



Direct Payments Factsheet – What to do when things go wrong

Occasionally things will happen or changes will occur and you will need to talk to someone about what to do.

If your needs are not being met:

The council may have a responsibility to step in and help you. A review or reassessment of your needs may need to take place. The council may have to arrange services for a period of time or support you to enable you to carry on using direct payments. If you are assisting with managing direct payments for someone, please contact the council's First Response Team 0208 489 1400 and let them know about the change.

If the emergency plans you have in place do not work:

You will have discussed a plan about what you will do if your Personal Assistant (PA) goes off sick, takes annual leave or doesn't show up for work. Sometimes the best plans to do not work. The council has a responsibility to step in and assist you to meet your identified needs as discussed in your support plan. If this happens, contact the council.

Buying a service from an agency:

The council can provide you with a factsheet that explains what you should do when arranging your support from an agency. If something happens and you are not happy with the service from the agency, you must first contact them and discuss your concerns with them directly, as you are the customer. You can also contact the council's First Response Team 0208 489 1400 about your concerns.

Employing Personal Assistants:

If you employ a Personal Assistant, you will become their employer. As an employer you must follow employment legislation. Your insurance provider can support you if you have concerns about the person you are employing. Please contact them or speak to your social worker or the Direct Payments Support Team. Disability Action Haringey can also give you advice and support you in finding a PA; their contact details are included on the last page of this document.

If your Personal Assistant threatens to take you to an Employment Tribunal:



If this happens, please contact your insurance provider who will have a dedicated legal team who can advise you on what to do if your PA threatens to take you to an employment tribunal. You can also contact the Direct Payments Support Team who can support you with this situation or seek advice from Disability Action Haringey.

If you get into any difficulty:

Mistakes happen when people are using direct payments. Please contact the council's First Response Team and speak to the social worker, or contact Direct Payments Support Team who will support you with this. Disability Action Haringey can also assist and advise you regarding this matter.

If you have to go into hospital or respite:

Let the council know if you have to go into hospital for any reason or you are due for a period of respite care. If possible, inform your Personal Assistant or arrange for someone else to do that on your behalf so that the PA is kept informed.
