
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)

If you, or your family member or friend, need advice and support on how to manage your Direct Payment then you will be able to contact the Sheffield Direct Payment Support Service.

This service is provided by Penderels Trust and offers you free support on a range of topics. These include understanding your responsibilities of having Direct Payment, support with setting up your care and support arrangements, recruitment of Personal Assistants (PAs) and providing employment advice.

They can also assist with opening your dedicated Direct Payment bank account and helping you become familiar with organising and managing your Direct Payment, such as paying invoices, setting up payments and how to keep receipts and records.

You can contact Penderels Trust through their advice line on 0114 698 6959, send an email to sheffield@penderelstrust.org.uk, visit the Information, Advice, Signposting and Support Hub at the Victoria Centre, or attend one of their community drop-in sessions.

For more information, please visit <https://www.penderelstrust.org.uk/sheffield.php>

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

Website: [SCUBA Budgeting Accounts - Sheffield Credit Union](#)

Shropshire Credit Union - 'The just credit Union'

They offer an account specifically for individuals who receive Direct Payments. They will arrange to make payments directly for all bills associated with your care and support. All you need to do is send the invoices and/or timesheets to the Credit Union and they will make the payments on your behalf.

There is currently no charge made for this service.

For further information and for details on how to join, contact

<https://justcreditunion.org/direct-payments/>

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 [Money management recognised providers | Sheffield City Council](#)

Author: L Beever
Approved by: Direct Payment Steering Group
Approved on: 29 June 2022

Version: 2
Published on: 22 October 2022
Review due: 22 September 2023