

Delivering Direct Payments

Shaw Trust - working with local authorities to provide flexibility and choice

Our Direct Payments Support Service provides a substantial increase in the number of Direct Payments users across all groups and greatly improves people's confidence to manage their own staff.



It works

Shaw Trust delivers Direct Payments support for local authorities across the country.

Our Direct Payments Support Service offers an alternative to in-house delivery. Our experience and knowledge ensures we provide the assistance people need when they receive Direct Payments as well as for those who want to learn more about them.

We understand the importance of involving Direct Payments users in our support services - we assist with local peer support groups to ensure this happens and some of our staff are Direct Payments users themselves.

Our local staff provide on-the-spot knowledge while our head office backup services enhance their work.

So you get the best of both worlds - local know-how with all the stability that a national charity brings.

Professional

Shaw Trust's Direct Payments Support Service:

- **promotes** the use of Direct Payments
- provides support for all aspects of **financial management**

- gives information and guidance about everything to do with **employing personal assistants** or other staff including training packs, individual action plans, workshops and a comprehensive recruitment support service
- includes a **telephone helpline**
- facilitates **peer support** groups where Direct Payments users discuss issues which are fed back to the national Shaw Trust steering group and the local authority - by doing this users shape the service provided
- can produce a **newsletter** containing employment law updates, information about training events and feedback from peer support group meetings
- has local, **web-based information** including forms, information sheets, links to useful websites and e-mail links to local support staff
- offers '**Shaw Support**' personal assistant bank - lists of people interested in becoming a personal assistant
- gives **on-going assistance** - even when Direct Payment users are managing their payments independently.

Local, web-based information including forms and information sheets.

Working in partnership with local authorities we have an impressive track record in delivering Direct Payments Support Services and we understand the importance of giving unbiased, user friendly assistance to enable people to use their payments to live independently.

James Varlow, Northamptonshire County Council:
“We see how Direct Payments has improved and changed people’s lives and we want more people to have access to it,” said James

“Shaw Trust has provided the kind of investment in supporting clients that we were looking for, this is very much a partnership between ourselves and the Trust.”

“We enjoy a close working partnership with Shaw Trust and this ensures the best quality support is offered to service users who choose Direct Payments.”

Dawn Gillard, Bath & North East Somerset Council



Optional

In addition to the core Direct Payments Support Service, Shaw Trust also offers optional:

- direct marketing to potential Direct Payment users
- a central information line to access specialist HR and finance advice
- a pay-roll service - giving people who employ personal assistants the ability to pay their wage bills without the worry of having to work out tax and national insurance contributions
- managed accounts (also known as third party accounts) where Shaw Trust receives the Direct Payments on behalf of a user
- in-house training for personal assistants - with the cost being met by the Direct Payments and charged directly to the user - including disability equality, health and safety, hygiene, first aid, moving and handling.

About us

Shaw Trust has an excellent track record in working with local authorities to provide vocational and personal development services, including alternatives to day care (with a focus on progress towards work) and support for people to live more independently.

Our Direct Payments Support Service is a cost effective way of providing high quality information and guidance on all aspects of receiving and managing Direct Payments, and at the same time substantially increasing in the number of Direct Payments users across all groups. We also greatly improve the confidence of people to manage their own staff.

To find out more call Shaw Trust on:

01225 716354

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Shaw Trust is a national charity providing training and employment services to thousands of disabled and disadvantaged people.

This information can be produced in other formats.

Please call 01225 716354 and tell us what you need.

www.shaw-trust.org.uk/dp

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