

FOI Status: Public	<b>CHILDREN AND YOUNGER ADULTS DEPARTMENT</b>	Version: 1.1 Review Due: September 2012
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## DIRECT PAYMENTS STARTER PACK FOR DISABLED CHILDREN

### 1. Approval and Authorisation

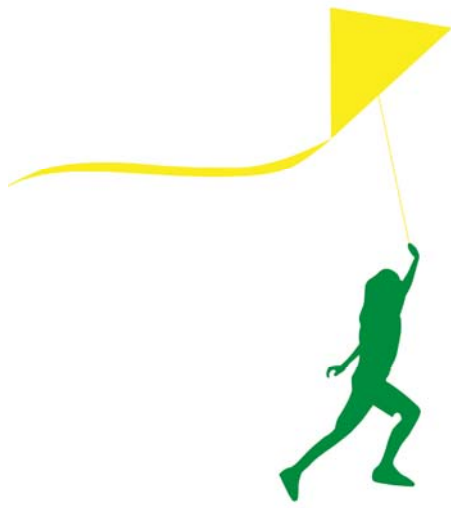
Completion of the following section signifies the review and approval of this process:-

Name	Job Title	Date
Authored by: Sue Illingworth, Camille Pace & Sandy Marshall	Care Managers	Jan 2010
Approved by:- Sandy Marshall	Project Manager Direct Payments	Jan 2010
Authorised by:- Sandy Marshall	Project Manager Direct Payments	Jan 2010

### 2. Change History

Version	Date	Reason	Name
Version 1.0	Jan 2010	New policy for CAYA	Sue Illingworth, Camille Pace & Sandy Marshall
Version 1.1	April 2011	Revised	Sue Illingworth & Diana McKenna

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# ***Derbyshire County Council Children and Younger Adults***

## ***Direct Payments Starter Pack for Disabled Children and Young People***



**DERBYSHIRE**  
County Council  
Improving life for local people

This Starter Pack is a working document. This means that the information will be updated as necessary. If you have any queries or require further information regarding the contents of this Starter Pack please contact the Direct Payment Social Workers on 01629 532023 or email us on: [directpayments@derbyshire.gov.uk](mailto:directpayments@derbyshire.gov.uk)

If you would like this Starter Pack in another format or require an interpreter please contact the Direct Payment Social Workers on 01629 532023 or e-mail us on: [directpayments@derbyshire.gov.uk](mailto:directpayments@derbyshire.gov.uk)

**Note:**

The information contained in this Starter Pack is for guidance purposes only. Derbyshire County Council cannot become involved in contractual matters between a Direct Payment recipient and their personal assistants and/or Agencies/Organisations as these are private arrangements. Neither is Derbyshire County Council responsible for any costs arising out of any difficulties occurred.

You are advised to seek advice from a third party, i.e. your insurers, Local Legal Advice Centre, CAB, Solicitors, etc if you require legal advice on any employment or contractual matters.

# Introduction to Direct Payments

## Fact Sheet 1

### What is a Direct Payment?

Derbyshire County Council can give you the money instead of a **service**. You spend the money on getting the support you need.

It is a different way of getting the **support** you need. You use it to buy the support you want.

If you need **support** that Derbyshire County Council can help you with, then you could have a direct payment.



You can use a direct payment to buy:

- Support with **daily life** and **activities**
- Support to get **out and about**
- Support to keep **healthy and well**
- Support with **personal care**
- Support that helps you achieve your disabled child's **outcomes**

### Who can have a direct payment?

Disabled adults 18+

Parents of disabled Children on behalf of the disabled child

16/17 year old disabled young people

Carers including young carers (16/17 years old)

If you choose to have a direct payment, money is paid into a separate bank account. A direct payment does not affect your benefits.

If you would like further information about direct payments in Derbyshire talk to your child's DCC worker or ring the Direct Payment Team on 01629 532023.

Furthermore:

- You can get **help** with finding personal assistants.
- You can get **help** with paying personal assistants.
- You can get **help** with managing the money.
- You can get **help** and support with employing personal assistants.

DDCIL can support you with your direct payments. Contact Disability Derbyshire Coalition for Inclusive Living on 01773 740246 or 01773 742165

Direct payments are a good way of you and your disabled child choosing what services you use, when you use them and who you get them from.

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# Staying Safe

## Fact Sheet 2

We know that direct payments can give you extra control over your disabled child's care and social arrangements. We also know that having control over our lives gives us more resilience against fear of abuse and neglect. All direct payment recipients need to know that all professionals and Call Derbyshire are ready to listen to any worries and concerns you have regarding staying safe.



**Have you got a copy of the child protection public information leaflet?** If not contact your DCC worker for a copy.

Telling someone about abuse and neglect does not mean you lose control of what you want to happen. You have the right to take informed risks. We have the responsibility to work with other agencies to inform you of the options available to you – not to take over your child's or your life.

### **Criminal Records Bureau (CRB) checks**

Your child's social worker or community care worker (DCC worker) will carry out a CRB check on any personal assistant to whom you have offered a job. This is mandatory for personal assistants working with disabled children under 18 years of age. Derbyshire County Council pay for the first CRB check, which is valid for 3 years. The results of the checks take between 4 to 6 weeks to come back. As an employer, it is your responsibility to contact your DCC worker when the CRB is due for renewal.

If the personal assistant works for Derbyshire County Council and they have a valid CRB check, they can transfer the CRB to their job as a personal assistant to your child under Derbyshire's 'portability' scheme. Your child's DCC worker will need to meet the personal assistant and see their CRB certificate (the original document, not a photocopy) and verify that they still work for Derbyshire County Council.

### **Duty of Care**

Personal assistants have a duty of care. They may need to talk to someone if they have a concern regarding your safety. They should usually do this with your consent but sometimes confidentiality has to take second place if your disabled child, you or another person is at high risk of serious abuse or neglect from (for instance) a family member or other personal assistant. A good understanding between a personal assistant and you as the employer is vital in this area before anything happens.

Your personal assistant can also go on 'Safeguarding' training. There are 2 courses run by Derbyshire County Council.

A 1 day course specifically for people working with Adults

A 2 day course for people working with Children.

## **Safeguarding Policies**

Unfortunately we know that some people and agencies in the care and health profession (including personal assistants) perpetrate recklessly poor practice (for instance poor moving and handling) or intentional abuse. Our policy and procedures for safeguarding address the particular needs of direct payments users.

## **Support and Risk**

We have developed a risk and support assessment questionnaire that will help identify what would be the best type of support for our specific circumstances. Staying safe is a central feature of this tool.

If you want to know more about Derbyshire County Council's 'Child Protection Procedures' policy you can find information on Derbyshire County Council's website:

[www.derbyshire.gov.uk](http://www.derbyshire.gov.uk) or

you can ring Derbyshire Call Centre on: 08456 058 058 between 8am and 8pm.

If you want to talk to someone outside these hours then you can ring:

Derbyshire County Council's Out of Hours service on: 01629 532600

**If you are concerned about your child's safety, your own safety or someone else's safety it is important that you talk to someone as soon as possible, do not keep your worries and concerns to yourself.**

Tell your DCC worker, a health professional, such as your GP, Health Visitor, Community Nurse.

There may be other trusted adults that you feel you could talk to for example:

- your tutor or a member of the welfare staff at college
- A trusted family member, friend, neighbour,
- A community leader or someone from your church, synagogue, mosque or other local religious centre.

You can also ring the NSPCC (National Society for the Prevention of Cruelty to Children) helpline on: 0808 800 5000 or go to their Website:

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

Children under 18 years can also talk to someone on:

**Childline is a 24 hour helpline: 0800 11 11** or go onto their website:

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

This is a free and confidential helpline for children & young adults in the UK.

**In an emergency you can dial 999 and ask for the police**

# Getting Started

## Fact Sheet 3

Great! You have begun the journey to more choice and control over how your disabled child lives their life. To get a direct payment started there are a few tasks you will need to do.



Decide how you will use the money

- You may have already done this as part of your disabled child's child plan.
- You may need to decide if you are going to use an agency, buy services or employ your own personal assistant.

Open a Bank Account

- You will need a bank account which is just for Direct Payments and has no other money going in or paid out.
- Ideally you need a cheque account, although it could be an account which allows direct debits and transfers i.e. internet banking.
- If you can't get a bank account we can support you with a letter to get one.
- If you still can't get a bank account, don't worry, you could have a managed bank account.

### Managed Bank Account

This means that the money would be managed on your behalf, in an account held by an organisation i.e. DCIL, Paypacket, etc. This means you can have the benefits of a direct payment, without a bank account. You would still manage your own personal assistants or choose when the agency was providing care, but wouldn't actually handle the money to pay for these.

Talk to your DCC worker if you cannot open a bank account.

Basics to know about a direct payment

- Money is paid into the bank account every 4 weeks, unless you need a piece of equipment or agreed other wise.
- You need to keep a record of how you have used the money.
- You will need to provide some paperwork to show how you have spent the money.
- If you choose to employ personal assistants you will be an employer and will have to follow employment law.

There is support and advice available with all aspects managing a direct payment.

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# Using the Money

## Fact Sheet 4

Using your Direct Payment is all about meeting your disabled child's needs in the most effective way.

### What can I use my Direct Payment for?

You should use the direct payment in the way identified in your child's support plan. This can include being creative and flexible and may be by:

- Employing a personal assistant
- Contracting with an agency or an organisation
- Short breaks, holidays or respite
- Paying for Equipment
- Paying other Direct Payment costs
- Expenses for unpaid helpers or volunteers
- Paying for activities to help your child stay well such as Gym membership



**Note:** If the PA is taking your child out, remember you need to pay for the PA expenses out of your own pocket unless it is agreed with your DCC worker to use the direct payment. However this may have an impact on how much you can pay your PA an hour.

### Other Direct Payment Costs

There are costs which must not be forgotten and need to be met from the direct payment when you choose to employ a personal assistant. These costs are important and need to be considered when planning hourly rates for staff and how you will spend your budget.

These costs can be:

- Payroll Costs
- Employer and Public Liability Insurance
- Employer National Insurance contributions
- Holiday pay
- Advertising for staff
- Room Hire for interviews
- Administration or photocopying and stamps

### Expenses for unpaid helpers are:

- Paying a person's membership fee of a club like photography so they can support you to go there
- Purchasing a season ticket for a friend who takes you to football matches each week, rather than paying a PA to do that
- Taking somebody out for a meal to say thank you for the support they provide for free
- Paying for the fuel if someone transports you in their own car

### What can't I use my Direct Payment for?

Anything illegal, gambling, everyday living costs (bills, rent, food, etc) or anything that doesn't meet your disabled child's plan.

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# Recruiting a Personal Assistant

## Fact Sheet 5

If you wish to employ your own personal assistant and do not have someone already in mind, you will need to recruit somebody to be employed by you. Before you advertise you should sit down and really think about what you are looking for and what tasks you would like someone to do on behalf of your disabled child.



### Job Description

A job description can be a list of tasks which your personal assistant would be required to do to meet the outcomes of your child's plan. You also need to think about what else you will expect of your personal assistant, i.e. are you looking for someone with their own car to transport you? You also need to set an hourly rate you will pay your personal assistant. How much you pay your personal assistant is up to you, but you must pay the minimum wage or above and you need to make sure you have enough money left over to pay the other costs such as; national insurance and holiday cover, etc.

### Support with Recruiting a Personal Assistant

If you are not sure what to do, or what you are looking for; you can contact DDCIL on 01773 740246 or 01773 742165. DDCIL can support you with drafting job descriptions, advertising for staff, holding interviews and personalising contracts of employment.

### Advertising for a Personal Assistant

To advertise for a personal assistant you need to think how best to let people know you are looking for someone to work for your disabled child. This can depend on where you live, but you may consider contacting your child's school or placing an advertisement in the local shop or job centre. Costs for advertising can be found from the Direct Payment but think carefully before placing very expensive advertisements in newspapers. It may be that they don't reach local people and you can generate very little interest from these advertisements. Also do not include personal details on the advertisement such as your name and address.

### References and Criminal Records Bureaux

To safeguard your disabled child, Derbyshire County Council insists you have an enhanced CRB disclosure carried out on any personal assistant you wish to employ, even if this is family.



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# Managing Personal Assistants

## Fact Sheet 6

Being a good employer is very important. To do this there are some tasks you must do. These are provide a contract of employment, consider Health and Safety, purchase Employers Liability Insurance and only dismiss your Personal Assistant after taking advice and following disciplinary procedures.



### Contract of Employment

It is a legal requirement that all workers are provided written terms and conditions of employment. This is best provided in a contract of employment. Derbyshire County Council can provide you a sample contract of employment. If you need support to personalise this you can contact DDCIL on 01773 740246 or 01773 742165.

### Insurance

All employers must have Employer's Liability Insurance in case of an accident or injury to a Personal Assistant. This safeguard is important because you may not be able to meet any claims against you without this cover as well as it being a legal requirement.

It is up to you which insurance provider you purchase this insurance from, but Derbyshire County Council do recommend you take out Employer and Public Liability Insurance with additional benefits to include tribunal expenses and 24 hour help lines for health and safety and employment matters. You are able to secure employers liability insurance from any provider but three organisations who provide this level of cover are:

Fish Insurance can be contacted on: 0800 012 6329

[www.independentlivinginsurance.co.uk](http://www.independentlivinginsurance.co.uk)

Direct Care Insurance can be contacted on: 0800 458 3301

[www.directcareinsurance.co.uk](http://www.directcareinsurance.co.uk)

Premier Care can be contacted on: 01476 591104

[www.home-employment-insurance.info](http://www.home-employment-insurance.info)

This insurance does not cover your property from damage and you would need to check your buildings and contents insurance that you are covered. Your personal assistant also needs to have business use insurance on their car insurance if they are using their own car to transport your child. (This is not paid out of the direct payment money)

### Health and Safety

As an employer you are responsible for the health and safety of the people you employ while they are working for you. Your staff are also

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also responsible for taking care of themselves and following any instructions from you for their own safety.

**Home care safety is a shared responsibility.** You and the person who is assisting your child and you are both responsible for making sure that you work safely to keep everyone free from harm.

For support with Health and Safety contact your insurance provider.

If a member of staff becomes pregnant, you will need to do a pregnant worker risk assessment and make adjustments to their work if necessary. Any worker who is 16 or 17 will also need a risk assessment carrying out.

### **Disciplinary Procedures**

You must follow correct procedures for any disciplinary matter. A staff member could claim unfair dismissal, even if they committed gross misconduct, if you didn't follow the correct procedures properly. If you have any concerns about the conduct of your staff, **take advice before taking any action**. No matter what the member of staff has done, **do not dismiss them without advice**, even if you think that it amounts to gross misconduct. If you don't feel able to continue working with them it is acceptable to inform them you don't need them further on that day, on full pay, and immediately take some advice if at all possible. If it is outside working hours, then contact someone first thing in the morning.

**Where you have this insurance provided by FISH, Direct Care Insurance or Premier Care for example, ensure you contact them for advice, and follow any advice given or your insurance could be invalid.**

DCIL can also support you through the process of disciplining your personal assistant, contact them on 01773 740246 or 01773 742165.

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### **Training for Personal Assistants**

Personal assistants can access Derbyshire County Council training free of charge. We can provide funding for cover required where the training is essential to the job, for example moving and handling where your personal assistant assists you to move.

Personal assistants may also be able to access Health and Social Care Training

Derbyshire County Council training 01629531415

The direct payment team can provide you with a guide and application form for training for personal assistants, which will help you decide if the training is essential. Contact us on 01629 532023 or email us at

[directpayments@derbyshire.go.uk](mailto:directpayments@derbyshire.go.uk)

Self-employed personal assistants are responsible for their own training in their own time and DCC do not pay for cover when they are on training.

# Contracting with a Self Employed Personal Assistant

## Fact Sheet 7

Derbyshire County Council does not recommend contracting with Self Employed individual's for personal assistant tasks. If you do decide you want to go ahead and contract a self employed personal assistant, then we would advise you to take the following steps.

For further help and advice please contact Disability Derbyshire Coalition for Inclusive Living on 01773 740246 or 01773 742165, your Insurer's Employment Helpline or [www.direct.gov.uk](http://www.direct.gov.uk)



### Ensure the individual is registered as Self Employed

Firstly, the decision whether someone is self employed rests with Her Majesty's Revenues and Customs (HMRC). HMRC could decide that they are not self employed, and that you are liable for any tax and national insurance owed to them. Make sure that the personal assistant provides you with a Unique Tax Reference Number (UTR). You can also contact HMRC on 0845 300 0627 to check if they are self employed. More information about if someone is self employed can be found at: <http://www.hmrc.gov.uk/employment-status/index.htm#1>

### Ask the personal assistant for a contract

Your personal assistant should provide you with a contract which details terms and conditions, important issues it should cover are:

- Notice period to terminate
- Notice to change arrangements
- Tasks that can be included
- Hourly Rate

You need to consider your cover arrangements, as a self-employed personal assistant must NOT send someone in their place or arrange cover for you, as this requires registration with Care Quality Commission and without this they would be acting illegally.

*Continued overleaf*



## **How should I pay my Self-Employed Personal Assistant?**

### Ask for a four weekly Invoice

- The invoice should contain sufficient details, i.e. number of hours worked and when, amount charged, tasks carried out, etc, to enable you to verify that it is accurate.
- The Invoice should also contain the name and address of the Self-employed personal assistant.
- Ask the personal assistant to sign the invoice to say they have received payment.

Keep a copy of the Invoice for your records and send the original to DP Finance Team in Matlock along with the bank statement and expenditure summary.

If you have more than one self-employed personal assistant, they must invoice you separately and you must pay them separately.

Timesheets should only be used for personal assistants whom you employ directly. In the event of a dispute about who owes tax and national insurance, Invoices may support you.

### **What about the hourly rate?**

Do not pay the self-employed personal assistant the full hourly rate you get from DCC (£10.56 for year 2010/2011). Although they are responsible for their own holiday pay, sick pay, etc, you still need to budget for relief staff salaries, Employer and Public Liability Insurance, Managed Bank Account charges (if applicable), etc.

Work out how much these will cost and deduct them from your direct payments or personal budget.

Divide the money left by the number of contracted hours and this should give you an estimate of an affordable hourly rate.

DDCIL Support Workers will help you with your calculations. You can ring them on 01773 740246 or 01773 742165.

# Paying Personal Assistants

## Fact Sheet 8

### Setting the Hourly Rate

It is very important to think about the costs of being an employer when setting your hourly rate, to make sure you have enough to cover. What you pay your personal assistant is up to you as long as it is above the minimum wage (from 1 October 2010 it is £5.93 per hour for adults 21 years and over)



When planning your budget you need to make sure you have enough money in your contingency to pay for:

- Employers Liability Insurance (approximately £135.00 per year)
- Cover for personal assistant holidays, including bank holidays (5.6 x your weekly PA hours)

You may also need to pay for:

- Payroll costs
- Employers National Insurance
- Sickness cover up to 2 weeks per year

At the current hourly rate of £10.56 per hour we recommend paying personal assistants around £8.00- £8.50 gross. If you have been given a personal budget, you need to consider these costs when planning how many hours you wish to use and what hourly rate to pay.

Please note that Tax and Employee's National insurance contributions are deducted from the personal assistant's hourly rate.

### Payroll Options

You are responsible as an employer to register with H&M Revenue and Customs and pay Tax and Employees National Insurance on behalf of your personal assistant. (these deductions come out of their gross salary)

Telephone: Employers helpline **08457 143143** for advice and to register.

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

Alternatively you can use a payroll agency, who will register you as an employer and calculate tax and national insurance for you. (Payroll agencies charge for their services. See the payroll agency concerned for their rates)

**Two examples of payroll agencies who can calculate your tax and national insurance are:**

**DDCIL payroll - 01773 740246 or 01773 746651**, calculate tax and national insurance, register individuals as employers and assist with tax credits, sick pay etc. [www.dcil.org.uk](http://www.dcil.org.uk)

**Paypacket payroll - 0800 848 8998**, calculate tax and national insurance, pay staff directly (no need to write cheques), register individuals as employers and assist with tax credits, sick pay etc.

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

Or you can use a payroll agency of your own choosing.



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# Working with an Agency

## Fact Sheet 9

If you decide to use direct payments by contracting with an agency, you will have different responsibilities. You agree with the agency what you want them to do and when. Which agency provides the care for your child is up to you, but we recommend you ask them some important questions to make sure they are right. We will make a payment into the direct payment account for the amount of hours you have been assessed for. You pay the agency when they invoice you.



### Advantages to choosing to use an agency

A care agency will take care of the following:

- Recruitment of support workers
- Provision of support workers and cover for holidays/sickness
- Paying wages/tax and insurance/sick pay and holiday pay
- Insuring staff against accidents
- Training staff
- Supervision and discipline of staff
- Day-to-day management of staff

### Some other factors to think about

- You may not always be able to choose the carer. An agency will try to work within your preferences but they may not **always** be able to.
- An agency may be more flexible and able to help out in emergencies.
- The price of the agency needs to be checked, to ensure your direct payment money will cover the cost. (Some agencies charge higher rates than those set by the Council. Always ask their hourly rate and the rate for travel. If you choose to use a more expensive agency, calculate the cost incurred and check that you can afford to pay the extra)
- The agency should provide you with a contract, with details about what will happen if their worker is sick, how much notice to cancel a visit without being charged, bank holiday rates, etc. Check this contract and ask for support\* if you do not understand it.
- Check that the agency is registered with The Care Quality Commission if you are requiring personal care.

Make sure you have an up to date, relevant Child's plan that addresses your child's needs. Check that the agency can meet your needs in the way you want and at the times you want. If you would like help with your child's plan and making sure it is up to date, talk to your DCC Worker.

If you want support with the contract you should ring DDICIL on 01773 742165 or 01773 740246.

\*your DCC worker cannot help with the Agency's contract as this is a private matter between you and the Agency.

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# Keeping Records

## Fact Sheet 10

It is essential to keep good records of how you use your direct payment. Unless otherwise agreed you will be expected to submit copies of your records every four weeks. This is to show us how you have used the money we have given you.



### Good Record Keeping

We are required to keep financial record of everything, our wages, benefits, mortgage statements and a direct payment is no different. We recommend you use your initial administration payment of £5.00 to purchase a file for you to keep all your direct payment paperwork in. It is best to keep the paperwork up to date as you go, but there may be times when you are not well enough to do this. As long as you make sure all letters, statements, invoices, receipts go in this one file then it is easier to sort out when you are well enough again. The essential documents to show how you have used your direct payment is the expenditure summary and the bank statement

### Four Weekly Monitoring

We ask that you send in copies of your direct payment records every four weeks. What you need to send to us will be dependent on whether you employ a personal assistant or if you are using an agency or other service.

#### Four Weekly Monitoring

##### Employing a Personal Assistant

- Expenditure Summary
- Bank Statement
- Copy of Timesheet for each personal assistant
- Receipts or invoices for any other service or expenditure

#### Four Weekly Monitoring

##### Using an Agency

- Expenditure Summary
- Bank Statement
- Invoice with Cheque Number
- Receipts for any other expenditure (Other than stationery)

### Direct Payments Finance Section

Adult Care  
County Hall  
Matlock  
DE4 3AG

Telephone: 01629 532119

For more timesheets and expenditure sheets: Tele: 01629 532448.

If you are not quite sure how to complete the timesheets please contact Disability Derbyshire Coalition for Inclusive Living on 01773 740246 or 01773 742165 or the Direct Payment Finance Team on 01629 532448.



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# Useful Tips

## Fact Sheet 11

Most direct payments run very well, and the direct payment handbook is packed with tips to help you get the most from direct payments. Sometimes, however, people can experience some difficulties which can be avoided by following some simple rules.



### **Always take advice before dismissing staff**

This has to be at the top of the list. Even if someone has done something which you feel is gross misconduct, please don't dismiss staff without taking advice, and following that advice. If you choose FISH, Direct Care Insurance or Premier Care as your insurance provider for example, they have a helpline, which you must contact and follow the advice they give, or your insurance could be void.

### **Keep every bit of paperwork**

Even if you are not great at organising paperwork, have a box or file where you keep everything for your direct payment. Then no matter what happens you will have the information in that box or file. Keep a record of every shift staff do, even if you use an agency.

### **Ask for Help**

Whatever the issue, we at Derbyshire want to help you get the most from a direct payment with as little inconvenience to you as possible. We want you to enjoy the benefits of Direct Payments. So if you need any advice, help or information just ask us for it. In the first instance contact your DCC Worker.

### **Make sure you plan your budget**

You need to make sure you plan for every cost to be met from your direct payment. This is especially important when setting your hourly rate. If you employ personal assistants you need to account for their salary, 5.6 weeks holiday pay, employers liability insurance, payroll costs, managed bank account costs and maybe employers national insurance. If you need help to plan your budget, talk to your DCC worker. For employment advice contact; DDCIL on 01773 740246 or 01773 742165. (your DCC worker cannot get involved in employment matters as this is a private arrangement between you and your personal assistant)

### **Don't use self employed workers**

HM Revenue and Customs say that personal assistants are not self employed and this can mean you could be liable for a large tax bill. Although not recommended, if you do have self-employed workers, ensure they give you a unique tax reference number to show their self-employed status and you have a service contract with them. Also ask them to invoice you for their hours and do not complete timesheets.

## Here are some more tips to help you get the most from direct payments

### Everyone

- Keep on top of your direct payments, it is a lot easier to do your paperwork once or twice a week than once every four weeks.
- Make sure you know what you will do if your personal assistant or the agency can't make it one day. Make sure you have a plan for sickness and unexpected emergencies.
- Attend the direct payment support meetings and meet other people on direct payments.
- Keep the direct payment handbook handy and ring us on 01629 532023 if you have any concerns or talk to your DCC Worker.

### If you Employ Personal Assistants

- Always take up references and CRB checks for personal assistants.
  - Always have a contract of employment.
  - Write up a job description so you are clear what you want the personal assistant to do with your disabled child.
  - Take out employer and public liability insurance if you employ staff.
  - Use DDCIL for your payroll if you struggle with calculations or Paypacket if you also struggle to keep records organised.
  - Ask DDCIL to support you with recruiting staff and any other issues with your direct payment.
- If you choose to use an agency or an organisation with your direct payment, ask for a contract and check it over to make sure it is fair before signing it.
  - Check for things like the notice you need to give to cancel the visit or the service and charges if you do.
  - Don't be afraid to tell the agency/organisation what you want and request which worker your disabled child prefers. The agency/organisation may not be able to provide exactly what you want but you may be able to negotiate.
  - Ask the agency/organisation to invoice you four weekly. It can be very confusing for you if they invoice you monthly.
  - Check that the agency or the organisation is registered with CQC (Care Quality Commission) to work with disabled children.

If you want support with employment matters or Agency contracts, please contact either your Insurers or DDCIL on 01773 740246 or 01773 742165.

# Useful Contacts

## Fact sheet 12

### Derbyshire County Council Contacts

Direct Payment Team 01629 532023  
Direct Payment Finance Team 01629 532119  
Timesheet and Expenditure  
Summaries 01629 532448



[directpayments@derbyshire.gov.uk](mailto:directpayments@derbyshire.gov.uk)

[www.derbyshire.gov.uk/directpayments](http://www.derbyshire.gov.uk/directpayments)

### Support and Advice

Disability Derbyshire Coalition for  
Inclusive Living (DDCIL) 01773 740246 or 01773 742165  
[www.dcil.org.uk](http://www.dcil.org.uk)

Citizens Advice Bureaux 08444 111 444  
[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Advisory, Conciliation and Arbitration Service (ACAS)  
08457 47 47 47 [www.acas.gov.uk](http://www.acas.gov.uk)

### Payroll Organisations (there may be others)

DDCIL Payroll 01773 740246  
[payroll@dcil.org.uk](mailto:payroll@dcil.org.uk)  
[www.dcil.org.uk](http://www.dcil.org.uk)

Paypacket 0800 848 8998  
[info@paypacket.org.uk](mailto:info@paypacket.org.uk)  
[www.paypacket.org.uk](http://www.paypacket.org.uk)

### Insurance Providers (there may be others)

Fish Insurance 0800 012 6329  
[www.independentlivinginsurance.co.uk](http://www.independentlivinginsurance.co.uk)

Direct Care Insurance 0800 458 3301  
[www.directcareinsurance.co.uk](http://www.directcareinsurance.co.uk)

Premier Care 01476 591104  
[www.home-employment-insurance.info](http://www.home-employment-insurance.info)

### Other information

Department of Health  
<http://www.dh.gov.uk>

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# Support and Ideas

## Fact Sheet 13

You now have your direct payment. You know who to contact for advice on the management of your direct payment. Perhaps you would like to meet other Derbyshire people receiving a direct payment to exchange ideas and views. Perhaps you would also like to be kept up to date with information about direct payments.



### Direct Payment Support Meetings

- These are held 6 times a year at venues around Derbyshire.
- They are open to all direct payment recipients.
- The support meetings last for approx. 2 hours.
- You have the opportunity to raise general issues in respect of direct payments.
- Part of the meeting is given over to invited speakers or a session on general employment matters. (no legal advice)
- Meet members of the Direct Payment Team, Direct Payment Finance Team and staff from DDCIL
- Details of the Meetings can be found in the Direct Payment Bulletins and on [www.derbyshire.gov.uk](http://www.derbyshire.gov.uk)

### Direct Payment Bulletins

- These are published twice a year.
- The bulletins are a useful way of keeping up to date with developments in respect of direct payments.
- Copies sent to all those receiving a direct payment.
- Available in different formats on request.
- Copies of the Bulletin can be found on: [www.derbyshire.gov.uk](http://www.derbyshire.gov.uk)

### Have your say

- Have you an interesting idea to share?
- Want to comment on direct payments in Derbyshire?
- Write an article for the Bulletin?
- Suggest a topic or speaker for the Support Meetings?
- Become involved in developing direct payments in Derbyshire?

We are interested to hear from you or if you want further information about the support meetings and bulletins. You can contact the direct payment team on 01629 532023 or e-mail us on: [directpayments@derbyshire.gov.uk](mailto:directpayments@derbyshire.gov.uk)

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# Examples of Using Direct Payments

## Fact sheet 14

*'I go out with my friends and go shopping to Meadow Hall. I am no longer a prisoner in my house' FB (16 years)*

Direct Payments are a very flexible way of enabling disabled children and young people to have their personal care and social needs met when it suits them.

Listed below are a few examples of how Derbyshire Children are using their direct payments.



### Using Direct Payments for Social Opportunities

**LC (13 years)** Has cerebral palsy. He uses his direct payments to pay for an After School Club during term-time and a Holiday Club during school holidays. This gives him the opportunity to participate in social activities with other young people, which increase his independence and confidence.

**WB (15 years)** Has downs syndrome and autism. He uses direct payments to pay a local organisation to take him out with other young people. They go shopping or to the local cinema.

**AM (16 years)** He employs a personal assistant who supports him to participate in his favourite activities, roller skating and ice skating.

**RE (16 years)** He employs a personal assistant during school holidays. The personal assistant supports him on his days out. He has been to Cadbury's World.

### Using Direct Payments for Personal Care

**SG (12 months)** His parents employ a personal assistant to support SG with his personal care during the day as needed. His parents enjoy the flexibility that direct payments provides to enable SG to have his personal care needs met when it suits them.



**AM (13 years)** Has autism. He employs his grandmother to help him with his personal care. She also does baking with him in the house but will also take him out to the cinema or out for the day.

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**Derbyshire County Council  
Direct Payment Starter Pack for Disabled Children and Young  
People**

**April 2011**

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