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## **Managing your Direct Payment**

I'm writing to give you the latest information to help you to manage your Direct Payment.

The Government has provided new guidance on Direct Payments, which we have covered in the information enclosed.

I wanted to draw your attention to three key points.

As we've said previously, you should use your Direct Payment flexibly to make sure you're safe, and that you have support you need to meet the outcomes in your care and support plan.

If your support is affected by the impact of the Coronavirus pandemic, use your Direct Payment money to buy alternative or additional support.

- first** Use any unspent money in your Direct Payment account.
- then** Use your Direct Payment contingency money.
- then** If you need additional funds, request an emergency payment.  
Contacting your social care team or the Direct Payment Audit Team.



Make a contingency plan. If you haven't done this yet, it can really help you to cope with any problems with your support, or difficulties during the pandemic. For more advice read the information attached. Then use the template included with this letter. Or download a template you can type into (Microsoft Word and PDF) from Disability Sheffield's website (see below).

If you stopped paying your contribution into your Direct Payment account because you were not receiving support (for example while day services were closed) you should start payments again as your services reopen. Again, there's more details on this in the information attached.

We've also sent this information to companies that provide support to manage a Direct Payment (like managed account services, and Individual Service Fund (ISF) services).

## Contact us

We're here to help.

If you have any questions or you need more advice, please

email [DPUaudits@sheffield.gov.uk](mailto:DPUaudits@sheffield.gov.uk)

or call **0114 273 5397**.

If you or someone you know needs emergency food, medicine or general support during the pandemic, please call us on **0114 273 4567**.

You can find information about support from the Council on our website:

[www.sheffield.gov.uk/coronavirus](http://www.sheffield.gov.uk/coronavirus).

You can also contact Disability Sheffield. Call **0114 253 6750**, text only number **07541 937 169**, email [directpayments@disabilitysheffield.org.uk](mailto:directpayments@disabilitysheffield.org.uk).

Their website is: [www.disabilitysheffield.org.uk](http://www.disabilitysheffield.org.uk).

Yours sincerely



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