

# Monitoring and review

This factsheet explains what monitoring and review mean for your direct payment. These are regular check-ins and conversations to make sure your support is working well, your needs are being met, and the money is being used in the agreed way.

It also explains what usually happens, what information you may be asked for, and what support is available if there are any problems.

## Initial review

A social worker will usually contact you around **three months** after your care and support plan and direct payment have started.

They will:

- check how well your support arrangements are working
- review whether the direct payment is meeting your needs.

You will be asked to provide information about how your direct payment has been used, for example receipts, invoices or timesheets.

If there are any issues:

- the council will work with you to **sort things out together**
- you may be referred to **Independent Lives** for advice and support.

If problems cannot be sorted out, the council may decide that a direct payment is **no longer the right option for you** and will explore other ways of meeting your needs, such as a council-managed budget.

## Ongoing reviews

After the initial review:

- your care and support plan and direct payment will usually be reviewed **once a year**
- reviews may happen more often if your circumstances or needs change.

## Monitoring your direct payment

The council's **Direct Payment Team** will periodically check that your direct payment is being spent in line with your agreed care and support plan.

This helps to make sure:

- public money is used properly
- your support continues to meet your needs.

If there are any questions or concerns, the Direct Payment Team will contact you for further information.

You may:

- be offered advice and support from **Independent Lives**
- be asked to repay any money that has not been spent in line with your care and support plan.

## Help, advice, and support

Your social care worker can talk with you about whether direct payments are right for you, explain the process and tell you what happens next.

Speak with your social care worker or contact Adults' CarePoint by phone on 01243 642121 or on the [How to get adult social care support page](#) of the West Sussex County Council website. For calls using Relay UK: 18001 01243 642121 (for deaf callers from a textphone or the BT Relay UK app).

We have a contract with **Independent Lives** to provide advice, information, guidance and practical support for people who receive direct payments. This can include help with employing a personal assistant, payroll, insurance and day-to-day questions. Contact Independent Lives by phone on 01903 219482 or email at [info@independentlives.org](mailto:info@independentlives.org).