



NORTHUMBERLAND
LINK

Northumberland LINK, P.O. Box 205, Hexham, Northumberland NE46
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Appendix 2

Enter and View – 29th March 2011 Meeting with people who use Direct Payments

Questionnaire

The Direct Payment

When did you apply for a direct payment?

What information were you given when you were awarded your direct payment?

Support from the Direct Payments Team

What kind of support do you receive from the direct payments team?

How do you contact the direct payments team? What is your experience of this?

Support Workers

Do you have a support worker or support workers?

Have you employed them yourself or have you used an agency?

If you have employed them yourself:-

- What information or training were you given about your role as an employer?
- What support were you given in recruiting your support workers
- Do you have alternative arrangements in place if your support worker is ill or on holiday?

If you have used an agency:

- What support did you receive in choosing an agency?



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Payroll Service

Do you use a payroll service?

What information and advice were you given about payroll services you could use?

Provider Service

What information have you been given about services/activities that you can access using your Direct Payment?

How much choice have you had in choosing services/activities?

Support Networks

Do you receive support from any other organisations in Northumberland?

How have you found your experience of using direct payments?

Northumberland LINK is supported by:

