address will be deleted immediately after the checks are done.

The equalities and postcode information will be kept until the information has been looked at and a report written.

We will keep your name and contact details as long as you are part of the co-production group, or you ask us to remove your contact details.

How we use the information and who we share the information with.

The information collected in this questionnaire will only be used as numbers in the report. We may also use anonymised quotes.

Storing the information.

All information is kept safe.

Sefton Council follows the laws around data protection.

The laws.

We need to make sure we

- Only ask the questions we need to in the questionnaire.
- Ask the equalities questions.

The law says we must ask and act on this information.

It helps us to know what groups of people are responding to the questionnaire.

It also helps us to know that we are not missing groups of people.

Confidential.

The answers will be collected to help us know what people think. They will be part of a report.

Who will we share this information with?

Your information will not be shared with any other organisations.

Asking to see your personal information.

You can ask to see what personal information we keep about you.

Be aware there are some rules about why some information cannot be shared.

You can refuse to answer any questions in the questionnaire.

If you want to ask to see your personal information you can. Use the Council [website to complete a request form.](#)

Or you can call Sefton Council on
0345 140 0845.

Contacts.

For more information about this privacy notice please contact:

Adult Social Care.

0151 934 3888.

Sefton's Data Protection Officer.

Ino.information@sefton.gov.uk

0345 140 0845.

Contact for the Direct Payment consultation is

selfdirectedsupport@sefton.gov.uk

0151 934 3888.

Some Questions About You.

These questions are optional, you do not have to answer them. All this information is private. We bring together the answers. This information will **not** be able to tell us who you are, but it will help us to understand if we are missing people out.

1. Do you consent to providing your details in line with the privacy notice?

Yes. No.

2. How old are you?

<input type="checkbox"/> Under 18.	<input type="checkbox"/> 18 – 29.
<input type="checkbox"/> 30 – 39.	<input type="checkbox"/> 40 – 49.
<input type="checkbox"/> 50 – 59.	<input type="checkbox"/> 60 – 69.
<input type="checkbox"/> 70 – 79.	<input type="checkbox"/> 80 – 84.
<input type="checkbox"/> 85+	<input type="checkbox"/> Prefer not to say.

3. Gender.

Male.
 Female.
 Prefer not to say.

4. Is the gender you identify with the same as your sex registered at birth?

Yes.
 No.
 Prefer not to say.

4a Do you currently live as your birth sex?

Yes.

No.

Prefer not to say.

4b. If no, please tell us your gender identity?

5. Relationships - How would you describe your sexual orientation?

Heterosexual or straight.

Gay.

Lesbian.

Bisexual.

Prefer not to say.

I identify differently.

Please tell us how you identify.

6. Are you cared for by Sefton Council? This means a child or young person who is being cared for by the council.

Yes.

No.

Prefer not to say.

6a. Have you ever been cared for as a child by Sefton Council or any other council?

- Yes.
- No.
- Prefer not to say.

7. Disability - Do you have any of the following?

- Physical Impairment.
- Visual Impairment.
- Hearing Impairment / Deaf.
- Learning difficulty.
- Learning Disabilities.
- Autism Spectrum Condition.
- Long term illness that affects your daily life.
- Dementia.
- Mental Health Condition.
- Prefer not to say.

If you have Cancer, diabetes, or HIV this is seen as a disability under the Equalities Law.

Or you have selected any of the boxes in question 6 (above).

8. Do you think of yourself as disabled?

- Yes.
- No.
- Prefer not to say.

9. What is your religion or belief?

- No religion or belief.
 - Christian.
 - Hindu.
 - Muslim.
 - Jewish.
 - Sikh.
 - Prefer not to say.
 - Other. Please tell us.
-

10. Race and ethnicity - do you identify as:

- Prefer not to say.

White.

- English, Welsh, Scottish, Northern Irish, British.
 - Irish.
 - Gypsy or Irish Traveller.
 - Roma.
 - Polish
 - Portuguese.
 - Latvian.
 - Other White Background. Please tell us.
-

Mixed or Multiple ethnic groups.

- White and Black Caribbean.
 - White and Black African.
 - White and Asian.
 - Other Mixed/Multiple ethnic background.
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Asian or Asian British.

- Indian.
 - Bangladeshi.
 - Pakistani.
 - Chinese.
 - Other Asian background. Please tell us.
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Black or Black British.

- African.
 - Caribbean.
 - Other Black/African/Caribbean backgrounds.
Please tell us.
-

Other Ethnic Group.

- Arab.
 - Other Ethnic background. Please tell us.
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