



# Everything you need to know about **DIRECT PAYMENTS**

Intake Team Contact details:  
IntakeTeam@lbbd.gov.uk  
020 9227 2915

Empower Contact details:  
bddpss@weareempower.org.uk  
020 8059 3635

Direct Payment Team Contact  
details:  
DirectPayments@lbbd.gov.uk  
020 8227 5606





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# Key Terms



**Intake Team** – The Intake Team is the first point of contact for the council. If you do not have a social worker, the intake team would be the best place for you to speak to someone about your care needs.



**Empower** – Empower is an organisation that can give you support and advice on Direct Payments. They can help you to understand the direct payment process and what you need to do to be a good employer.



**Care Act Assessment** – A care act assessment is a chance for you to speak with a social worker about your needs and what support you might need in your daily life to help you achieve your goals.



**Personal Assistant** – In social care, a personal assistant is someone that you employ to help you with your care needs. They could help you with things like getting washed, dressed, cooking or cleaning. Your support plan will list the things your Personal Assistant can help you with.



**Support plan** - A support plan is a record of your agreed care and support needs. In your support plan, your social worker will write down the things you need help with and who will help you to achieve your goals.

# What is the difference between a Direct Payment and a Managed Budget?





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Before you get a Direct Payment you must have a Care Act assessment.



The Care Act assessment supports the Council to find out if you have care and support needs.



If you do have care and support needs you will get a **personal budget**.

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# What is a personal budget?



A **personal budget** is roughly how much it costs to meet your care and support needs.



A **financial assessment** will need to be completed to work out if you need to pay towards the cost of your care and support.



You can use your **personal budget** to pay for your care and support needs in three different ways:



- A Direct Payment

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# What is a personal budget?

Barking & Dagenham



- Managed budget



Which is explained on the next page.



- A **direct payment** and **managed budget** together.

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# What is a managed budget?

Barking & Dagenham



A **managed budget** is when the council manages your **personal budget** for you.



The council will set up the care and support you need.



The council uses the information in your **support plan** to set up the right care and support for you.

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# What is a managed budget?



Your support plan is a record of your **agreed support** needs.

Barking & Dagenham



The council will check that the care and support you get meets your needs.



Some of the **good things** about a **managed budget** are:



- the council arranges care and support for you

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# What is a managed budget?



- the council only works with care and support organisations that provide a good service



- you do not have to arrange your own care and support services



- there is less work and less things to worry about than if you had a direct payment

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# What is a managed budget?



Some of the things that are not so good about a **managed budget** are:



- you have **less choice** about organisations that can support you

**Barking & Dagenham**



- you can only choose organisations that the council agrees to work with

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# What is a Direct Payment?



**Direct payments** are payments made by the council directly to local people who:



- need care and support from social services



- would like to arrange and pay for their own care and support



- do not want the council to arrange their care and support.

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# What is a Direct Payment?




Direct payments give you **more choice** and **control** over:



- setting up your own care and support



- paying for your own care and support



- managing your own care and support

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# Is a Direct Payments the right choice for me?



A Direct Payment may be the right choice for you because you can:



- choose who provides your care and support



- use your direct payment to pay for your care and support services



- use your direct payment to employ a **Personal Assistant**



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# Is a Direct Payments the right choice for me?



You might want to choose a **Personal Assistant** because:



- they know you



- they understand you



- they speak your language



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# Is a Direct Payments the right choice for me?



- they share your interests.



You must only spend your direct payment on:



your agreed care and support needs in your support plan.



The council has brought in an organisation called **Empower** to advise and support anyone who gets a direct payment.



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# Is a Direct Payments the right choice for me?



Direct payments might not be right for you if:



- you find it difficult to arrange your own care and support



For example



When your Personal Assistant is ill or on holiday, you would need to find another Personal Assistant to cover for them.

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# Is a Direct Payments the right choice for me?



- you might find it difficult to keep records and receipts of how you spend your personal budget



- it is difficult for you to be an employer



For example



If you employ a Personal Assistant, you must follow Tax and Employment Law which might not be easy to understand.

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## Case Study



Mrs Brown had an assessment, and the council agreed that she has care and support needs.



So she got a personal budget.



The social worker told Mrs Brown how she could use her personal budget to meet her care and support needs.



Mrs Brown asked for a direct payment so she could employ a carer with a similar background to her.

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# Case Study



It was agreed that Mrs Brown could have a direct payment.



She employed a personal assistant who now visits her every week to support her.



Mrs Brown signs the personal assistant timesheets and sends them to her payroll company.



Mrs Brown also makes sure she is a good employer thanks to support from Empower

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# Your Direct Payments Guide





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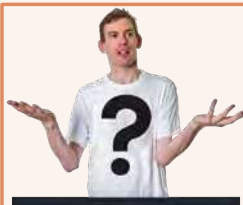
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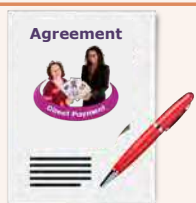
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**The Direct Payment Agreement**

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# What are Direct Payments?



A **direct payment** is **money** the **council** gives you to **pay** for your **care** and **support** to meet your needs.



You and your **social worker** will work together to **agree** on a **support plan**.



Your **support plan** is a **record** of your **agreed care** and **support needs**.

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# What are Direct Payments?



Your **support plan** will say how **much your care and support will cost.**



You can **work with** your **social worker** to **agree** the type of **support** you can **pay for** with your **direct payment.**

**Or**



You **can ask** someone **you trust** - a family member or friend - to **manage** your **direct payment** if you **do not want** to **do it yourself.**



This person is called a **nominated person.**

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# What are Direct Payments?



The carer who is paid from the direct payment account **cannot** be the **nominated person**.



**Sometimes** the **council** will have to **choose someone** to **manage** your **direct payment for you**.



This person is called an **authorised person**.



**Please note:** a carer who is being paid from the direct payment cannot be an authorised person.



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# Who can have a Direct Payment?



To get a **direct payment**, you **must** be **sixteen years old or older**.



**Direct payments** are for people who **live independently** but **need care** and **support**, such as:



- **people with a learning disability**

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# Who can have a Direct Payment?



- **people** with a **physical disability**



- **people** with a **long-term illness**



- **people** with a **mental health condition**



- **older people**

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# How do I get a Direct Payment?




**If you are interested** in getting a **direct payment** please contact:




- **Adult Intake Team** on **020 8227 2915** or email **IntakeTeam@lbbd.gov.uk**
- Your **social worker**

**Phone Number**



**Email**



Please use the **boxes above** to write down any **important contact numbers** you might need like your **social worker** or **health professional**.

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# How do I get a Direct Payment?



A social worker can provide you with **information** about direct payments.



**Everyone** who gets **care** and **support** from **Barking and Dagenham** has a **financial assessment**.



The **financial assessment** allows **Barking and Dagenham** to **work out how much** you should **pay towards your care and support**.

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## How do I get a Direct Payment?



You must make sure that you **pay** your **financial contribution** to carry on getting your direct payment.

Barking & Dagenham



**Barking and Dagenham** will **check** to make sure **you pay** the **assessed amount**.



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# What can I use my Direct Payment for?



You **can use** a **direct payment** for:



- **paying someone to support** you with **personal care** such as getting **washed** or **dressed**



- **paying someone to support** you with **cooking** and **cleaning**



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## What can I use my Direct Payment for?



- **paying someone to support** you to take part in **activities** in the **community**



- **Short breaks** and **respite care**



- **buying equipment**

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# Is there anything I cannot use my direct payment for?



Your direct payment **cannot pay for:**



- anything that is **not included in your support plan**



- **support** from anyone living with you unless there are special reasons for this

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# Is there anything I cannot use my direct payment for?



- **household bills**



- **personal habits** such as **cigarettes, alcohol** and **gambling**



- anything that is **against the law**



- living in a care home or nursing home



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## Is there anything I cannot use my direct payment for?



- any dangerous activity



- any services that the NHS could offer



- something that could be paid for by the **Disability Facilities Grant**

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## Is there anything I cannot use my direct payment for?



- paying off personal loans



- **redundancy pay** for a personal assistant



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# How will my Direct Payment amount be worked out?

Barking & Dagenham



The **amount** you **receive** from **Barking and Dagenham** is **worked out** by **looking at**:



- **how often** you need care and **support**



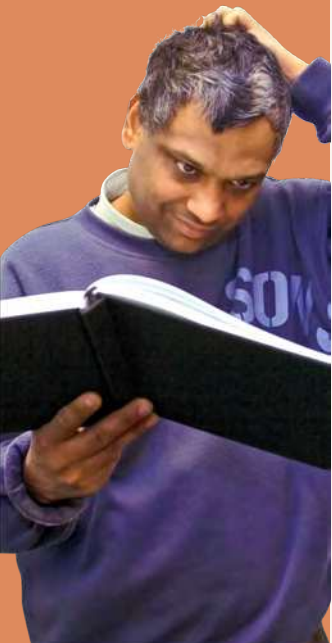
- what **type** of **care** and **support** you **need** – such as **equipment** or **paying someone** to **support you**

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# How will my Direct Payment amount be worked out?



Barking & Dagenham



Then by looking at your financial assessment **Barking and Dagenham** works out if **your Direct Payment** should be:

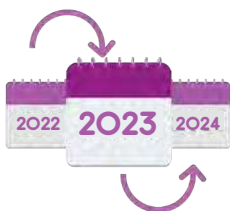


- **some of the money** to pay **towards** your care and support

Or



- **all of the money** to pay for your care and support.



**Every year B&D checks** your **Direct Payment** to make sure you get the **right amount**.

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# How much will I need to pay for my care?



The **council** will look at **any money you get** from:



- **benefits**



- **pensions**

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# How much will I need to pay for my care?



- **the money you earn** if you have a **job**



- **savings** you have.



If you **have to pay** for your **care** and **support**, the **council** will tell you **how much**.



You will need to **pay your weekly financial contribution** into your **direct payment account**.

You can **decide** to pay this amount **weekly** or **monthly**.

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# How will I get my Direct Payment?



Your **direct payment** will be paid to you **every four weeks.**



There are **three ways** you can get a **direct payment:**



Your three choices are on the next page.

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# How will I get my Direct Payment?



There are **three ways** you can get a **direct payment**:

**Choice one:**

**1**



**Pre-payment card account** run by a **payroll company** that pays workers for you.

**Choice two:**

**2**



Paid into your **own bank account** that you manage.

**Choice three:**

**3**



Paid into a **pre-payment card** account that you manage.



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# How will I get my Direct Payment?



You **do not need** a **bank account** to have a **pre-payment card**.



If you want to pay your **direct payment** into a **bank account**.



You must set up **another bank account** to keep the **money separate**.



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# The Direct Payment Agreement.



Once the **council** has agreed you can have a **direct payment** you need to **sign** a **Direct Payment Agreement**.



When you **sign** the document, you **understand** and **agree** to **follow** the **Direct Payment rules**.



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# Employing staff with your Direct Payment.

**Empower**

Personalised Direct Payment Support



An organisation called **Empower** can **support you** to employ a personal assistant.

## Empower contact details:



**Call:**  
**020 8059 3635**



**Email:**  
**[bddpss@weareempower.org.uk](mailto:bddpss@weareempower.org.uk)**

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# Do you need to read this information in a different way?



Please get in touch with **your social worker** or **Adult Intake Team** on **020 8227 2915** or email **IntakeTeam@lbdd.gov.uk**

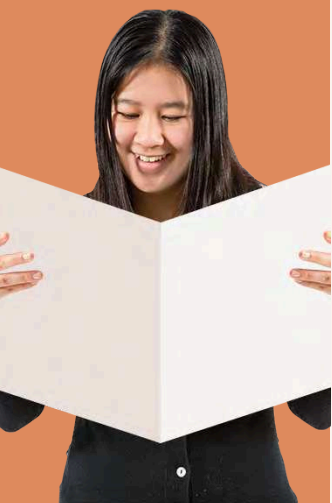


**Phone Number**



**Email**

Please use the **boxes above** to write down any **important contact numbers** you might need like **your social worker** or **health professional**.




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**Barking & Dagenham**



**What does the council do with your information?**

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# Introduction - How to keep records



When you get a **direct payment** from the **council** you **must keep records**.



The **law** says the **council must check the records** you keep about your **direct payment**.



If you employ your own staff, you also need to follow the rules of **HMRC** about Tax and National Insurance.

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## Introduction - How to keep records



**Keeping records** means **keeping information** about how you **spend** the **money from** the **direct payment**.



If you pay your **direct payment** into a **pre-payment card** the **council** has a **record** of your spending.



Unless you are **withdrawing cash to pay** for your **care** and **support**. Then you will still need to **provide proof**.



If you **do not keep records** the council will look into this and might **stop your direct payment**.

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## Introduction - How to keep records



**Examples of records** could be:



- a record of your **agreed support plan**.  
Your social worker will give you a copy of your plan.



- receipts or invoices of **any money paid** for your **agreed care and support**.



- **bank statements** – a record of the **money** you **spend** or **put into** your **direct payment bank account**.



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# Introduction - How to keep records



Any **information** or **records you give** to the **council** will be **kept safe**.

**Barking & Dagenham**



Sometimes the council may share information with other organisations such:



HM Revenue & Customs

- HMRC



Department for Work & Pensions

- Department for Work and Pensions



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## Who can support me with my record keeping?



If you **find it difficult** to **keep records** you can get **support** from:



- your **nominated person** –someone you **trust** and have **chosen** to **manage your direct payment**



- your **authorised person** -someone **chosen** by the **council** to **manage your direct payment** if you **cannot** do it yourself



- **Payroll services** – an organisation that supports you to pay someone you employ directly

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# How long do I have to keep records?



You or your nominated person or authorised person **must keep** your direct payment **records** for **six years**.



Even if you have **stopped getting direct payments** you should **still keep** your **records** for **six years**.

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# Why are Direct Payment records important?



It is important to manage your direct payment properly so that you can get the **care** and **support you need** as agreed on your support plan.



You must provide the council with **records** of what you have paid for with your direct payment.



You can only spend the direct payment on your **agreed care** and **support needs**.

You will **find** this in your **support plan**.

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# Why are Direct Payment records important?



The council suggests you **do not pay** for your care and support with cash.



You should use your **pre-payment card** or a **separate bank account** to pay for your care and support.



This is so that you have a **record** of **how** you **spend** your **direct payment**.

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# How can I get support to employ a personal assistant?



If a **personal assistant** has been agreed in your **support plan** you can find someone to employ **yourself**.

Or



An organisation called **Empower** can **support you to:**



- find a **personal assistant**

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# How can I get support to employ a personal assistant?



- **understand** the **rules** about employing a **personal assistant**



- **check** they have the **right skills** and **qualifications**



Disclosure & Barring Service

- check they have passed **Disclosure and Barring Service** or **DBS** checks



The **DBS** supports employers to safely employ new staff.



- check they have the **right to work** in the **UK**

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# How can I get support to employ a personal assistant?



To get support from **Empower** you can:



- ask your **social worker** to **put you in touch** with **Empower**



- **get in touch** with **Empower** yourself

## Empower contact details:



**Call:**  
**020 8059 3635**



**Email:**  
**[bddpss@weareempower.org.uk](mailto:bddpss@weareempower.org.uk)**



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# What records do I need to keep if I employ someone?



If you **employ someone** to **support you** such as a **personal assistant** you **must keep records**.



You **must keep records** for:



- **full-time** staff
- **part-time** staff
- **temporary** staff

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## Following the rules for record keeping



Here is a **list** of **all the records** you **must keep** for **each staff member**:



- a **list** of their **names** and **addresses**



- a **signed P45** – a **document** someone gets when they **leave a job**



If a staff member **does not** have a **P45** you can complete the **Starter Checklist** from **HMRC**.

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## Following the rules for record keeping



- **timesheets** that your **carers** must **fill in** and **sign**



- **before you sign** the timesheet **make sure** the **hours** are **correct**.



Make sure you **keep records** of the hours your carer works.



- a **salary** and **wages record**

**Barking & Dagenham**



**Barking and Dagenham** have an **agreed hourly rate** for **all personal assistants**.

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## Following the rules for record keeping



You will **find** the **rate** in your **support plan**.



- a **signed job contract** for **each person** you **employ**



- **insurance**



You should often check that the **insurance** is correct and **up to date**.

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## Following the rules for record keeping



You may want to **review** the **insurance** whenever your **care** and **support needs** change



If you are **not sure** if the person who **supports** you is **self-employed** you should **get advice** from **HMRC**.



HM Revenue  
& Customs

You can contact HMRC by calling their helpline on **0300 200 3300**

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You can call this number for free or a low rate on your mobile depending on your package.

# What does the council do with your information?



The **council** will **check** that **you spend** your **direct payment** on your **agreed care** and **support needs**.



The council will **check** that you are paying your financial contribution into your **prepaid account** or a **separate bank account**.



The **first time** you get a direct payment the council will get in touch **within six months** to check how you are managing your **Direct Payment**.



# What does the council do with your information?

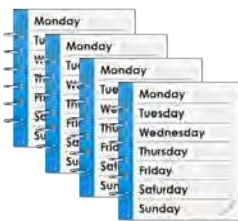


**After the first check the council will get in touch once a year.**



**The council may get in touch sooner if they have questions about how you are managing your direct payment.**

For **example:**



**If you have not used your direct payment money for eight weeks or more the council will look into this.**



**If you are not paying your financial contribution.**

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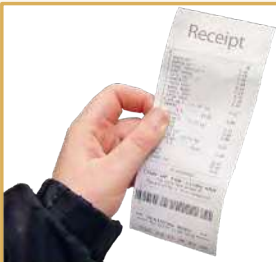
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# What does the council do with your information?



Using your direct payment to pay for support or equipment.



When you **pay** for **support** or **equipment** it is **important** to **keep** all **original receipts** or **proof** of payment.



**Before** making **any payments** you should **check**:



- that your care and support matches what is in your **agreed support plan**.

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# What does the council do with your information?



- the bill shows the **name** and **full address** of the person providing care



- it is **clear which item** you are **paying for**



- the amount you are paying adds up to the **budget** in your **support plan**



- it is for a service you have already received and then **payment is due.**

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# What does the council do with your information?



If you **do not recognise** a payment made from your direct payment account you should contact:



- Your bank - if you have a separate bank account for your direct payment.



- The Payroll Agency – if you are using one



- Direct Payment Team  
**[Directpayments@lbbd.gov.uk](mailto:Directpayments@lbbd.gov.uk)**

# What if I cannot afford to pay for my support?



If you have **any problems paying for your care and support** you should **tell** the council **straight away**.



Please contact the **Adult Intake Team** on **020 8227 2915** or **email IntakeTeam@lbdd.gov.uk**. Please use the **boxes below** to write down any **important contact numbers**.



**Phone Number**



**Email**

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# Do you need to read this information in a different way?



Please get in touch with **your social worker** or **Adult Intake Team** on **020 8227 2915** or email **IntakeTeam@lbbd.gov.uk**.



## Phone Number



## Email

Please use the **boxes above** to **write down** any **important contact numbers** you might need like **your social worker** or **health professional**.



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# Direct Payment Agreement





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**Who needs to sign this Direct Payment Agreement?**

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# What is the direct payment agreement?



The **direct payment agreement** is an **important document** you must sign **before** you get your **direct payment**.



This **agreement** explains the **rules you must follow** when you get a **direct payment**.



After you have **read** and **understood** the **rules**, you will need to **sign** your name at the **end** of this **document**.

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# Direct Payment Agreement



When you sign the **agreement**, you **understand** the **rules** in the **Direct Payment Agreement** and will **follow** them.



The **rules** are there to:



**Help you follow the law and** use the **direct payment** in the **right way**.

**Barking & Dagenham**



The **council** must also **follow** the **rules**.

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# Before you sign the direct payment agreement



Make sure you **read** the **other** Easy Read leaflets about **direct payments**:



- **Your Direct Payment Guide**



- **Managing Your Direct Payment**



- **Direct Payment Checklist**

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# Before you sign the direct payment agreement



You can also get **support** to **understand** this **Direct Payment Agreement** from:



- your **Nominated person** - someone you **trust** and have **chosen** to **manage your direct payment**



**Phone Number**



**Email**

Please use the **boxes above** to **write down** any **important contact numbers** you might need like your **social worker** or **health professional**.

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## Before you sign the direct payment agreement



- your **Authorised person** - someone **chosen** by the **council to manage your direct payment** if you **cannot** do it yourself
- you can also contact **Empower** on **020 8059 3635** or email **bddpss@weareempower.org.uk** for more support.



**Phone Number**



**Email**

Please use the **boxes above** to **write down** any **important contact numbers** you might need like your **social worker** or **health professional**.

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# Before you sign the direct payment agreement



Barking & Dagenham



- **Adult Intake Team** on **020 8227 2915**



**Phone Number**



**Email**


Please use the **boxes above** to **write down** any **important contact numbers** you might need like your **social worker** or **health professional**.

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# Before you sign the direct payment agreement



• your **social worker**



**Phone Number**



**Email**

Please use the **boxes above** to **write down** any **important contact numbers** you might need like your **social worker** or **health professional**.

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# Direct Payment Agreement



The **council** has looked at your **support plan** and decided you can have a **direct payment**.



You can only use the **direct payment** to pay for the **agreed care and support** included in your **support plan**.



The **council**:

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- will work out **how much money** you will get with your **direct payment**

# Direct Payment Agreement



- will carry out a **financial assessment** to work out how much you must pay towards your care



- will set a **date every month** when you will **get the direct payment**



- will pay your **direct payment** into your **pre-payment card** or **direct payment bank account**



- show your **direct payment records** to you if you ask to see them.

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# Direct Payment Agreement




- may use your **personal information** to prevent fraud.

**Barking & Dagenham**




This means the council may share information with other organisations such:



HM Revenue & Customs

- HMRC



Department for Work & Pensions

- Department for Work and Pensions.

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# Direct Payment Agreement



The council **will not employ** or manage a **personal assistant** for you.



You can get **support** from an organisation called **Empower** to find and **employ a personal assistant**.



**Empower** works with Barking and Dagenham. There are different ways to get in touch with them.



Phone Number: **020 8059 3635**

Email: **bddpss@weareempower.org.uk**

Website: **www.weareempower.org.uk**

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# What are the rules?



You **must tell the council** how you would like to get your **direct payment**. It can be paid into a:



- **pre-payment card account** run by a **payroll company** that pays workers for you

Or



- **pre-payment card account**



- **separate bank account** that is **only** for your **direct payment**



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# What are the rules?



**Barking & Dagenham**

For **more information** read the Easy Read leaflet Managing Your Direct Payments



You must **tell the council** if there are any **changes** to:



- the **benefits** you get

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# What are the rules?



- the **income** you get from a job



- your **care and support** needs as your **support plan** may need to change



- your **name**



- your **address**

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## What are the rules?



- your **bank account** details.



The council only needs your bank account details if your direct payment is paid into your **personal bank account**.

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# Employing a personal assistant



There are **rules** to follow if you employ a **personal assistant**.



You must:



- make sure they have a **job contract**



- get the right **support to manage** the **job contract**

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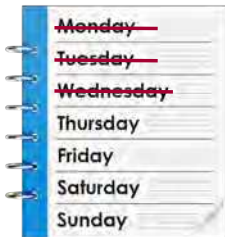
## Employing a personal assistant



Personal Assistant



- make sure your direct payments can pay for a **personal assistant** including their **wages** and **sick pay**



- make sure **you still have support** when your **personal assistant is not around** – such as when they are **on holiday** or **sick**.

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# Ending the agreement



You can ask to **stop your direct payment** at any time.



The **council** can also **stop** your **direct payment** if:



- you **do not follow the rules** in this **Direct Payment Agreement**

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# Ending the agreement



- you **do not spend** your **direct payment** on your agreed care and support in your **support plan**



- you **use the money** to buy anything that is **against the law**.



- you **are not paying** towards your care.



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## Ending the agreement



If the **council stops** your **direct payment** they will **send you a letter** that explains:



- **the reasons why** they are stopping the **direct payment**



- **when** the direct payment is going to **stop**



- if you need to **pay back any money** and **how much** you need to pay

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# What happens if someone who gets a direct payment passes away?



If this happens the council will **stop** the direct payment and the person managing your finances would:



- **pay back** any of the **direct payment money** that has **not been spent**



- **contact** the Direct Payments Team to **close** the **direct payment account**



- **give** the **council** all the **records** they have about the **direct payment.**

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## Who needs to sign this Direct Payment Agreement?



If you **manage** your **direct payment** you will sign the Direct Payment Agreement yourself.



If you have a **nominated person**, **you** and the **nominated person** will need to **sign** the **Direct Payment Agreement**.



If you have an **authorised person** they will **sign** the **Direct Payment Agreement** for you.

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# Who needs to sign this Direct Payment Agreement?



An **authorised person** is someone the council has chosen to **manage** your **direct payment** for you.



If you are not sure who needs to sign the **Direct Payment Agreement** speak to:



- your **social worker** or



- Barking and Dagenham **Intake Team** on **020 8227 2915**

Contract

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# Who needs to sign this Direct Payment Agreement?



When **you sign your name** on this **agreement** it means that:



- you **understand** and will **follow the rules** about getting a **direct payment**



**Do not sign the agreement** if you have **any questions** about direct payments.



You can get support from the council before you sign.

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# Your Direct Payment Checklist







## Your Direct Payments Checklist



This **checklist** will help you get started with **Direct Payments**.



You could get **support** to use this **Starter Checklist** from:

- 
- your **social worker**



Personalised Direct Payment Support

• a **worker** from **Empower**




**Do not worry** if something on the checklist has not been done.



Do you have a **support plan**?

Your **support plan** is a record of your **agreed support needs**.

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>



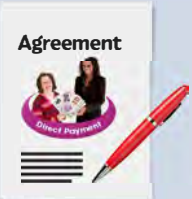
Has your **support plan** been **signed**?

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>



Have you **read** and **understood** the **rules** in the **Direct Payment Agreement**?

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>



Have you **signed** the **Direct Payment Agreement**?


YES	NO
<input type="checkbox"/>	<input type="checkbox"/>



Do you know your **financial contribution**?

YES

NO



Are you managing your direct payment **yourself**?

YES

NO



Have you chosen your **nominated person** to support you to **manage** your **direct payment**?

YES


NO



Do you have an **authorised person** to **manage** your **direct payment**?


YES

NO



Is the **money from your direct payment** going onto a **pre-payment card**?

YES  NO




If so have you received your **pre-payment card**?

YES  NO



Are you getting support from a **payroll agency**?

YES  NO



Have you set up a **bank account** for your direct payments?

YES  NO



Remember to keep your **bank statements** and pay your **financial contribution** into this account.



Do you know how and when to pay your **financial contribution**?

For example, have you set up a standing order?

YES

NO



You can make **payments**:

- every **week**
- every **four weeks**
- every **month**.



Have you **read** and **understood** the **Managing Your Direct Payments** Easy Read leaflet?

YES

NO



Do you **understand** how the council will **check** how you **manage** your **direct payment**?

YES

NO



Are you **employing** a **Personal Assistant**?

YES

NO



Personalised Direct Payment Support

If you need a **Personal Assistant** are **Empower** supporting you?

YES

NO



If you are **employing** a **Personal Assistant**, have you given them a **job contract**?

YES

NO



Has the **Personal Assistant** signed their **job contract** and given it to you?

YES


NO



If you have a **problem** with your **Personal Assistant**, do you know who to contact for support?

YES

NO



Have you started to get the **agreed care and support** in your **support plan**?

YES


NO




**Do you need to read this information in a different way?**



Please get in touch with **your social worker** or **Adult Intake Team** on **020 227 2915** or email **IntakeTeam@lbbd.gov.uk**



**Phone Number**



**Email**

Please use the **boxes above** to write down any **important contact numbers** you might need like **your social worker** or **health professional**.