

Factsheet 3 of 6: Direct Payments Support Options

What support can I get with a Direct Payment?

In some circumstances you may require some help with your Direct Payment. This might be in only a few areas, or you might need something more specific.

For example:

- Access to recruitment agencies (the agency is the employer)
- Recruitment help/support (you are the employer)
- Payroll Services
- Managed Bank Accounts
- Needing informal help from a family or friend, this person is referred to as the "Nominated Agent"
- If a person has been assessed as lacking the capacity to manage a Direct Payment, a "Suitable Person" can be appointed who will be responsible and accountable for the Direct Payment.
- A list of organisations and the help they provide can be found at https://www.centralbedfordshire.gov.uk/info/19/adults_and_older_people/775/direct_payments_adults_and_older_people/5

Further information about appointing a Nominated Agent or Suitable Person should be discussed with your care manager.

Other Support Services:

Below are a few examples of where you may feel you need support and the other options for accessing help.

- If you have a question regarding your care assessment or your Support Plan please contact your support worker or the relevant Duty Desk for support.
- If you are having difficulties with the financial management of the Direct Payment Pre-Paid card you should either contact the Direct Payments Team or EML.
- If you have questions about someone you have employed to support you i.e. a Personal Assistant, you can access general advice and guidance via Central Bedfordshire Council website https://www.centralbedfordshire.gov.uk/info/19/adults_and_older_people/775/direct_payments_adults_and_older_people or www.skillsforcare.org.uk
- If you are experiencing difficulties with a support service you receive from a care agency i.e. an assistant or payroll service you should contact the manager of the agency in the first instance.

How do I find out more?

Direct Payments are your choice.

Further Direct Payment Factsheets are available

For more information contact the Direct Payments Team:

Telephone 0300 300 8341

or e-mail direct.payments@centralbedfordshire.gov.uk