

Appendix 5: Copy of the How we pay and monitor Direct Payments Questionnaire



Northamptonshire County Council

Have Your Say – How we pay and monitor Direct Payments

Questionnaire

We would like to know your views about how we currently pay your Direct Payments to you and how we monitor the ways the money is spent. We would welcome views on this whether you use your Direct Payments to employ a Personal Assistant(s) or to pay for support from an agency or a care provider.

We do not have any definite proposals about this and we are not carrying out a formal consultation about the ways we pay and monitor Direct Payments but we would like to know your views about how it is working now and if there are any things you think could be done better.

We would also like your views about pre-payment cards which are used in other areas. There is information about this in the document “How we pay and monitor Direct Payments”.

Please tell us your views by completing this questionnaire. We appreciate that some people find it hard to fill in questionnaires, so please feel free to ask a family member, friend or carer to help you complete this questionnaire. If you need help to complete this questionnaire and have no family or friends that can help you, then please come along to one of the events where we can offer some help.

Your feedback will be used to help us have a better understanding of people’s views on the services we provide and will help us think about how we may shape the future of these services. Your feedback will be part of a report with many other people’s feedback, so you will not be personally identified.

You do not have to answer all of the questions. If you don’t want to answer a question, or don’t know the answer, then move on to the next question.



If you have any queries, comments or would like a copy of this survey in another format (including easy read or large print) you can contact us by email, post or telephone. Our contact details are as follows:

Email address: DPConsultation@nass.uk.net

Telephone: 01604 367253

Postal address:

Consultation & Engagement Team

Northamptonshire County Council

One Angel Square

Angel Street

Northampton

NN1 1ED

The deadline for completing this survey is **5pm 30th June 2018**.

Before completing this questionnaire please read the enclosed supporting documents for further information.

This questionnaire, along with the supporting information, is also available for completion online at www.northamptonshire.gov.uk/directpayments

Thank you for helping us by completing this questionnaire.

About you

1) Please tell us which of the following group(s) you are in?

Please tick (✓) all that apply

NASS Customer/service user	<input type="checkbox"/>
Employer of Personal Assistant(s)	<input type="checkbox"/>
Family/friend/unpaid carer/Power of Attorney or Deputy for individual	<input type="checkbox"/>
Personal Assistant	<input type="checkbox"/>
Interested member of the public	<input type="checkbox"/>
User representative group	<input type="checkbox"/>
Provider organisation	<input type="checkbox"/>
Elected Councillor	<input type="checkbox"/>
Partner organisation (e.g. Clinical Commissioning Group, Voluntary Sector Organisation)	<input type="checkbox"/>

Other, please specify:

2) Do you currently have a Direct Payment or administer a Direct Payment on behalf of somebody?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

The way we do it now

3) At the moment, the Council pays Direct Payments every 4 weeks, do you think that this is the right period of time?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

4) Please tell us why:

5) Would you be / are you happy with having a separate bank account for your Direct Payments?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

6) Please tell us why:

7) The Council requires to see evidence of how the money allocated with Direct Payment is being spent. Would you be / are you happy with sending in all of the following paperwork to the Council?

Please tick (✓) relevant answer

	Yes	No	Don't know	Please tell us why:
Bank Statements				
Details of how much is spent and what it is spent on				
Receipts/evidence of expenditure including payslips				

8) If you think the Council ought to see any other paperwork, please tell us what this should be:

9) If you have a Direct Payment how much time do you spend getting all of your paperwork in order and ready to send in?

10) Would you be / are you happy with sending in sending paperwork to the Council every 6-12 months?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

11)Please tell us why:

12)Are you happy with how long it takes the Council to tell you if your Direct Payment figures are OK?

Please tick (√) relevant answer

Yes

No

Don't know

Not applicable – I do not have a Direct Payment

13)Please tell us why:

14)Are you happy with any letters you receive from the Council who monitor your Direct Payment?

Please tick (√) relevant answer

Yes

No

Don't know

Not applicable – I do not have a Direct Payment

15)Please tell us why:

16)The Council allows people to keep up to 8 weeks’ worth of their Direct Payment amount in their accounts as contingency money. How many weeks worth of contingency money do you think the Council should allow people to keep?

Please tick (√) relevant answer

2 weeks	<input type="checkbox"/>
4 weeks	<input type="checkbox"/>
6 weeks	<input type="checkbox"/>
8 weeks	<input type="checkbox"/>
A percentage of the annual Direct Payment amount	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Other, please specify:

17)Have you ever had to pay any of your Direct Payment back to the Council?

Please tick (√) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Not applicable – I do not have a Direct Payment	<input type="checkbox"/>

18)If ‘Yes’, please tell us about your experience:

19)Were you happy with the amount you were asked to pay back and the reasons you were given for this decision?

Please tick (√) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Not applicable – I do not have a Direct Payment / have not had to pay anything back	<input type="checkbox"/>

20) Please tell us why:

21) Do you think the Council allows enough time for you to explain to the Council if you disagree with the amount you are asked to pay back?

Please tick (✓) relevant answer

Yes

No

Don't know

Not applicable – I do not have a Direct Payment / have not had to pay anything back

22) Please tell us why:

23) If you have paid back money, were you happy with the notice you were given and the amount of time you had to pay back any money?

Please tick (✓) relevant answer

Yes

No

Don't know

Not applicable – I do not have a Direct Payment / have not had to pay anything back

24) Please tell us why:

25) If in the future, you agreed that you had more money than you needed in your account, do you think it would be better for the Council to reduce or stop future payments to you rather than for you to pay money back?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

26) Please tell us why:

27) What do you think the Council should do about people who don't pay their financial contribution into their Direct Payment account, if they are meant to?

28) What do you like about the way we arrange and monitor Direct Payments now?

29)What do you dislike about the way we arrange and monitor Direct Payments now?

30)Do you have any ideas about how you would like to see things change?

Pre-payment Cards

31)Do you like the idea of a pre-payment card for a Direct Payment?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

32)Please tell us why:

33)Do you think you would choose to have a pre-payment card if they were available?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

34)Please tell us why:

35)Do you have any worries or concerns about having a pre-payment card instead of a separate bank account?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

36)If 'Yes', what are your concerns?

37)How much funding do you think the Council should allow people to keep if they have a pre-payment card? At the moment for bank accounts, it is 8 weeks' worth of money, do you think it should be?

Please tick (✓) relevant answer

2 weeks worth	<input type="checkbox"/>
4 weeks worth	<input type="checkbox"/>
6 weeks worth	<input type="checkbox"/>
8 weeks worth	<input type="checkbox"/>
A percentage of the annual Direct Payment amount	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Other, please specify:

38)If we were to have pre-payments cards and a person has agreed with the Council that they have money which they needed to pay back, how much notice do you think the Council should give the person, before they take the money off the card?

39)How do you think the Council, once they have agreed the amount with an individual, should take any money back?

Please tick (✓) relevant answer

	Yes	No	Don't know	Please tell us why:
Take money from the card in one go				
Take money in increments				
Not make further Direct Payments until the agreed amount has been reached				
Other, please specify:				

40)Do you have any suggestions about pre-payment cards?

More questions about you

41) Are you responding to this questionnaire as an individual or on behalf of an organisation/community group?

Please tick (✓) relevant answer

As an individual

On behalf of an organisation/community group

If you're replying on behalf of an organisations or community group please tell us the name of your organisation and your job title/role:

Organisation:

Job title/role:

42) Which borough or district do you live in?

Please tick (✓) relevant answer

Corby

Daventry

East Northamptonshire

Kettering

Northampton

South Northamptonshire

Wellingborough

Other

If 'Other' please specify:

Thank you for completing this questionnaire. Please return it in the pre-paid envelope (no stamp required) by 5pm 30th June 2018 to:

**Consultation & Engagement Team
Northamptonshire County Council
One Angel Square
Angel Street
Northampton
NN1 1ED**

Demographic Monitoring

As an organisation, we collect specific demographic information from the people who participate in our consultations or complete surveys to build up an accurate understanding of the communities that we serve so that services and policies can be delivered to meet the needs of everybody, and ensure that everybody has an opportunity to have their voice heard. Please feel free to leave any questions which you do not wish to answer.

Any information you chose to provide will be treated confidentially and in accordance with data protection legislation.

1) What gender are you? (Please tick (√)the appropriate box)

- Male Female Prefer not to say

2) Are you currently pregnant or have you had a baby in the last 6 months?
(Please tick (√) the appropriate box)

- Yes No Prefer not to say

3) How old are you? (Please tick(√) the appropriate box)

- 0 to 9 10 to 19 20 to 29 30 to 49
 50 to 64 65 to 74 75+ Prefer not to say

4) Do you have a disability? (Please tick (√) the appropriate box)

- Yes No Prefer not to say

4a) If Yes, please tick (√) the appropriate box(es) which best describes your disability?

- Mental Health Hearing Impairment Sight Impairment
 Physical Disability Learning Disability Other

5) What is your religion or belief? (Please tick (√)the appropriate box)

- None Christian Hindu Jewish
 Muslim Sikh Buddhist Prefer not to say

Any other religion (please write in)



6) How would you describe your ethnic origin? (Please tick (✓) the appropriate box)

White

- White – English, Welsh, Scottish or Northern Irish
- White Irish
- White Gypsy or Irish Traveller
- Other White Background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian Background

Mixed / Multiple ethnic Background

- White & Black Caribbean
- White & Black African
- White & Asian
- Other mixed / multiple background

Black or Black British

- Caribbean
- African
- Other Black Background

Other ethnic group

- Arab
- Any other ethnic group

Please Specify:

- Prefer not to say

7) If you are 16 or over which of the following options best describes how you think of yourself? (Please tick(✓) appropriate box)

- Bisexual
- Gay Man
- Gay Woman/ Lesbian
- Heterosexual
- Other
- Prefer not to say

8) Is your gender identity the same as the gender you were assigned at birth? (Please tick(✓) the appropriate box)

- Yes
- No
- Prefer not to say

9) What would you describe your marital status as? (Please tick(✓) appropriate box)

- Married
- Single
- Cohabiting/Living Together
- Civil Partnership
- Widowed
- Other
- Prefer not to say

Thank you for helping us complete this questionnaire.

