

# Direct Payments in Sheffield

## Key Issues



**'It gives choice and better quality support,**

Direct payments give person centred, flexible, high quality support.



**'The rules are not clear'**

Information about direct payments is not often accessible and is hard to navigate.



**'You can't get an answer'**

Resolving problems can be lengthy or sometimes just left incomplete or unanswered.



**'We are exposed'**

Uncertainty in support and an inflexibility in what it can be used for causes problems.



**'It's a risky staff situation'**

Rates of pay, lack of development and precarious conditions put staff and employers at risk.

## Ideas for Change



**Profile direct payment success**

Showcase how direct payments facilitate inclusion and high quality support options.



**Create a clear information map of the rules and processes.**

To enable clarity and accuracy in understanding direct payments.



**Establish an ongoing user led review.**

To ensure quality and satisfaction in direct payment use.



**Facilitate a problem solving supportive hub.**

Create a safe space to quickly resolve issues.



**Prioritise development & infrastructure for Personal Assistants.**

Build and support a strong workforce.