

Guide to Services in Sheffield



Guide to Sheffield Direct Payment Support Service

Welcome to Penderels Trust. We provide support for people who receive a direct payment. We are a charity and have been supporting people with disabilities to live independently since 1988.

We work with Sheffield City Council to deliver direct payment support services to people who live in the city.

This guide is for people who receive a direct payment from Sheffield City Council and covers the main services that we offer and how to access our services.



Information, Advice and Support Hub

The Hub is the centre of our service:

- It is based at our accessible city centre location (see back for address)
- Our team of independent living advisers (ILAs) work from this hub
- You can drop into the hub during open hours for face-to-face advice and support
- We hold drop-in sessions at public venues e.g. libraries. These are held at various times throughout the week (please see our drop-in flyer for more details)
- ILAs are available by email and phone with an out-of-hours answerphone facility
- Our Sheffield page on our website includes all local information such as contact details and drop-in session programme
- Short information videos on our services are available on our website
- Follow us on Facebook and Twitter for updates

Direct Payment Support

We offer a full direct payment support service:

- Lots of support in the first 3 months to get you started
- You will have a named ILA to contact
- You will receive a welcome pack which contains all the information you need to get started
- Support via home visits, over the telephone or email as you prefer. This may be more than one meeting if that is better for you
- Factsheets and other useful documents are available via our online document centre on our website
- If you become an employer, you will get full support on all aspects of this
- Advice on what records you need to keep
- Information on other local organisations that may be helpful to you

Personal Assistant (PA) Recruitment Support Service

If you decide to recruit a personal assistant (PA) for your support, we will:

- Give you advice and guidance on all elements of the recruitment and employment process
- Support you to write a job description
- Work with you to create a personalised job advertisement to go on the Penderels Trust website and other national job boards
- Set up payroll, make sure you know what records to keep and check you have the right insurance in place
- Help you plan if you need another PA, for example if your PA goes on holiday
- Give your PA(s) access to the Sheffield information area of our unique PA Community Centre website (www.allaboutpas.org.uk)

Peer Support

Peer support is where direct payment users support and help each other to make the most of their direct payment, share experiences and ideas and help each other if issues arise.

In Sheffield, we have a group of Peer Supporters who are experienced direct payment users who offer support and coaching to other direct payment users and their personal assistants (PAs). Information on our Peer Supporters is available in our welcome pack and via the website. They are volunteers and will be on-call at certain times during the week. They may also ask you for your feedback on having a direct payment in Sheffield.

How to use our service

There are two main ways you can connect with our service.

1) Via your social worker – if you have a social worker and wish to have a direct payment (or you

already have one), your social worker can refer you to our team. Once we have received your referral, a member of our team will contact you with next steps.

2) Refer yourself – if you already have a direct payment or are thinking of having one, you can refer yourself to the service. You can call us, email us or come along and see us at our office or at one of our community drop-in sessions.

We will need to check your details with Sheffield City Council before we start working with you.

You can change your mind about having a direct payment at any time, so if you decide not to go ahead, that is fine. Our support service is funded by Sheffield City Council so you do not have to pay us for the services listed in this guide.

Our team is on hand to answer any questions you have or to just chat through your options, so please feel free to get in touch.

Hub address:

Penderels Trust, Office 1, Victoria Centre,
Victoria Community Enterprise, Stafford Road,
Sheffield S2 2SE

Email: sheffield@penderelstrust.org.uk

Tel: 0114 698 6959

Follow us:

 Search 'Sheffield Direct Payment Support Service'

 www.twitter.com/the_pttp

www.penderelstrust.org.uk

Head office:

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