

**Information for Personal Assistants for Direct Payments service users: Covid19:**

**Personal Protective Equipment and travel/ parking in the borough**

**Personal Protective Equipment**

We have supplies of Personal Protective Equipment (PPE) available for Personal Assistants to collect and to use when working with service users. This PPE includes face masks and other PPE items.

To access this scheme, please contact Waltham Forest Direct Payment Support service (details below) for more information.

**Travel/ parking in the borough**

We are arranging to make provisions to assist with parking in the borough of Waltham Forest for Personal Assistants of Direct Payments service users, to enable you to travel more easily in the borough for your work with service users.

To allow us to arrange this for you, please ensure you provide your car registration number either to the Direct Payments Support Service or at the time that you collect your PPE.

We will provide more details on parking and clear guidance on what this entails shortly.

**Key Worker Letters**

We are arranging to make Key Worker Letters available for Personal Assistants of Direct Payments service users to enable you to work and travel more easily in the borough of Waltham Forest.

We will provide further details and guidance on how to receive a Key Worker Letter shortly.

**Identification information required**

So that we can confirm your identity as a Personal Assistant for Direct Payments service user(s) and provide you with PPE, please bring one of the following proofs of identity when you attend at the pick up point (please bring originals as copies will not be accepted):

* Current Passport
* UK drivers license
* Current UK bank card
* Recent council tax bill or utilities bill (from within the last three months).

We will not be able to provide the PPE to you if you don’t bring one of the above valid/ original proofs of ID.

If you have any further questions or need any further information, please contact:

Direct Payments Support Service, Citizens Advice Waltham Forest

T: 020 3233 0279

E: directpayments@citizensadvicewalthamforest.org.uk