

Direct Payment voluntary top-ups

This information explains Direct Payment voluntary top-ups if you or someone you care for has chosen a provider that costs more than the amount we would normally pay.

What is a Direct Payment voluntary top-up?

We have a maximum amount we would normally expect to pay for support provided through a Direct Payment. This is so we can make sure public money is spent responsibly.

This includes support from:

- home care agencies
- Personal Assistants
- day services
- supported living services

If you, or the authorised person managing the Direct Payment on your behalf, choose a provider that costs more than this amount, you may need to pay a **Direct Payment voluntary top-up**.

A Direct Payment voluntary top-up is separate from any personal contribution you may already pay towards the cost of your care and support.

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

How is the top-up amount worked out?

The top-up amount is calculated by comparing the cost of the chosen Direct Payment provider with the maximum amount we would normally pay for support.

The amount is then agreed between the person paying the top-up and us.

The amount may change if the provider increases their costs.

Before the arrangement starts, everyone involved must sign a Direct Payment voluntary top-up agreement.

How is the top-up paid?

The top-up must be paid into the Direct Payment account every 4 weeks in advance.

This is paid alongside the Direct Payment funding we provide.

How long does the top-up need to be paid?

Anyone who agrees to pay a top-up should be able to continue paying it for as long as the person uses a provider that costs more than the maximum amount we would normally pay.

The top-up should be affordable and sustainable throughout the period that the Direct Payment is being used.

If payments stop, or the person paying the top-up can no longer afford to continue, we may ask the person receiving support, or their authorised person, to choose a lower-cost service. They may also receive support through one of our contracted services.

More information about Direct Payments

For more guidance and support, visit the:

[Direct Payments support area](#)

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

Contact us

Adult Care Financial Services

For questions about Direct Payment voluntary top-ups:

- Telephone: 0115 977 5760 (Option 4)
- Email: acfs.directpayments@nottscc.gov.uk

Customer Service Centre

For help or to request this document in another format:

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

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