

Choosing a Direct Payment Support Service (DPSS)



This easy read tells you about choosing a Direct Payment Support Service (DPSS). It explains what a DPSS is and how they can help you.

Direct Payment Support Services



Direct Payments are a great way to meet your support needs because they give you more choice and control.



There is help to manage your Direct Payment and to employ a Personal Assistant if you need it.



If you think you need help, you should talk to your social worker.



If you do not have a social worker, you can call the Customer Service Centre on 0300 500 8080.



A Direct Payment Support Service (DPSS) can help you to manage your Direct Payment.



There is a list of contracted DPSS providers you can choose from.



The money to pay for the DPSS is given from the Council straight to the DPSS.

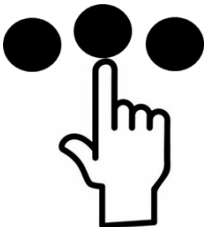


The money given to you in your Direct Payment is used just to pay for the support written out in your plan.



The cost of the DPSS will still be shown within your care and support plan but the money will be paid straight to the DPSS.

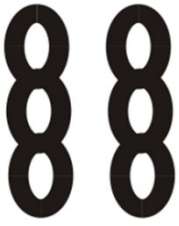
Which DPSS provider can I choose?



You can choose a contracted DPSS provider from the list below.



To see full information about all the contracted providers, please see pages 7 to 11 of the original document, [here](#).



All the providers on the list can help with all areas of your Direct Payment and they all cost the same amount of money.

Contracted Providers

Penderels Trust Limited



Contact Name: Jayne Whitfield



Email: notts@penderelstrust.org.uk



Phone: 01472 500335



Website: www.penderelstrust.org.uk

PeoplePlus Group Limited



Contact Name: Janine Bright



Email: Janine.Bright@peopleplus.co.uk

Or



ilsnottingham@peopleplus.co.uk



Phone:

Mobile – 07827 831274

Office – 0330 123 2815



Website:

www.peopleplus.co.uk/communities/direct-payment-support-services/

Purple Zest Limited



Contact Name: Purple



Email: Notts@wearepurple.org.uk



Phone: 0116 442 2368



Website: www.wearepurple.org.uk/notts

Rosekel Resourcing Limited



Contact Name: Claire Hallam



Email: info@rosekel.com



Phone: 0115 9648212



Website: www.rosekel.com

Solo Support Services Limited



Contact Name: Direct Payments Team



Email:

directpayments@solosupportservices.co.uk



Phone: 0345241 5565



Website: www.solosupportservices.co.uk



Referral contact details:

dpssenquiries@solosupportservices.co.uk



Telephone: 0345 241 5565, option 2.



Address: Unit 9B Langley House

Wheatcroft Business Park

Landmere Lane

Nottingham

NG12 4DG

What help can I get from a DPSS?

3

There are three main areas a DPSS can help you with.



- Employment Support (where personal assistants are employed).



- Payroll (where personal assistants are employed).



- Third Party Managed Accounts.

Employment Support



If you need more information about the support types listed below, please visit the [online factsheet](#).

Initial Employment Support



If you are employing your own Personal Assistants through a Direct Payment you can get support from a DPSS.



You will have a named worker who you can contact.



They can give you support to help you decide if you want to become an employer and advice on how to do this.

This is called Initial Employment Support.



The Council can also give you initial employment support for free.



If you want this, you can email

DPEnquiries@nottsc.gov.uk



You can also phone the Direct Payment Enquiries team on 0115 8044945.

Recruitment



This is time limited support that is expected to be completed within 12 weeks to help you to recruit your Personal Assistants.



This support will include at least one face-to-face meeting, but this can be a virtual meeting.

Being an Employer



This support is to help you to understand what you must do when you employ a Personal Assistant and to make sure you are not breaking the law.

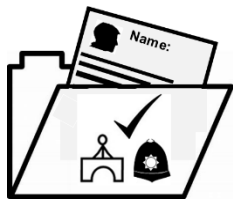


You will have at least 2 face-to-face meetings which could be virtual meetings, and the first meeting will happen before your PA starts work.



You can get this support for 12 weeks after the start of the PA's contract.

Disclosure and Barring Service (DBS) Checks



Nottinghamshire County Council can get Enhanced DBS checks for Personal Assistants on behalf of people who get Direct Payments.



To ask for this to happen for you, you can fill in the [online form](#).



If you need a paper copy of the form, you can get one from your social worker.



or you can email DPEnquiries@nottsc.gov.uk.



If you would prefer a DPSS to do an enhanced DBS check for you, instead of the Council, the Council can arrange this.

Extra Employment Support



If you need support that isn't listed, such as interviewing or dealing with issues, this will be considered on a case-by-case basis and agreed with a social worker.



The extra employment support will be paid at a set, hourly, agreed rate.

Payroll Support



A payroll support service can be provided so you can make sure you do the things you have to.



You will have a named worker who will be your point of contact and at least one face-to-face visit (this can happen virtually) as well as being able to contact the DPSS via phone and email during office hours.

Managed Accounts



If needed, the DPSS can open a bank account in the name of the person who is getting the Direct Payment.



The DPSS will tell you about how the managed account will work and what you must do.



You will have a named worker who you can contact by phone or email during office hours, and you can leave them messages at other times.



The Council will pay all Direct Payment money into the managed account every four weeks.



If you need to pay some of the money yourself, you must pay this money or top ups into the account every four weeks.



The provider will make payments from the account for you and deal with the council asking to audit your account.



If the Direct Payment is only used for support from agencies, then the council can manage your account for you.



If you want this to happen, please talk to your social worker or call 0800 500 80 80.

Additional Support



Sometimes, people might need other sorts of support from a DPSS.



The need for different or more help will be decided on a case-by-case basis and agreed with a social worker before the support starts.



It will be written clearly in your care plan what this other support is.



The extra support will be paid at a set hourly rate for the number of hours that have been agreed.



Getting in touch with the support provider in office hours is already included in the cost and is not counted as extra support.

Do I have to pay for using a DPSS?



DPSS charge money for the support they give people, so you must agree with a social worker which support you will be getting before the support starts.



You also need to decide which DPSS will give you help and how much it will cost.



If you choose to use a contracted provider, the council will pay them directly so the money you need for this service won't be in your personal budget.



The services will still be written in your care and support plan.

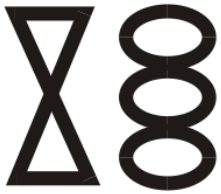
Choosing a DPSS



When you need support with your Direct Payment, you should think about using one of the providers in this document- the contracted providers.



This is because the service providers the council have contracts with are monitored and do good work.



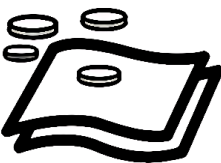
You can choose to use a provider that isn't on the list, but the council will not be responsible if the DPSS isn't very good.



If you choose one of the providers recommended by the council, you will agree with a social worker and the DPSS which support you need.



The social worker will then give an order form to the DPSS, which becomes a contract between the council and the DPSS.



If you choose to use a more expensive DPSS instead of a DPSS on the council's list, you will need to pay some extra 'top-up' money.



The amount of extra money you must pay will be agreed with your social worker.



If you choose a DPSS not on the list, you will have to pay for the services directly from your Direct Payment money, as the contract will be between you and the DPSS, not between the council and the DPSS.

What if I am already using a DPSS provider?



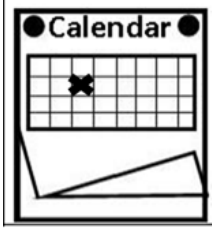
If you are already using a DPSS, you don't need to do anything until you have your next care and support review.



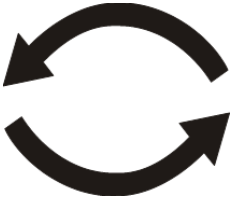
If you are already using one of the council's contracted DPSS and want to keep having their support, that is fine.



Your social worker will check with you at your review that this is what you want to happen, then the council will pay the DPSS directly instead of sending the money to you in your Direct Payment.



If this happens, a date will be agreed, and you will be told when this is going to be.



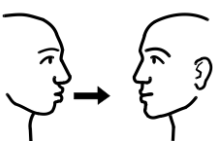
If you are using a DPSS that is not contracted with the council, you have the chance to move to a contracted provider at your review.



The council will then pay the DPSS directly.



If you want to keep using a non-contracted provider, you can do this, but you may need to pay towards the cost if it is more expensive.



Your social worker will tell you if you need to pay towards the cost.

DPS providers and the Direct Payment Agreement



Before your Direct Payment starts, the council will ask you to sign an agreement which tells you what you must do, and what the council must do.



If you are going to use a DPSS to provide a managed account, the DPSS will need to sign the contract as a nominated person.



If the DPSS is just giving you payroll or employment support, they do not need to sign the agreement.

Contact Information



If you need any more information or advice about Direct Payments, please contact the Direct Payments Enquiries team.



You can phone them on 0115 8044945 or you can email DPEnquiries@nottsc.gov.uk

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.



There are several ways to contact them, including:

Web: [Use our online contact form](#)



Telephone: 0300 500 80 80



Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



Sign Video

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.

Links in this document

Selecting a DPSS factsheet

nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/selecting-a-direct-payments-support-service-factsheet-5

Penderel's Trust

penderelstrust.org.uk

People Plus Group

peopleplus.co.uk/communities/direct-payment-support-services/

Purple Zest

wearepurple.org.uk/notts

Rosekel

rosekel.com

Solo Support

solosupportservices.co.uk

DBS Checks online form

nottinghamshire.gov.uk/care/adult-social-care/careers/personal-assistants/dbs-checks

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

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

[Selecting a Direct Payments Support Service: factsheet 5 | Nottinghamshire County Council](#)

<https://www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/selecting-a-direct-payments-support-service>

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