

# Helpful Hints

October 2014

## Help for you to find the right recognised provider

We have a recognised provider list of organisations that can help you to set up and manage your direct payment. The questions below may be of use to you in helping you to find the right provider. Details of the costs for each provider are available from [www.southglos.gov.uk/directpayments](http://www.southglos.gov.uk/directpayments). If you do not have access to the internet, this information can be requested from the Partnerships and Commissioning Team on 01454 863840.

To get you started – think about how many visits a month or support calls you will need and share this with the provider.

<u>Questions</u>	<u>Response</u>
I need support with e.g.: <ul style="list-style-type: none"><li>• Recruiting</li><li>• Arranging insurance</li><li>• Identifying suitable agencies/ services.</li><li>• To budget and make payments</li></ul> How will you support with these tasks and what will the cost be?	
<ul style="list-style-type: none"><li>• Do you offer flexible packages to suit individual needs?</li></ul>	

<ul style="list-style-type: none"> <li>• How much notice will I need to give should I wish to end the support with you?</li> </ul>	
<ul style="list-style-type: none"> <li>• What is your process for dealing with Disclosure and Barring Service Checks?</li> </ul>	
<ul style="list-style-type: none"> <li>• What is the process for making a complaint?</li> </ul>	
<ul style="list-style-type: none"> <li>• What are the office opening hours?</li> </ul>	
<ul style="list-style-type: none"> <li>• Where is your local office?</li> </ul>	
<ul style="list-style-type: none"> <li>• Will there be an option of venues for face to face meetings?</li> </ul>	
<ul style="list-style-type: none"> <li>• How will you invoice me for the services you are providing i.e. monthly invoices?</li> </ul>	
<ul style="list-style-type: none"> <li>• Are you able to provide any information I need in my chosen format i.e.large print / audio etc.</li> </ul>	
<ul style="list-style-type: none"> <li>• How will you give me advice on employment law and keep me updated on any changes?</li> </ul>	
<ul style="list-style-type: none"> <li>• Do you have a newsletter?</li> </ul>	
<ul style="list-style-type: none"> <li>• Do you have a local service user group who hold regular meetings?</li> </ul>	
<ul style="list-style-type: none"> <li>• I may use a nominated person to contact you on my behalf – what information would you need on this person?</li> </ul>	

If you need any help with this please contact your social worker or call us on 01454 862356.