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|  | Hertfordshire County Council logo |
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|  | Adult Care Services **Director: Chris Badger** |
|  | Hertfordshire County Council |
|  | County Hall, Pegs Lane |
|  | **Hertford** |
|  | **Herts, SG13 8DP** |
|  |  |
|  | **Ref:** | **Direct Payment FAQs** |
|  |  **Date:** | 18th January 2021 |
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Dear

**Help for people who get a Direct Payment and their Personal Assistants (PAs)**

As someone who receives a Direct Payment (or manages a direct payment for someone), I am writing to let you know about the help that is available to you due to Covid-19 (coronavirus). We have included some Frequently Asked Questions (FAQs) with this letter to support you to keep safe and get the care you need.

Please note that this information is updated regularly in line with Government guidance. For the full version of our FAQs please visit [www.hertfordshire.gov.uk/serviceupdates](http://www.hertfordshire.gov.uk/serviceupdates),select ‘Adult Social Care and Day Services’ and then ‘Direct Payment Users and their Personal Assistants’. There is also an easy read version of this letter and the FAQs on our website.

The FAQs on our website include important information for your Personal Assistant (PA). If you are unable to access our website or need any further guidance with the content of this letter please call Leonard Cheshire on 01462 439000.

We understand that things have been changing for you in these challenging times and it may be difficult to use your Direct Payment in the way you usually do. What matters most is that you can use your Direct Payment in a way that allows you to stay safe and well and continue to get the care and support you need in line with your care and support plan. If you are unsure on what you can spend your Direct Payment on, please call 0300 123 4042 and ask to speak to your social care worker.

Yours sincerely



Sam Wood-Ede

Direct Payment Manager

Adult Care Services