

Direct Payment Voluntary Top-Ups



This easy read tells you about Direct Payment Voluntary Top-Ups.

What are Direct Payment Voluntary Top-Ups?



Nottinghamshire County Council must spend public money responsibly so there is a limit to how much money the council will spend on support providers.



If you have a Direct Payment and have chosen to have services that cost more than the council will pay, then you will need to pay a Direct Payment Voluntary Top-Up.



The Top-Up is extra money you must pay on top of your Personal Contributions.

Who can pay the Top-Up?



The Top-Up can be paid by the person who gets the support, or someone else like a family member or a friend.

What does the Top-Up cost?



The cost of the Top-Up is agreed between the council and the person paying the Top-Up.

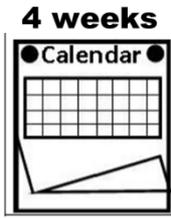


This amount can change if the service provider changes how much they charge.



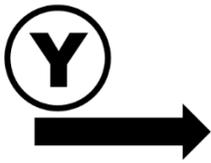
A Direct Payment Voluntary Top-Up form should be signed by the council and the person paying the Top-Up.

Who is the Top-Up paid to?



The Top-Up needs to be paid every four weeks in advance into your Direct Payment account in line with the payment from the council.

How long does the Top-Up need to be paid for?



The Top-Up needs to be paid for as long as the person is getting support that costs more than the council will pay.



If you can't pay the Top-Up or stop paying it, the council may ask you to choose a cheaper service.

Contact information



If you need more information, please contact Adult Care Financial Services.



You can phone 0115 9775760 (option 2) or
0300 500 80 80



You can email
acfs.directpayments@nottsccl.gov.uk



You can visit the web page about Direct
Payment Voluntary Top-Ups [here](#).

Links in this document

For plain English web page version of this information, go to:

[Direct Payment voluntary top-up factsheet | Nottinghamshire County Council](#)

https://www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/direct-payment-voluntary-top-up-factsheet?_ga=2.49466533.262719755.1752745769-799720831.1727173338&_gl=1*1poepxp*_gcl_au*MjEzNzE2MzEzOC4xNzQ2MDk1MzYw*_ga*Nzk5NzlwODMxLjE3MjcxNzMzMzg.*_ga_QHE3HKNBEC*czE3NTI3NDU3NjgkbzYwJGcxJHQxNzUyNzQ1Nzc4JGo1MCRsMCRoMA..

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