

**diverse**  
cymru

# Direct Payments

Carmarthenshire, Ceredigion and Pembrokeshire

[www.directpaymentscymru.org.uk](http://www.directpaymentscymru.org.uk)

## **What are Direct Payments?**

Direct Payments are local council payments available to anyone who has been assessed as needing support from social services. The following people are eligible:

- Older people who need community care services
- Disabled people aged 16 and over
- People living with mental health problems
- Learning disabled people
- Carers, in place of carers' services
- Families with disabled children
- Disabled parents for children's services
- An appointed 'suitable person' for those who lack capacity to consent

Direct Payments should be discussed with you by your social worker when your needs are assessed.

If you have not had your needs assessed you can ask for an assessment from your local Social Services department.

## **What can Direct Payments be used for?**

The money must be used to meet the needs for which social services have agreed you should have help. This may include employing your own support staff, buying services from private care agencies registered with the Care and Social Services Inspectorate Wales (CASSIW) or for paying for one-off or intermittent services.

## **Diverse Cymru's Direct Payments service**

Our Direct Payments service helps you to manage your payments and offers support with your needs and responsibilities as an employer. This includes:

- Helping to recruit Personal Assistants (PAs)
- Providing employment advice
- Producing draft employment contracts
- Liaising with agencies
- Delivering PA training
- Payroll services
- Managed Accounts
- Responding to queries and problems.

### **What is Managed Accounts?**

We offer a free Managed Accounts service to all of our Direct Payments service users. This means you do not need to set up or manage a separate bank account.

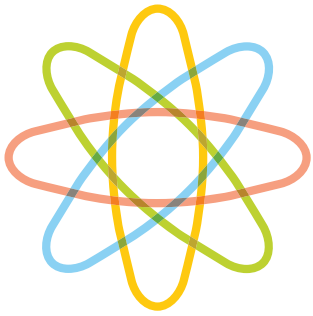
Managed Accounts allows us to collect your direct payment care contribution. In conjunction with our free payroll service, we can then make online payments to your employees and private care agencies on your behalf.

If you would like to know more about this service, you can contact the team:

Phone: **01267 245579**

Email: **payrolloffice@diverse.cymru**

Website: **www.directpaymentscymru.org.uk**



**diverse**  
cymru

Promoting equality for all  
Hyrwyddo cydraddoldeb i bawb

Diverse Cymru is a unique Welsh charity committed to supporting people faced with inequality and discrimination because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

To find out more about how you can access direct payments, speak to your social worker or contact your local council for an assessment using the numbers below:

**Carmarthenshire - 01267 224466**

**Ceredigion - 01545 574000**

**Pembrokeshire - 01437 764551**

### **Carmarthen Office**

Phone: **01267 245579**

**18 Queen Street,  
Carmarthen, SA1 1JT**

[directpaymentscymru.org.uk](http://directpaymentscymru.org.uk)

[directpayments@diverse.cymru](mailto:directpayments@diverse.cymru)

### **Cardiff Office**

Phone: **029 2036 8888**

**307-315 Cowbridge Road  
East, Cardiff, CF5 1JD**

[diverse.cymru.org.uk](http://diverse.cymru.org.uk)

[info@diverse.cymru](mailto:info@diverse.cymru)