

**Appendix 7: Copy of the How we pay and monitor Direct
Payments Questionnaire – Easy Read
Northamptonshire County Council**

**Have your say about plans to change
how Direct Payments are paid and
checked**



Easy Read Questionnaire

Please tell us what you think about the way the Council pays your direct payments and how they are checked by filling in this questionnaire

What you tell us will help us to understand what you think.

We will write a report with everybody's comments and questions.

What you say will be part of a report with the views of lots of other people, so you will not be personally identified.

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

Please read the supporting information available in easy read before you fill in this survey.

If you have any queries or comments or would like a copy of this survey in a different format like large print you can contact us by email, post or telephone.

Email address: DPConsultation@nass.uk.net

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By post:

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NN1 1ED

The questions need to be answered by **5pm 30th June 2018**.

Thank you for helping us by filling in this survey.

Questions about you

1. Are you....?		Please tick ✓
	A person who uses a Northamptonshire County Council service (a customer)	
	Employer of Personal Assistant(s)	
	A friend, family member or an unpaid carer	
	Personal Assistant	
	A member of the public	
	Someone who speaks up for a group of people who use the service	
	Someone who works for a provider organisation	
	A councillor	
	From a partner organisation, such as a trust or clinical commissioning group	
	Other, please write below	

2. Do you have a Direct Payment		
	Yes	
	No	
	Don't know	

The way we do it now

This section contains questions about how Direct Payments are paid and checked. The Council explains these in the Easy Read Supporting Information which you can read to help you answer the questions.

3. The Council pays Direct Payments every 4 weeks, do you think that this is the right? Please tick ✓

	Yes	
	No	
	Don't know	

4. Please tell us why you gave that answer

5. Are you or would you be happy with having a separate bank account for your Direct Payment? Please tick ✓

	Yes	
	No	
	Don't know	

6. Please tell us why you gave that answer

7. The council needs to see what your Direct Payment money is being spent on.

Are you happy with sending the Council

Please tick ✓

	Yes	No	Don't know	Please tell us why you gave that answer
Bank statements				
Details of how much is spent and what it is spent on				
Receipts, payslips and other documents that show how money has been spent				

8. If you think the council need to see other paper work, Please tell us what that is.

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9. If you have a Direct Payment

How much time do you spend getting all of your paperwork ready to send to the Council

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10. Are you happy with sending paperwork to the Council every 6-12 months?

Please tick ✓


	Yes	
	No	
	Don't know	

11. Please tell us why you gave that answer

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12. Are you happy with how long the Council take to tell you if your paperwork is ok?

Please tick ✓


	Yes	
	No	
	Don't know	
	I don't have a Direct Payment	

13. Please tell us why you gave that answer

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

Please tick ✓

	Yes	
	No	
	Don't know	
	I don't have a Direct Payment	


15. Please tell us why you gave that answer

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16. If some of the money is not spent the council works out if it should be paid back. The Council will make sure there is still enough money left in the bank account to pay for any unpaid bills. This is usually the same as 8 weeks' worth of Direct Payment.

Do you think it should be

Please tick ✓


	2 weeks	
	4 weeks	
	6 weeks	
	8 weeks	
	A part of the annual Direct Payment amount	
	Don't Know	
	Other:	

If other tell us why you gave that answer

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

Please tick ✓


	Yes	
	No	
	Don't Know	
	I don't have a Direct Payment	

18. If yes please tell us about your experience

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

Please tick ✓


	Yes	
	No	
	Don't know	
	I don't have a Direct Payment or I have not had to pay anything back	

20. Please tell us why you gave that answer

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21. Do you think the Council gives you enough time to explain if you do not agree with the amount you are asked to pay back?

Please tick ✓

	Yes	
	No	
	Don't know	
	I don't have a Direct Payment or I have not had to pay anything back	


22. Please tell us why you gave that answer

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23. If you have paid back money

Were you happy with the time you were given to pay back any money?


Please tick ✓

	Yes	
	No	
	Don't know	
	I don't have a Direct Payment or I have not had to pay anything back	

24. Please tell us why you gave that answer

25. If 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 instead of you having to pay money back?

Please tick ✓

	Yes	
	No	
	Don't know	

26. Please tell us why you gave that answer

27. What do you think the Council should do about people who don't pay their financial contribution into their Direct Payment account?

Please tell us below

28. What do you **like** about the way the Council pay and check Direct Payments

Please tell us below

29. What do you **not like** about the way the Council pay and check Direct Payments

Please tell us below

30. What would you like to change?

Please tell us below

Pre-Payment Cards

The next section contains questions about the Council's idea to use Prepayment Cards. The Council explains these in the Easy Read Supporting Information you can read to help you answer the questions.

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

Please tick ✓

	Yes	
	No	
	Don't know	

32. Please tell us why you gave that answer

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33. Do you think you would choose to have a pre-payment card?

Please tick ✓

	Yes	
	No	
	Don't know	

34. Please tell us why you gave that answer

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35. Do you have any worries about having a pre-payment card instead of a bank account?

Please tick ✓

	Yes	
	No	
	Don't know	

36. If yes


Please tell us why you gave that answer

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37. How much money do you think the Council should let people keep on a pre-payment card? At the moment it is 8 weeks' worth of Direct Payment.

Do you think it should be

Please tick ✓

	2 weeks	
	4 weeks	
	6 weeks	
	8 weeks	
	A part of the annual Direct Payment amount	
	Don't Know	
	Other:	

If other tell us why you gave that answer

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38. If you had more money than you needed in on a pre-payment card.

How much time you think you should have before the money is taken off the card?

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39. How do you think the Council should take any money back?

Please tick ✓

	Yes	No	Don't Know	Please tell us why
Take money from the card in one go				
Take money in parts (also called increments)				
Do not make any Direct Payments until the money has been used				

Other


Please tell us

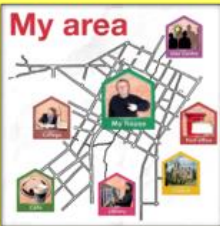
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40. Do you have any ideas about pre-payment cards?

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More Questions about you

41. Are you answering this questionnaire...		Please tick ✓
	As an individual	
	On behalf of an organisation or group	
<p>If you are answering this questionnaire on behalf of an organisation or group, please write the name of the organisation or group below, and your role or job title</p>		

42. What district or borough of Northamptonshire do you live in?	Please tick ✓	
	Corby	
	Daventry	
	East Northamptonshire	
	Kettering	
	Northampton	
	South Northamptonshire	
	Wellingborough	
	Other – please say where	



We are asking the next questions because we want to make sure that we have asked lots of different people for their views. You do not have to answer these questions if you do not want to

Please tick the boxes that are right for you

1) What is your sex?

Male Female Prefer not to say

2) Are you currently Pregnant or have you had a baby in the last 6 months?

Yes No Prefer not to say

3) How old are you?

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?

Yes No Prefer not to say

4a) If you do have a disability please tick the box or boxes to say what type it is:

Mental Health Physical Disability Hearing Impairment
 Learning Disability Sight Impairment Other

5) What is your religion or belief?

None Christian Hindu Jewish
 Muslim Sikh Buddhist Prefer not to say
Any other religion (please write in)

6) What is your ethnic origin?

White

<input type="checkbox"/>	White British	<input type="checkbox"/>	White Irish
<input type="checkbox"/>	White Gypsy or Irish Traveller	<input type="checkbox"/>	Other White

Asian or Asian British

<input type="checkbox"/>	Indian	<input type="checkbox"/>	Pakistani
<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	Chinese
<input type="checkbox"/>	Other Asian		

Mixed / Multiple ethnic Background

<input type="checkbox"/>	White & Black Caribbean	<input type="checkbox"/>	White & Black African
<input type="checkbox"/>	White & Asian	<input type="checkbox"/>	Other mixed /multiple

Black or Black British

<input type="checkbox"/>	Caribbean	<input type="checkbox"/>	African
<input type="checkbox"/>	Other Black		

Other ethnic group

<input type="checkbox"/>	Arab	<input type="checkbox"/>	Any other ethnic group (please state)	<input type="text"/>
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Prefer not to say

7) If you are 16 and over what is your sexual orientation

<input type="checkbox"/>	Bisexual	<input type="checkbox"/>	Gay Man	<input type="checkbox"/>	Gay Woman/ Lesbian
<input type="checkbox"/>	Heterosexual	<input type="checkbox"/>	Other	<input type="checkbox"/>	Prefer not to say

8) Is your sex (called your gender identity) the same as the gender you were given when you were born?

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
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9) Are you?

<input type="checkbox"/>	Married	<input type="checkbox"/>	Single	<input type="checkbox"/>	Civil Partnership
<input type="checkbox"/>	Widow/ Widower	<input type="checkbox"/>	Other	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Cohabiting / Living together				