



# Selecting a Direct Payments support provider

When you are considering purchasing Direct Payment (DP) support, you will need to select a provider from the list overleaf as they have been accredited by Nottinghamshire County Council.

There are a range of services you may want to purchase to help you with all or some of the responsibilities involved in employing and training Personal Assistants (PAs) to provide care and support services. These may include ongoing advice and guidance after you have employed the PAs.

A member of the Council's staff will be able to help you decide which services you need if you are not sure.

The accredited providers have told the Council how they work and based on that information and some checks, we consider they can be used by you if you need a third party to help you by providing a bank account where you are not able to do so.

Even if you do not need someone to open a bank account on your behalf and you want to employ a PA, you can purchase services from them. When employing PAs we always recommend that you use a Direct Payment Support Service provider for support with payroll as well as ongoing telephone support.

When you know what services you need, we suggest you contact at least two of these providers. Most provide clear details of the services and charges on their web site or can send you the details by post.

When you have contacted them to see whether they provide the services you need, you may want to check the following with them:

- a) How long before they can

provide a service?

- b) Are there any additional charges such as travel?
- c) Will you be able to talk to the same person when you need assistance in the future?
- d) Will they provide a clear contract setting out the services offered such as the length of time available, the charges and method of invoicing and payments?

When you are satisfied you have selected a provider that can provide the right services at the right time in a way you want, you should ask that they send you the details in a letter before you sign a contract.

Council staff can provide information to help you select the providers, but are unable to recommend a provider.

The contract will be between you and the provider and not the Council, therefore you will need to make sure they provide the services in the way set out in the contract and tell them if there are problems.

## **Contact information:**

Phone: 0300 500 80 80

Monday to Friday: 8am to 8pm

Saturday: 8am to 12 noon

(Calls cost 3p a minute from a BT landline.

Mobile costs may vary).

E: [enquiries@nottscc.gov.uk](mailto:enquiries@nottscc.gov.uk) W:

[www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)

Minicom: 01623 434993

Phone 0300 500 80 80 if you need the information in a different language or format.

<b>DPSS Provider</b>	<b>Address</b>	<b>Telephone</b>	<b>Website</b>
PeoplePlus (previously known as A4e)	Queens House 105 Queen Street Sheffield S1 1GN	0114 2894751 07900 054028	<a href="http://www.peopleplus.co.uk">www.peopleplus.co.uk</a>
Penderels Trust	Penderels Trust Haverholme Priory Offices Haverholme Park Ewerby Sleaford NG34 9PF	01526 833803	<a href="http://www.penderelstrust.org.uk">www.penderelstrust.org.uk</a>
Solo Support Services Ltd	34 Millicent Road  West Bridgford Nottingham NG2 7PZ	0115 8157010	<a href="http://www.solosupportservices.co.uk/home/">http://www.solosupportservices.co.uk/home/</a>