

Important changes to your Direct Payment system

The way payments are made to you to support your care will be paid differently. Warwickshire County Council will change from a Net Payment framework to one of Gross Payment.

Frequently Asked Questions

What is a Gross Payment?

A Gross Payment is where all the agreed money is paid direct to you.

What are Net Payments?

A Net Payment is where the Council deduct any financial contribution you make towards your Social Care before sending money to you.

Why is this happening?

The changes are being made to simplify the payment process in response to feedback from customers. Many customers have found it difficult to keep up with the frequent change to the amount they have been assessed to contribute towards their care and support. This has often left shortfalls in their Direct Payment account. By receiving all the money, this will always ensure the customer has sufficient money in the account to pay for the assessed care and support.

Can I choose to remain on the current payment system?

All customers are being transferred to the new payment system to ensure consistency and fairness to everyone. This is a big change in the way we do things and will extend to substantial changes being made to the invoice system.

What is an invoice?

From January 2021 you will start to receive an invoice from the Charging Team informing you how much to pay for your Social Care and Support. It will advise you how and when to make this payment. This invoice will be backdated to 16th November 2020, which is the date we will start paying your Direct Payment as a gross payment. You will need to put the money aside to pay this backdated contribution.

An invoice is already received

Some people already have an invoice for Direct Payments. This will continue.

What is the payment date?

We will start to pay the full agreed amount of Direct Payment money across to you on the 16th November 2020. You should receive the money in the bank after the 20th November. You will continue to receive your Gross payment on a 4-weekly basis.

When will these changes take effect?

As of the 16th November 2020.

Will this mean I am being asked to do more?

No, it means you will stop paying your contribution into the Direct Payment account and start paying an invoice.

I have a standing order / direct debit to currently pay my financial contribution towards my Direct Payments. What do I do about this?

You will now need to contact your bank and advise them to stop paying your Social Care financial contribution into your Direct Payment account. This could be a bank account, a prepaid card account or a managed account with The Rowan Organisation.

What is the financial assessment?

We will calculate how much you are expected to pay towards your care. In order to help us with the assessment, we will request financial information from you, such as your household income and any capital that you have in savings.

What is my financial contribution?

By law, we can ask people that receive Adult Social Care services to contribute to the cost of the support they receive. These contributions help us to continue to provide Adult Social Care services to the growing number of people who need them. Everyone will be offered a financial assessment to determine how much they can afford to pay towards the cost of their care.

Will my contribution be the same?

Your financial contribution will remain the same until such time there is a change in your financial situation, and it is reviewed. You would be advised of any change and the invoice will be updated accordingly. You will no longer be required to keep changes instructions for contribution in your Direct Payment account.

I don't pay a contribution what this mean for me?

Unless your financial situation changes, and you are informed that you must contribute nothing will change for you.

If you already receive an annual payment, nothing is changing

This will continue as a net payment and you must continue to pay your contribution in the same way.