

Using a Direct Payment Support Service (DPSS)

If you are considering having a Direct Payment you should make sure that you understand what will be involved. If you think that you will need help to manage the Direct Payment then you should talk to your social care worker about this. If you do not have friends or family who can give you the support you need, you can ask a Direct Payment Support Service (DPSS) provider to help.

What is a DPSS?

A DPSS is an organisation which has the knowledge and expertise to help people with many different aspects of managing their Direct Payment.

What can a DPSS do to help me?

A range of different services can be purchased, depending on how you are going to use your Direct Payment.

For example, if you are going to employ a Personal Assistant you may want help with recruitment and, once you have appointed some staff you may want help to provide a payroll service for them.

Regardless of what sort of care and support you are going to purchase, you may need some help to manage the financial side of things. This could include having a DPSS provider to set up and manage a Direct Payment bank account on your behalf. In these scenarios, the DPSS is acting as the **nominated person** (or nominated party) and the Direct Payment account is often referred to as a Third Party Managed Account.

Is there a cost for using a DPSS?

DPSS providers charge for their services, therefore before going ahead you must agree

with your social care worker about what support is needed, who is going to provide it and how much it is going to cost. The cost of the service will be included in your Personal Budget and met from your Direct Payment.

Choosing a DPSS

When you are considering purchasing Direct Payment support, it is recommended that you first consider the providers listed overleaf as they have been accredited by Nottinghamshire County Council. The accredited providers have told the Council how they work and the Council has also carried out some checks on them. Based on this information the Council considers that the accredited providers can be used if you need someone else to manage a bank account on your behalf.

If you want to use a DPSS provider that is not accredited, the Council will need to agree this before you start to use the service. This may involve the Council getting information and running checks on that provider. The aim of this is to ensure that DPSS providers meet the high standards that are needed for managing Direct Payment accounts and/or dealing with the legal responsibilities associated with employing a Personal Assistant.

Because the cost of the Direct Payment Support Service will be met from your Direct Payment, the contract for the service will be between you and the provider that you choose, rather than between the Council and the provider. This means that you will need to make sure they provide the services in the way set out in the contract and tell them if there are any problems.

When you know what services you need, we suggest you look at what at least two providers

can offer. Most give clear details of the services and charges on their web site or can send you the details by post.

Details of the accredited providers and other organisations offering support can also be found on the Notts Help Yourself website at <http://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/results.page?accreditation=4&newdirectorychannel=4-3-1> . We suggest that you contact the providers 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) What happens if you're not sure about something and you need some extra help?
- d) Will they provide a clear contract setting out the services to be provided and the charges for these?

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.

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

DPSS providers and the Direct Payment Agreement

Before your Direct Payment starts, the Council will ask you to sign a Direct Payment Agreement which describes your roles and responsibilities and those of the Council. If you are going to use a DPSS, the Council will ask them to sign the Direct Payment Agreement as well. The Agreement outlines how your personal information - such as what your Direct Payment is for, and how the money is being spent - is shared between all parties (you, the Council and the DPSS).

Contact information:

Phone: 0300 500 80 80
Monday to Friday: 8am to 6pm

Email: enquiries@nottsgov.uk

Website: www.nottinghamshire.gov.uk

Minicom: 01623 434993

Emergency Duty Team: 0300 456 4546
Mon – Thurs: 5pm – 8.30am
Operates 24 hours at weekends from 4.30pm on Fridays to 8.30am on Mondays.
Operates 24 hours during all public holidays.

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

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<https://www.nottinghamshire.gov.uk/global-content/privacy>