

Direct payments - *factsheet*

This factsheet has been produced in conjunction with the Adult Care Charging Policy 2025 and we advise you read [the full policy](#). It tells you more about getting a direct payment from the council to pay for your care.

What are Direct Payments?

Direct Payments are payments offered to people to meet some or all of their eligible care and support needs following Adult Care assessment. Direct Payments give you more choice and control in choosing your care and support.

What can Direct Payments be used for?

- Direct Payments are used to enable you to meet the eligible outcomes as identified in your Adult Care and Support plan. There is no definitive list for what a Direct Payment can be used for as each person's circumstances are unique. A Direct Payment can be used for support which achieves identified eligible outcomes and is safe, healthy and legal. You will be encouraged to take ownership of your support planning and be flexible in choosing how your needs are met. The outcomes will be directly linked to the need, allowing you flexibility in how you achieve your identified outcomes within the agreed personal budget.

What can't you use Direct Payments for?

There are a number of things that you are not allowed to use your Direct Payment for:

- buying a social care service that is already managed by us on your behalf
- buying anything other than the agreed care you need
- support that presents an unacceptable risk to the person or others
- unlawful actions or activities
- purchase of services from a close relative living in the same household to provide care unless we "consider it necessary to do so"
- purchase of services from a close relative living in the same household to provide for administrative and management support unless we consider it "necessary".

If you do not use your direct payment to pay for the care that meets your needs as outlined in your care plan, we could ask you to stop having a Direct Payment. We will then arrange the care to meet your needs directly.

How do Direct Payments work?

There are a number of ways that you can receive and manage your Direct Payment. It is your choice as to how you are supported with the payment. You can ask your social worker what the options are and they will guide you in the best way to manage your money. You can choose from a prepaid card, virtual wallet, a managed account or a bank account that you set up yourself.

Direct Payments will usually be paid into your chosen account every four weeks, in advance.

An example of a direct payment is below.

Your personal budget is £100 per week. Your charge 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 into the account giving you the full **£100** per week (£400 every 4 weeks) to pay your provider directly.

You can choose to manage all or just some of your care by Direct Payments with the remainder being provided through us. Before Direct Payments can start you will need to sign the Direct Payment Agreement and return it to us with the relevant documents.

You will also be required to retain all expenditure records with regards to your Direct Payments as we will regularly undertake audits with you.

Other factsheets available & Contacts

Paying for Adult Care
Paying for Residential Care
Deferred Payments
Paying for Community Care
Self-Funders

If you need to contact us;

Team	Contact details
Adult Care and Community Wellbeing Customer Service Centre	Phone: 01522 782155 Email: customer_services@lincolnshire.gov.uk Website: www.lincolnshire.gov.uk

Adult Care Finance Team

Non-residential services phone: 01522 552634
Residential/Nursing services phone: 01522 555255
Email: Fin_Assessments@lincolnshire.gov.uk

Lincolnshire County Council, in accordance with current legislation, wants to treat everyone fairly.

Although we do not translate things as a matter of course, there are times when the language barrier prevents people from accessing a service. In such cases it may be appropriate to provide an interpreter or written translation. Further information can be found at Lincolnshire County Council's [website](#).

In line with the Accessible Information Standard, where a customer needs this document in a different format, for example, large print, braille or easy read, they should contact us on 01522 782060.