



Direct Payments Independent Support Agency

Dorset County Council has funded an independent support agency to provide Direct Payment recipients (service users, trustees of Independent Living Trusts and suitable persons) with support and advice on employment issues and all other aspects of setting up and operating a Direct Payment.

Contact with an independent support agency should be made as early as possible once it has been established that the service user is eligible for community care services. (Contact details for an independent support agency can be found at the end of this factsheet).

The support agency can offer advice on:

- Payroll matters e.g. PAYE and National Insurance etc.
- Financial matters e.g. help with Holding Accounts if the service user does not wish to use an existing bank account.
- Recruitment issues e.g. writing and placing job adverts, personalising job descriptions and statements of employment particulars, CRB checks, taking calls from applicants and sending out application forms, organising interviews and follow up references.
- Advice on accessing training – both for employers and employees.
- Issues relating to employment and supervision of personal assistants (rotas, employment contracts, etc).
- Employment law, health and safety, liability insurance and changes to these.

In addition if you need any assistance, please contact your Care Manager who can make a referral for you. (Contact details can be found at the end of this factsheet).

Please note that, although this independent support agency is funded by Dorset County Council it is independent and offers impartial advice to the Direct Payment user.



Compliments and complaints

Adult and Community Services staff in Dorset are committed to providing quality services to our service users, their carers and families. We welcome comments from our service users as this helps us to understand what aspects of our service people like.

If you are unhappy about the service you have received and want to make a complaint, our factsheet 'How to complain' describes the procedure. Our Complaints Officer can give you advice on the process and can be contacted on 01305 224322.

Diversity statement

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at www.dorsetforyou.com



Independent Support Agency:

Enham Direct Payments and Support Planning Service

Enham (Head Office), Enham Alamein, Andover,
Hampshire SP11 6JS

Tel: 0845 504 0726

Minicom: 0845 504 0723

Fax: 0845 504 0725

Email: directpayments.dorset@enham.org.uk

Web: www.enham.org.uk/pages/dorset.html

Social care local offices:

Bridport

St Andrews Road, Bridport, Dorset DT6 3BJ

Tel: 01308 422234

Fax: 01308 426044

Email: bridportsocialcare@dorsetcc.gov.uk

Christchurch

Loring Road (off Jumpers Road), Christchurch, Dorset BH23 2GZ

Tel: 01202 474106

Fax: 01202 478081

Email: christchurchsocialcare@dorsetcc.gov.uk

Dorchester

Acland Road, Dorchester, Dorset DT1 1SH

Tel: 01305 251414

Fax: 01305 251034

Email: dorchestersocialcare@dorsetcc.gov.uk

Ferndown

Penny's Walk, Ferndown, Dorset BH22 9JY

Tel: 01202 877445

Fax: 01202 876604

Email: ferndownsocialcare@dorsetcc.gov.uk



North Dorset

Bath Road, Sturminster Newton, Dorset DT10 1DR

Tel: 01258 472652

Fax: 01258 473161

Email: northdorsetsocialcare@dorsetcc.gov.uk

Purbeck

19 Bonnets Lane, Wareham, Dorset BH20 4HB

Tel: 01929 553456

Fax: 01929 556319

Email: purbecksocialcare@dorsetcc.gov.uk

Sherborne

Non-visiting office

Tel: 01935 814104

Fax: 01935 817207

Email: sherbornesocialcare@dorsetcc.gov.uk

Weymouth & Portland

Jubilee Retail Park, Jubilee Close, Weymouth, Dorset DT4 7BG

Tel: 01305 760139

Fax: 01305 774622

Email: weymouthsocialcare@dorsetcc.gov.uk



Information available

Other Direct Payment Factsheets available:

- Are Direct Payments right for me?
- Managing Direct payments
- Independent Support Agencies
- How to help ensure your personal safety when recruiting your own staff
- Setting up an Independent Living Trust for Direct Payments

Independent Support Agency:

Enham – Direct Payments and Support Planning Service

Tel: 0845 504 0726

Minicom: 0845 504 0723

Email: directpayments.dorset@enham.org.uk

Web: www.enham.org.uk/pages/dorset.html

Support Agencies who can provide advocacy:

- **For people with a learning disability:**

Dorset Advocacy, Portfolio House, 3 Princes Street,
Dorchester, Dorset DT1 1TP

Tel: 01305 251033

- **For people with mental health problems:**

Dorset Mental Health Forum, The Old Warehouse,
29-29a Durngate Street, Dorchester, Dorset DT1 1JP

Tel: 01305 257172

Fax: 01305 261049

Email: wdmhf@dial.pipex.com

Direct Payments Finance Team

Exchequer Services

Adult & Community Services

Dorset County Council

County Hall

Dorchester DT1 1XJ

For further information and reference: www.doh.gov.uk

