Cover email

URGENT - Wet-ink signed Direct Payment Agreement and Reservation of Rights Rider delivered - immediate payment required

To:

Legal Services / Litigation; Claire Warren-Higgs; Faye McKenzie; Michelle Varley; David Ballam; Marie Churchman

SUBJECT: URGENT - Wet-ink signed Direct Payment Agreement and Reservation of Rights Rider delivered - immediate payment required

Dear Legal Services, Faye Mckenzie, Michelle Varley, Claire Warren-Higgs,

Marie Churchman, David Ballam,

I refer to the Council correspondence concerning the Direct Payment Agreement and Purple Zest managed account arrangements. I am today delivering a wet-ink signed Direct Payment Agreement to Civic Hall / Civic Office. The Agreement is signed strictly under protest, under practical compulsion, and subject to the attached Reservation of Rights Rider.

Attached / enclosed are:

1. signed Direct Payment Agreement;

2. Reservation of Rights Rider;

3. PA information schedule, if required / available.

I have signed as Service User with capacity. I cannot sign on behalf of Purple Zest. If Purple Zest is named as Direct Payment Recipient, please confirm when Purple Zest will sign and whether payment can be processed pending its signature.

For the avoidance of doubt, my signature is provided only to remove the Council's stated administrative reason for non-payment and to secure urgent care and support. It is not a waiver of any appeal, judicial review, complaint, financial assessment, DRE, Equality Act, Human Rights Act, damages, restitution, recovery of sums due, personal budget, or managed account lawfulness issue.

The Agreement is signed on the basis that the effective date is 3 July 2026, consistent with the Council's own position that my care and support is calculated to commence from that date.

The Council has had notice since 7 April 2026 that I accepted a managed account under duress and with full reservation of rights. The Council was reminded on 14 April, 3 May, and 4 June 2026, and was told that support was required on my return to the UK on 3 July 2026. The Council cannot now rely on paperwork or Purple Zest non-activation, caused by its own delayed preparation, as a reason for continued non-payment.

I require payment of my carers by 12 noon on Tuesday 4 August 2026, either by one-off payment to my direct payment account or by another lawful mechanism that allows me to comply with my obligations to my PAs, HMRC, pension and insurance.

Ordinary commissioned services are not accepted as suitable or equivalent provision. My care requires PA-based flexible support, continuity, knowledge of my routines, the ability to support me with my suitably disability-adapted mobility car which I drive using hand controls, and the ability to meet fluctuating needs.

If payment is not made by that time, I will treat this as a further fresh breach of the Council's continuing duty to meet my assessed eligible needs from 3 July 2026, and will issue urgent judicial review proceedings seeking interim mandatory relief, damages, restitution, recovery of sums due, interest and costs.

Regards

Barbara Hadden

31/7/2026