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|  | Hertfordshire County Council logo |
| To: All people that receive  Direct Payments from  Hertfordshire County Council | **Hertfordshire County Council**  **Adult Care Services**  County Hall  Pegs Lane  Hertford  SG13 8DQ  Date: 18th January 2021 |
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Dear Direct Payment User,

**Help for people who use Direct Payments**

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|  | 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 with this letter to support you to keep safe and get the care you need. |
|  | We will update our frequently asked questions regularly in line with Government guidance. |
| Hertfordshire County Council website, coronavirus service updates page | To see all our frequently asked questions. Go to our website:  [www.hertfordshire.gov.uk/serviceupdates](http://www.hertfordshire.gov.uk/serviceupdates) |
| Coronavirus service updates webpage on the Hertfordshire County Council website | Choose ‘Adult Social Care and Day Services’. |
| Hertfordshire County Council website, coronavirus service updates page, Adult social care and day services section | Then ‘Direct Payment Users and their Personal Assistants’ |
|  | Our frequently asked questions include important information for your Personal Assistant (PA). |
|  | Coronavirus may mean it is 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. |
|  | Please continue to use your Direct Payment to meet your needs in your care plan. |
|  | If you are unsure on what you can spend your Direct Payment on.  Please call 0300 123 40 42 and ask to speak to your social care management team. |
|  | If you cannot visit our website or need any further help please call Leonard Cheshire on:  01462 439 000. |
| Someone typing an email on a computer screen | If you would like a copy of the Direct Payment frequently asked questions in easy read please email:  sam.wood-ede@hertfordshire.gov.uk |

Yours sincerely,



Sam Wood-Ede

Direct Payment Manager Adult Care Services