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# Support to Manage your Direct Payment



If you receive a Direct Payment, you will want to remain in control of it and make decisions on how you use it, but you may need support to be able to manage the money. There are several different options you can choose to help you do this.

## Friend or relative

There are many ways a friend or family member can help with your Direct Payment. For example, you may need some help to pay invoices or set up standing orders or similar tasks. You may also give a relative or friend permission to discuss your Direct Payment with Sheffield City Council staff. This person is known as a Direct Payment main contact.

If you need more support to manage your Direct Payment, you can ask a family member or a friend to manage your Direct Payment on your behalf. This person is known as a Nominated Agent. This person will receive your Direct Payment on your behalf and will manage it for you. They would be responsible for ensuring any bills or invoices for your care and support were paid correctly and on time.

They would also be responsible for maintaining records on how your Direct Payment was spent and keeping receipts if needed. They would also be required to tell us how your Direct Payment is being spent. People undertaking this role will receive as much guidance and support as they need.

If you have been assessed as not having capacity to make decisions about your Direct Payment you will need to have a "Suitable Person" to make decisions in your best interest. This person could be a relative or a friend. They could also use any of the following options to help manage your Direct Payment.

## Direct Payment Support Service (DPSS)

The Direct Payment Support Service provides free information, advice and support about Direct Payments.

The service can support you:

- with information about how Direct Payments work and answer any questions you might have
- to understand your role and responsibilities in taking a Direct Payment
- to organise and make your own arrangements for your care & support
- to find and recruit suitable Personal Assistants (PAs)
- to carry out your role as an employer of PAs
- with any problems or issues you might experience
- to make arrangements with providers/agencies and other third parties
- to meet and speak to other people who have Direct Payments

## How can I contact the Direct Payment Support Service?

The Direct Payment Support Service is open Monday-Friday, 9am-5pm.

You can contact the service by phone, email or post using the information below:

Telephone: 0114 205 6825

Email: [directpaymentsupportservice@sheffield.gov.uk](mailto:directpaymentsupportservice@sheffield.gov.uk)

Postal address:

Direct Payment Support Service  
Commissioning & Partnerships  
Adult Care & Wellbeing  
Floor 1, Howden House  
1 Union Street  
Sheffield  
S1 2SH

The service also offers an in-person drop-in service on Tuesdays at First Point Howden House, 1 Union Street, S1 2SH.

If you visit the drop-in session, please let the First Point reception team know you would like to speak to the Direct Payment Support Service when you arrive.

### **Sheffield Credit Union**

Some people may find it difficult to use a bank account or just need a simple way of paying a few bills each month. A credit union account is a good alternative. Sheffield Credit Union offer 2 types of accounts. These are:

- **SCUBA Budgeting Account** - allows you pay up to 5 regular bills for a fee of £10 a month
- **SCUBAlite account** - allows you to pay up to 2 regular bills and has a fee of £5.00 a month

Any fees will be included in your Direct Payment.

If you are eligible, you can join on-line. They will ask for ID before making you a member. You will need to pay the joining fee of £4 and a £1 minimum deposit.

### **Contact Details:**

Tel: 0114 2760787 Email: [Admin@sheffieldcreditunion.com](mailto:Admin@sheffieldcreditunion.com)

Website: <https://sheffieldcreditunion.com/services/scuba-budgeting-accounts/>

### **Money Management Companies**

If the above options do not provide you with the support you need to manage your Direct Payments, another possible option is using a Money Management Company.

Money Management Companies can manage your Direct Payment for you to arrange payment for all bills and invoices for your care and support, but you remain in control.

Sheffield City Council have a list of recommended Money Management companies. These Money Management companies have met our minimum quality standards and follow a clear quality framework.

Money Management Companies charge an annual fee to manage your Direct Payment and this fee is included in your Direct Payment.

For more information on Money Management Companies, speak to your Social Worker or go to <https://www.sheffielddirectory.org.uk/adults/living-independently/support-to-keep-you-independent/direct-payments/sheffield-city-councils-money-management-recognised-provider-list/>

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**Approved by:** Direct Payment Steering Group  
**Approved on:** 29 June 2022

**Version:** 4  
**Last Update:** 02/08/24

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