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Diane Benford, Coordinator  
01344 383516  
Rita Woolford, Administrator  
01344 383521

**N.B: All our Domestic Support  
Workers have been subject to a  
vetting process by BFVA. They have  
had an enhanced check from the  
Criminal Records Bureau and are fully  
insured. They have also all received  
full training.**

Carers Information and Advice Worker  
Jane Currie - 01344 383524

Adult Carers Support Worker  
Melanie Randall - 01344 383517

The Carers Grant Administrator  
Rita Woolford - 01344 383511

**Bracknell Forest Council**  
Main Number - 01344 352000  
Adult Social Services - 01344 351500

## Useful Contacts Continued...

**Carers UK**  
Barbara Briggs - 01344 451656

**Citizens Advice Bureau**  
0844 499 4107

**BFC Forest Care**  
24 hour support service  
for frail and vulnerable people  
01344 786500

**Age Concern**  
27 Worlds End Hill  
Forest Park  
Bracknell  
RG12 0XH  
Tel: 01344 428074

This leaflet was produced by:

**Bracknell Forest Voluntary Action**  
Ground Floor  
Amber House  
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Bracknell  
RG12 1JB

# Domestic Support Service



**Domestic Support  
Coordinator:  
Diane Benford  
01344 383516  
domsupport@bfva.org**

organisation which aims to support the local community and voluntary sector. The DSS assists frail, elderly and vulnerable people with basic domestic tasks in order to help them remain as independent as possible.

## How can we help you?

The Domestic Support Service can help you with:

Housework



Laundry

Pension  
Collecting



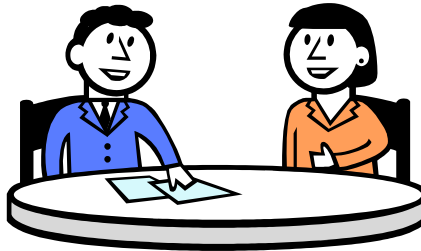
Shopping



## How does the service work?

Some of our clients are referred to us by social services, alternatively anyone is welcome to refer themselves. Our contact details can be found overleaf.

Once we have received your referral, you will be contacted to arrange for someone to come and see you at home. This meeting will be used to assess your needs and whether or not you could benefit from the services we provide.



After your assessment has been completed you will be assigned a Domestic Support Worker who will be responsible for carrying out any tasks that it has been agreed you need help with.

***“...we aim to provide an affordable, reliable and safe service to Bracknell Forest residents...”***

## How much does it cost?

The rate is £9 per hour.

Our workers are self-employed so you would pay them directly.

This payment can be made either after each shift, weekly or monthly, by cash, cheque or Direct Debit.



## Direct Payments

Direct Payments is money given to you by Social Services. If you are eligible this money could be used to help you pay for the services of your Domestic Support Worker. If you would like to find out more about direct payments and whether or not you may be eligible, please call:

**Emily Dalton: 01344 351420.**  
[direct.payments@bracknell-forest.gov.uk](mailto:direct.payments@bracknell-forest.gov.uk)