

Your guide to Direct Payments in Manchester

Giving you more choice, control and flexibility
over your adult social care needs.



March 2026

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How to contact adult social care



Website: **www.manchester.gov.uk**



Telephone: **0161 234 5001**



Email: **mcsreply@manchester.gov.uk**



SMS Text: **07860 003160**



Sign-video: **www.manchester.gov.uk/signvideo**

You can find more detailed information on the individual adult social care services we provide on the **Manchester Local Care Organisation** website:

- **www.manchesterlco.org/social-care-citywide**

Manchester Local Care Organisation (MLCO) is the partnership organisation in Manchester that is part of the council and the NHS. Adult social care and community health services in the city are provided under the Manchester Local Care Organisation name. You may see this alongside the Manchester City Council name.

You can also find details of other services and support in our online service directory – **Help and Support Manchester:**

- **www.manchester.gov.uk/helpandsupportmanchester**

If you would prefer to organise your own care and support instead of the council doing it for you, a direct payment may be right for you.

This leaflet explains how Direct Payments work, answering some frequently asked questions and where to get more information if you need it.

1. What are direct payments?



Direct Payments are a way for Manchester citizens to have more control over their care and support.

Manchester Council will make payments directly to you so that you can buy the care and support you need yourself.

Direct Payments are flexible. You can choose the services you want, if you are able to show how they meet your assessed needs.

2. What might be the benefits of having a direct payment?



Having a direct payment means you can:

- be more independent
- have more control over your life
- make your own choices and
- decide what you want to do and when you want to do it.

3. Who can have a direct payment?

You can have a direct payment once you have had a social care and support assessment and the council agrees you are eligible under the care act.

You may benefit from a direct payment to help manage aspects of your life because of the effects of:

- A physical or learning disability
- A mental health difficulty
- A long-term illness
- Parental responsibility for a Child with a disability
- Caring responsibilities.

There are some restrictions on having a direct payment, for example, if a person is subject to a court order for a drug or alcohol treatment programme or similar scheme.

Also, if a person lacks capacity, they must have an authorised person to manage the direct payment care arrangement on their behalf.

4. What can I use a direct payment for?



You can use a direct payment to buy services or employ someone to support you.

How you use the money must have been agreed with the Council and be recorded in a care and support plan that is completed following your assessment.

Manchester citizens who already have a direct payment are paying for things like:

- Support with daily life and activities
- Support with personal care
- Short breaks support
- Equipment and technology to be more independent
- Support to develop their skills and abilities
- Support to get out and about in the community
- Support to access education, or employment
- Culturally appropriate services
- Specialist services.

Many people are choosing to employ their own personal assistant to help with these things.

5. Is there anything that I cannot use a direct payment for?



Yes, there are some things that are not allowed, for example:

- anything that is not detailed in your care and support plan
- food and drink
- health care needs
- gambling
- long term care in a care home
- anything that is against the law
- to pay your husband, wife, civil partner, or a close relative who lives with you to provide care for you
- council services, such as occupational therapy, equipment or attending a day centre.

6. Do I have to have a financial assessment?

Yes, this will determine how much you may have to pay towards your care and support.

7. Will I have to tell you what I have spent the direct payment on?

Yes, you will need to maintain records and receipts for the money that you have spent. Every so often, we will contact you and ask you to provide details of the money that you have spent. We will check that this agrees with your care and support plan.

8. What happens if I don't spend all the direct payment?

If you do not spend all the money, we will ask you to pay this back to the council.

9. How do I ask for a direct payment?

You can contact your social care assessor, or if you do not have one call the contact the contact centre on **0161 234 5001** or email [**mcsreply@manchester.gov.uk**](mailto:mcsreply@manchester.gov.uk)

10. Will I get any support to manage my direct payment?

Yes. You can get help from friends and family. You can also get help from the Council's direct payments team.

You can contact the direct payment team via **0161 227 3901**.

11. Where can I get more information?

To get information and advice about adult social care i.e., caring for yourself by finding out the best way to meet your needs, and for other available services including direct payments.

Visit: [**www.manchesterlco.org/social-care**](http://www.manchesterlco.org/social-care)

Or call us on **0161 234 5001**.

If you need this guide or your care plan in another language, or require an interpreter for discussions, please let us know.

We can provide translations, arrange interpreters for meetings, and offer alternative formats such as large print, Braille, or audio. This ensures you fully understand your care and can make informed choices. Simply tell your social worker, care assessor, or contact us using the details provided in this guide.



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