



# Direct Payment Voluntary Top-Up

## What are Direct Payment Voluntary top-ups?

Nottinghamshire County Council has to spend its public funds responsibly, and as part of this, has a maximum amount it expects to pay for support from Direct Payment provider such as, Agencies, Personal Assistants, Day Services, Supported Living or Residential Care.

If the person or authorised person receiving the Direct Payment has selected a Direct Payment provider that is more than what the Council will agree to pay. In this case, this is when it is expected the person or authorised person will be advised they will need to pay the "Direct Payment Voluntary Top-up".

This top-up is in addition to the amount the person receiving support is asked to pay from their own income and savings known as "Personal Contributions".

## Who can pay the top-up?

The top-up can be paid by the person receiving the support or a third-party. The third-party can be a relative or friend.

## How much is the top-up?

The amount of the top-up should be agreed between the person or third-party payee and the Council. This amount may change if the service increases their costs.

The amount is worked out by using the Direct Payment average hourly rate – equivalent managed service costs x hours per week.

A Direct Payment Voluntary Top-up form should be signed by all parties as this point.

## Who is the top-up paid to?

The top-up payment is payable every 4 weeks in advance into the Direct Payment account, in line with the Direct Payment made from the Council.

## How long does the top-up have to be paid?

It is very important that the person or third-party payee who agrees to pay the top-up, is able to do so for as long as the person receives support from a Direct Payment provider that exceeds the maximum amount the Council expects to pay. The top-up payment must be affordable and sustainable throughout the period that the Direct Payment is being used.

If regular payments are not made, or the person or third-party payee is not able to continue paying, the Council may have to ask the person or authorised person to select a price comparable service or receive support from a contracted service.

## Contact information

### For more information please contact: Adult Care Financial Services

Telephone: 0115 9775760 (Option 4)

Email: [acfs.directpayments@nottsc.gov.uk](mailto:acfs.directpayments@nottsc.gov.uk)

Or

Phone: 0300 500 80 80 - Monday to Friday: 8am to 6pm (Calls cost 3p a minute from a BT landline. Mobile costs may vary).

Email: [DPEnquiries@nottsc.gov.uk](mailto:DPEnquiries@nottsc.gov.uk)

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