

Direct Payment Support Services

This information explains the support available to help you manage your Direct Payment.

Managing a Direct Payment can take time and organisation, especially if you employ Personal Assistants (PAs) or need help with payroll, paperwork or finances.

A Direct Payment Support Service (DPSS) can provide practical support and advice to help you manage your Direct Payment.

What is a Direct Payment Support Service?

A Direct Payment Support Service (DPSS) is an organisation that helps people manage different aspects of their Direct Payment.

Many DPSS providers will give you a named contact, so you always know who to speak to if you need help or advice.

A DPSS can help if you:

- employ, or are thinking about employing, a Personal Assistant
- need help with payroll or paperwork
- would like someone to help manage your Direct Payment account

If you think you may need support managing your Direct Payment, speak to your social care worker or call us on 0300 500 8080.

A Direct Payment Support Service can provide:

- employment support
- payroll support
- managed accounts

Additional support may also be available in some circumstances.

Employment support

If you employ, or plan to employ, a Personal Assistant, a DPSS can help you understand your responsibilities and manage them confidently.

You will have a named contact who can provide advice and guidance.

Can a DPSS help me decide whether to employ a Personal Assistant?

A DPSS can help you understand:

- the responsibilities of being an employer
- the skills needed to employ staff
- how Personal Assistants can be found
- whether employing a Personal Assistant is right for you

We can also provide this initial advice free of charge.

Can a DPSS help me recruit a Personal Assistant?

A DPSS can provide short-term support, usually for up to 12 weeks, to help you recruit Personal Assistants.

Support may include:

- writing job descriptions and person specifications
- setting rates of pay
- advertising vacancies
- creating application forms
- shortlisting applicants
- supporting interviews
- checking references
- notifying applicants of outcomes
- completing Right to Work checks

Can a DPSS help me manage my responsibilities as an employer?

Once a Personal Assistant starts work, a DPSS can help you manage your responsibilities as an employer.

Support may include:

- arranging employer's liability insurance
- contracts of employment
- health and safety responsibilities
- training requirements
- managing staff
- disciplinary and grievance procedures
- working time regulations
- sick pay and holiday pay
- pension responsibilities
- redundancy pay

Support is normally available for up to 12 weeks after a Personal Assistant starts work.

Can a DPSS arrange DBS checks?

We can arrange enhanced Disclosure and Barring Service (DBS) checks for Personal Assistants.

If you prefer, a DPSS can arrange DBS checks on your behalf.

To request a DBS check, complete the online DBS request form or contact the Direct Payments team.

Is any additional employment support available?

You may need extra support with things such as:

- interviews
- disciplinary matters

- employment issues that require more intensive help

Additional support is considered on a case-by-case basis and must be agreed in advance with a social care worker.

Payroll support

If you employ Personal Assistants, a DPSS can provide a payroll service to help you meet your legal responsibilities as an employer.

Payroll support can include:

- registering with HMRC
- acting as your HMRC agent
- calculating wages
- calculating holiday pay
- calculating tax and National Insurance
- calculating pension contributions
- processing statutory payments
- issuing payslips
- processing P45s and P60s
- processing timesheets
- paying employees

Managed accounts

A managed account can help if you would like someone to manage your Direct Payment account for you.

The provider will:

- open and manage the account
- explain how the account works
- make payments from the account when instructed

- support you with your responsibilities under the Direct Payment Agreement
- deal with audit requests from Adult Care Financial Services

We pay Direct Payment money into the managed account every 4 weeks.

The provider can make approved payments from the account for you.

You remain responsible for paying any assessed contribution or top-up into the account where required.

If your Direct Payment is only being used to buy agency support, Adult Care Financial Services may be able to provide a managed account service directly.

Is any additional support available?

Extra support may be available if the standard services do not meet your needs.

This must be agreed in advance with a social care worker and recorded in your care and support plan.

Costs and choosing a provider

How much does a Direct Payment Support Service cost?

Direct Payment Support Services charge for the support they provide.

Before support is arranged, talk to your social care worker about the help you need.

If you use one of our contracted providers, the cost of the support service is paid directly by us rather than through your Direct Payment.

If you use one of our contracted providers:

- we pay the provider directly
- the cost is not included in your Direct Payment
- the support will still be recorded in your care and support plan

How do I choose a provider?

We work with a number of contracted Direct Payment Support Service providers.

These providers:

- meet agreed quality standards
- are monitored by us
- provide the same range of support services
- charge the same rates for support

The current contracted providers are:

- Penderels Trust
- People Places Lives Limited
- Purple Zest Limited
- Rosekel Resourcing Limited
- Solo Support Services Limited

Provider details can be found in Appendix A.

Can I use a different provider?

Yes. You can choose a provider that is not contracted with us.

However:

- the council is not responsible for the quality of the service provided
- the support provider is contracted directly by you
- the cost will usually be included within your Direct Payment
- you will normally pay the provider directly

The council will normally only fund up to the cost of an equivalent contracted service. If your chosen provider charges more, you may need to pay the difference yourself.

I already use a Direct Payment Support Service. What happens next?

You do not need to do anything now. Your support will be discussed at your next care and support review.

At your review:

- your social care worker will discuss the support you currently receive
- you can continue using your existing provider if you wish
- you can choose to move to a contracted provider if you prefer

If you use a non-contracted provider and their costs are higher than an equivalent contracted service, you may need to pay the difference yourself.

Direct Payment Agreement

Before your Direct Payment starts, you will be asked to sign a Direct Payment Agreement.

The agreement explains:

- your responsibilities
- the council's responsibilities
- how the Direct Payment should be managed

If you use a DPSS to provide a managed account service, the provider will also need to sign the agreement as a nominated person.

If the provider only supplies payroll or employment support, they do not need to sign the agreement.

More information

For more detailed guidance and support, visit the:

[Direct Payments support area](#)

www.nottinghamshire.gov.uk/direct-payments-support

Contact us

Direct Payments Enquiries Team

- Telephone: 0115 804 4945
- Email: DPEnquiries@Nottsc.gov.uk

Nottinghamshire County Council

For help, information or to request this document in another format:

- Telephone: 0300 500 8080
- [Contact us online](#)
www.nottinghamshire.gov.uk/contactus

How we use your information

Read about how we collect, use and protect your personal information.

[Read our privacy statement](#)

www.nottinghamshire.gov.uk/privacy

Appendix A: Contracted Direct Payment Support Service providers

We work with a number of contracted Direct Payment Support Service providers.

All contracted providers:

- meet agreed quality standards
- are monitored by us
- provide the same range of support services
- charge the same rates for support

The information below may help you compare providers and choose the one that best meets your needs.

Penderels Trust

- Email: notts@penderelstrust.org.uk
- Telephone: 01472 500335
- Website:
[Penderels Trust](https://www.penderelstrust.org.uk)
www.penderelstrust.org.uk

Penderels Trust provides support to people who receive Direct Payments or Personal Health Budgets.

They offer advice and support with:

- managing Direct Payments
- recruiting Personal Assistants
- payroll and managed accounts
- planning support arrangements
- maintaining records and documentation

The service is delivered by a team of Independent Living Advisers with a named contact for each person using the service.

People Places Lives

- Email: ILSNottingham@peopleplaceslives.co.uk
- Telephone: 0330 123 2815
- Website:
[People Places Lives](http://www.peopleplaceslives.co.uk)
www.peopleplaceslives.co.uk

People Places Lives provides Direct Payment support services across England and Wales.

Their service includes:

- advice and guidance
- recruitment support
- payroll services
- managed accounts
- training opportunities for Personal Assistants
- workshops and one-to-one support

Support is tailored to individual circumstances.

Purple Zest Limited

- Email: notts@purple-dpss.co.uk
- Telephone: 0116 442 2368
- Website:
[Purple Direct Payment Support Service](https://www.purple-dpss.co.uk)
www.purple-dpss.co.uk

Purple Zest provides support to people who receive Direct Payments and Personal Health Budgets.

Their service includes:

- information and advice
- recruitment support
- employer support
- payroll services
- account management
- managed accounts

People using the service have access to a dedicated account manager.

Rosekel Resources Limited

- Email: info@rosekel.com
- Telephone: 0115 9648212
- Website:
[Rosekel Resourcing](http://www.rosekel.com)
www.rosekel.com

Rosekel Resourcing is a Nottingham-based organisation providing Direct Payment support.

Their service includes:

- managed accounts
- recruitment support
- employer guidance
- payroll administration
- HMRC and pension administration

Support is tailored to individual needs and delivered by a dedicated contact.

Solo Support Services Limited

- Email: info@solosupportservices.co.uk
- Telephone: 0345 241 5565
- Website:
[Solo Support Services](http://www.solosupportservices.co.uk)
www.solosupportservices.co.uk

Solo Support Services supports people who receive Direct Payments and Personal Health Budgets.

Their service includes:

- recruiting Personal Assistants
- payroll services
- managed accounts
- employer support
- independent living support

The service is tailored to individual circumstances and includes dedicated support throughout the Direct Payment journey.