



# Direct Payments Information Pack

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## **Direct Payments Finance Team**

**01629 532023**

**01629 532119**

This is a working document and will be subject to updates from time to time. If you have any queries regarding the content of this document please contact DCC Direct Payment team by emailing us on [directpayments@derbyshire.gov.uk](mailto:directpayments@derbyshire.gov.uk)

Version 3 March 2018

# 1. Introduction to Direct Payments

## What is a Direct Payment?

This is money Derbyshire County Council (DCC) can give you instead of a **service** - **if you are eligible for DCC services**. You spend the money towards **meeting** your agreed **outcomes**.

**Outcomes** are what you achieve with the support. They can be about living safely and independently, and can also be goals and aspirations you have in your life which have been agreed with your Adult Care Worker.



Direct payments are a different way of meeting the outcomes of your support plan, which are directly linked to your assessed eligible need. If you need **services** that Derbyshire County Council can help you with, then you can **request** a direct payment.

## For example:

If you struggle to get yourself a meal an eligible outcome for you could be:  
'to have a cooked meal every day'

## This could be achieved in a number of ways:

- In house services or an agency, arranged by us supporting you to prepare a meal or
- A Direct Payment which you could use to employ a personal assistant who would support you to prepare a meal or
- Using a direct payment to contract with a service provider to support you to prepare a meal

## You may be able to use a direct payment to buy:

- Support that helps you achieve your eligible **outcomes**
- Support with activities of daily living
- Support to access the community
- Support to be safe at home

## Who can have a Direct Payment?

- Adults 18+ who have eligible social care needs
- Nominee on behalf of an adult with capacity
- Authorised person on behalf of someone who lacks mental capacity to request a direct payment
- Parents of disabled children on behalf of the disabled child
- 16/17 year old disabled young people

## Getting a Direct Payment

if you already receive services from Derbyshire County Council and do not have a direct payment and you are interested in having one, you will need to contact your DCC worker to request a direct payment.

If you do not receive a service from Derbyshire County Council, you will need to contact 'Call Derbyshire' on 01629 533190 and ask for an 'assessment of need'. A DCC worker will carry out an assessment to determine whether or not you are eligible for services from DCC. If you are eligible, the worker will discuss with you how your needs can be met in the best way. You could then request a direct payment. DCC will then consider your request to ensure a direct payment is a safe and appropriate way to meet your needs. This will include making sure you are able to manage the direct payment and identify any support you may need in managing it.

If you have a direct payment, money is normally paid into a prepaid account. A direct payment does not affect your benefits.

- You can get **help** with managing the money from the direct payment, more information can be found in **section 4, Getting Started**.
- If you choose to employ a personal assistant you can **get help** with finding, employing and paying personal assistants. More information can be found in our '**Brief Guide to employing personal assistants**'

## DCC Brokerage service

The **brokerage service** provided by Derbyshire County Council helps Derbyshire residents find services that they may need. This can include helping people with a direct payment find the right services for them. Brokerage can help find services even if you are funding the services yourself.

The DCC brokerage service will **give you information** about care agencies and other support available. They can also help with finding a range of other services, including voluntary services, which could help you achieve your outcomes.

DCC brokerage can also help you find agencies to support you with managing the direct payment, such as managed bank account providers.

DCC Brokerage Team: 01629 537763 or 01629 537758. Or visit [www.derbyshire.gov.uk/brokerage](http://www.derbyshire.gov.uk/brokerage)

**Basic information about direct payments can be found:**

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

[www.gov.uk/apply-direct-payments](http://www.gov.uk/apply-direct-payments)

## 2. Staying Safe

Direct payments give you extra control over your care arrangements. We 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 support you with any worries and concerns you have regarding staying safe.

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



### Safeguarding

Unfortunately, we know that some people and agencies in the care and health profession (including personal assistants) perpetrate poor practice (for instance poor moving and handling) or intentional abuse. We can help you manage this situation as a recipient of services and also signpost help for you as an employer. Our policy and procedures for safeguarding address the particular needs of direct payments clients.

### Adults Get Hurt Too

If you are worried about yourself or an adult who is being abused or neglected then contact Call Derbyshire on **01629 533190** between 8am and 8pm where trained staff can deal with your concerns.

Information is also available on the Derbyshire County Council website:

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

or

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

**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

**Do not keep your worries and concerns to yourself. Whatever you do, make sure you talk to someone. Tell your DCC worker, a health professional, such as your GP, Health Visitor or Community Nurse. You could also talk to a college tutor or welfare staff at college. You could tell a trusted family member, friend, neighbour, community leader or someone from your church, synagogue, mosque or other local religious centre.**

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

### 3. Support Planning and Using the Money

**Your assessment and support plan** should detail **outcomes** which you will use your budget to achieve. Your outcomes are what you hope to achieve as a result of the support you receive. They will be individual to you and your needs. What your outcomes are will depend on your circumstance and the **eligibility criteria**. It may be that not everything you want to achieve in your life can be purchased with a direct payment; they may not be eligible needs.



Once you and your worker have agreed your outcomes, you can start thinking about how you will achieve this with your direct payment. How you will use your direct payment to achieve your outcomes should be **written and agreed in your support plan**. This doesn't mean that you cannot use the money flexibly, but your support plan should outline the general way that you will use the money to achieve each outcome. This will form your personal budget and help ensure your direct payment is sufficient to meet your needs. The direct payment you receive will be based on this, though you can manage this budget flexibly.

#### **What you cannot spend your direct payment on:**

- Anything illegal
- Meeting your health needs
- Employing a close family member living in the same house except in exceptional circumstances approved by the DCC Adult Care Group Manager
- Ordinary Living Costs, Food, bills, clothing, some leisure costs etc.
- Telecare and pendant alarm standing charges
- Equipment and adaptations which are the remit of health or a disabled facilities grant
- Anything which does not meet your agreed outcomes in your support plan.

#### **Using the Money**

You can use the money for anything that is **safe, healthy and legal** which achieves the outcomes, agreed with your worker and documented in your care and support plan. Everything you spend the direct payment on must be directly related to an agreed outcome and agreed in your support plan. If you are not sure if something is agreed, talk to your worker.

#### **Depending on circumstances, some people spend their direct payment on:**

- Employing a personal assistant and related expenditure, i.e. holiday pay, payroll, etc
- Contracting with an agency or service provider
- Paying for equipment which reduces your need for support (with prior agreement)
- Support whilst away on a short break or residential respite
- Local authority services in exceptional circumstances
- Neighbouring local authority services
- Expenses for unpaid helpers or volunteers

If you don't feel your support plan clearly helps you understand how you can use the direct payment, please speak with your worker. The direct payment social work team can also help you with how to use your direct payment.

## Employing personal assistants

If you choose to employ personal assistants, there are responsibilities which must be fulfilled. Some of these responsibilities include:

- Providing a contract of employment
- Paying employees and making deductions– there are payroll agencies to support with this
- Providing a Payslip
- Purchasing Employers Liability Insurance
- Managing your staff
- Keeping records, such as timesheets and a record of holidays

Skills for care provide a range of information for employing your own staff, see [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

There are additional costs involved in employing staff which you need to budget for. Your budget will be sufficient to include wages and additional costs. DCC direct payment team can support you with your budgeting. More information about employing personal assistants can be found in our '**Brief Guide to Employing personal assistants**'. Ask your DCC worker if you are employing staff and haven't yet received this information.

If you need more support with employing personal assistants, including help with all of the above contact you allocated worker for a referral to the Direct Payment Team. The Direct Payment team will be able to help you source appropriate support.

## Employing Family Members

The Care and Support (Direct Payments) Regulations 2014 prohibit anyone receiving a direct payment from employing family members living in the same household. However the local authority can agree that a close family member may be employed, where we consider it necessary. This can only be agreed by an adult care group manager.

Family members not living in the same house can be employed via a direct payment. However, you still need to be a good employer and your family will have the same employment rights as any other employee. We recommend that you have a job description and by law you must give written terms and conditions of employment - which is best given as a contract of employment. Having these will help you establish boundaries about what a family member does as an employee and what they do as a family member. Family members employed must also pay tax and national insurance as any other employee.

## Payment to a family member for administration costs

The local authority can agree that direct payment recipients pay close family members, including those living in the same home as them, for administrative support with the direct payment where it is felt necessary. This may be where there is a complex and/or large care and support package or if you have specific needs to be able to manage the direct payment.

Any costs are at the discretion of the local authority and must be agreed with your Adult Care worker and be included in the outcomes of your support plan prior to any expenditure. This is not income replacement and may be subject to tax and national insurance contributions. Or it may affect any benefits the individual receives. It is important to check with HMRC and/or the DWP first.



## Self Employed Personal Assistants

DCC do not recommend self employed personal assistants. There are certain conditions that must be met for someone to be classed as working in a self employed capacity and a personal assistant may not meet these conditions. Only HM Revenue and Customs can decide a workers status. If they decide after your personal assistant has been working for you they are not self employed, you would be liable for the full tax and national insurance bill. You may also be fined. Direct Payment monies cannot be used to pay either the costs or the fines. If you do still choose to arrange support from a self employed personal assistant, we recommend you ensure they are registered as self employed and have a Unique Tax reference number (UTR). They should also provide an invoice for their services and not complete a timesheet.

You can also contact HMRC on 0300 200 3600 to check if they are self employed.

Ask your DCC worker for the '**Brief Guide to contracting with a self employed PA**'

## Contracting with a service provider

If you engage the services of a provider, including day services, ensure you know all their costs. Some agencies charge travel for visits and some include this cost in their hourly rate. Checking these before you commit yourself will help you budget. If you **choose** an agency which is a costs more than local agencies, you may be required to top up the payments. If a particular agency is required to meet your needs or there are no others available, your personal budget would be based on the cost of the required agency.

Your DCC worker can provide you with a directory of providers. Our **Brokerage Team** can help you find agencies to meet your needs, call them on **01629 537763**. We recommend you request a contract from your chosen provider, which should outline notice periods and rates. Please check any contracts before signing.

## Equipment which reduces the need for support

You cannot use your direct payment to purchase equipment **without prior agreement** as a separate direct payment agreement is required for any equipment. General aids or normal household equipment for daily living cannot be bought with your direct payment. Agreement may be given for equipment which will enable you to meet an outcome of your support plan and reduce the need for care and support. If you do feel that a certain item would achieve your outcome, speak to your worker. Any expenditure on equipment must be agreed and written into your support plan. Direct payments cannot be used to purchase or maintain any equipment provided by health. Direct payments cannot be used to pay for maintenance of fixed equipment or ongoing personal contributions to equipment service such as pendant alarms.

## Respite and Short Breaks

The direct payment can be used to fund care and support whilst on holiday, such as paying your personal assistant or paying a local care agency for the duration of the holiday. If accessing a holiday is an eligible outcome, your direct payment may also be used for other costs such as equipment hire. Any agreed expenditure should be recorded on your support plan. A direct payment wouldn't normally pay for the cost of your holiday, accommodation, travel or food.

Your direct payment can be used to fund short term residential respite. However there are some limits **so stays should always be at least 4 weeks apart** to ensure these limits are not reached. Residential respite is subject to a different financial assessment, and depending on your capital, you may not be able to use your direct payment to fund residential respite. If you have over the residential capital limit (currently £23,250) you would have to self –fund residential care. If you have less than the capital amount, you will still be required to contribute to the cost of residential respite.



## Transport and Travel

Derbyshire County council's transport policy applies to the provision of transport, even if you receive a direct payment. Transport or funding for transport will only be made available where:

- You have no other method of transport available, and no other way of having eligible outcomes met
- And access to the activity is essential to meet an assessed eligible need and the related outcomes as recorded in the support plan.

This means you can only use your direct payment for travel, including volunteer and PA expenses where you have no other means of getting about and this is included in your support plan. Derbyshire County Council are unable to fund transport to health appointments.

## Legal rewards

Sometimes there may be a moral obligation to recompense someone who helps you for free, (this is excluding family members.) Your direct payment can be used for this, though you need to be careful with how much and how this is accounted for. This could be:

- Paying a person's membership fee of a club like photography so they can support you to go there
- Paying 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
- Giving a small gift to repay any unpaid helper supporting you, this cannot be cash or vouchers.

You will need to keep receipts for this expenditure. HMRC has limits on how much you can give to someone in this way. HMRC provided guidance that a small gift would be considered to the value of £10-£20. **You can only make gifts up to the value of £250 in any one tax year. This is in total and not per person.**

## Volunteer Expenses

You may choose to arrange support via volunteers. A volunteer is someone who supports you on a more formal and regular basis but does not receive any wage. Volunteers can be reimbursed their expenses so they are not out of pocket through volunteering. They can only be reimbursed actual costs, any additional payments could be seen as income and liable for tax.

### What can be reimbursed?

- travel to and from the place of volunteering (and any travel whilst volunteering) this can be standard public transport or 45p per mile
- meals whilst volunteering up to HMRC limits £5 lunchtime, £15 evenings, £20 full day and evening (generally if the volunteer works more than 4 hours in one day)
- Other costs such as activities if required to meet your outcomes

For audit purposes, volunteers should complete an expenses claim form, which they sign. They can only claim actual expenses incurred.

In summary, only pay out of pocket expenses upon receipt of a claim form.

## PA expenses

A PA should not be paid for travel to and from their place of work, i.e. your home. However if your PA provides transport as part of their role in their car, it would be reasonable to reimburse them costs towards their fuel and running costs. Whether this cost can be found from the direct payment will depend on assessed need and the transport policy as referrer to on page 8.

It may be agreed as part of the care and support plan that PA expenses are necessary to meet needs. PA's should only be paid expenses with a completed claim form, with receipt's.

Where it is agreed, we would expect that PA expenses are claimed in line with HMRC limits for tax purposes. A PA can only claim for meals where they are continuously aware from their workplace for more than 5 or 10 hours and they incur the cost of a meal. Limits to what can be claimed are:

Minimum Journey Time	Maximum Meal Allowance
5 hours	£5
10 hours	£10
15 hours	£25

All payments to PA's should be documented on a claim form and declared to HMRC.

Once the direct payment is agreed and your support plan is complete, it is up to you to manage the direct payment and the budget. You make the decisions about how your needs are met day to day, week to week.

Having agreement about the different ways you will do this, upfront and documented helps both you and us be confident about the direct payment. It also helps prevent misunderstandings later.

We will review within 6 months of the direct payment starting to make sure everything is ok, and then annually after. However if your circumstances change or you want to change your support plan you can contact your worker or the area team at anytime.

## 4. Getting Started

Once you have a clear support plan of how you will use the direct payment you can get started. You will need to sign an agreement in which you will agree to use the money as set out in your support plan and to keep records about how you use the money. The agreement also sets out what you can expect from Derbyshire County Council.



### Basics to know about a direct payment

- Money is paid into an agreed account **every 4 weeks in advance**, unless agreed otherwise
- You need to keep a record of how you have used the money including receipts, time-sheets and invoices.
- You will need to ensure these records are available to be viewed by DCC, or provide them when requested. The direct payment finance team will notify you of your monitoring arrangements.
- 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 of managing a direct payment. Before we make the payment, you need to decide how you will manage the direct payment and what account we will make the payment into.

### Clients managing their own direct payment

As a client receiving your support as a direct payment, you are responsible for managing the payment, including providing DCC with paperwork to show how you have used the money when requested.

#### **‘With choice and control comes responsibility’**

The responsibilities involved in receiving a direct payment are outlined in the direct payment agreement, which both you and your worker sign. It is important that you understand what you are agreeing to by signing the agreement. If you will be employing staff you also need to understand your obligations as an employer. The direct payment agreement can be provided in different formats, if this is required, such as other languages or large print. If you need the agreement in another format, please discuss this with your worker. Your worker can also help you to understand the direct payment agreement.

You can choose to manage your own direct payment, including being an employer. We do have a duty to ensure you are able to manage this though. There is support available to help you manage your own direct payment if you prefer or someone else can manage the direct payment on your behalf.

## A nominee managing the direct payment for you

The Care Act says that a Nominee can now take full responsibility for your direct payment even if you have capacity to do so yourself, if you wish and if the Nominee has agreed to do so.

Therefore the Nominee can have different roles and responsibilities for a direct payment. It is important that you are clear from the outset whether the Nominee is supporting you or becomes fully responsible for the management of your direct payment.

Whoever is responsible for the direct payment signs the direct payment. This is an agreement between you and someone willing to assist you with the direct payment or has agreed to manage the direct payment on your behalf with your permission. This person is called a Nominee.

The account will be in the name of the person who signed the direct payment agreement.

## Where a client lacks capacity

Where someone is unable to understand what a direct payment is, even with assistance to understand, they are unable to request one. However someone else can request a direct payment on their behalf. This person is usually someone close to the person requiring support, who may already have responsibility for helping them with their finances and managing their support. If DCC agree this is a safe and appropriate way to meet the person's needs, a direct payment can be paid to an 'Authorised Person' to manage the direct payments and arrange care and support in their best interests.

Where the authorised person is not a close family member, they must undertake a Disclosure and Barring Service check before they can receive the direct payment.

The authorised person becomes the direct payment recipient, with the responsibility to manage the direct payment, using this to purchase support for the client and act in their best interests. As an authorised person you would sign the direct payment agreement.

The authorised person is also the employer for any personal assistants and is responsible for being a good employer, i.e. paying tax and national insurance. The authorised person would also be responsible for contracting with a service provider, including any contractual obligations. The authorised person is also responsible for meeting all the monitoring requirements associated with the management of a direct payment.

The money belongs to Derbyshire County Council, not the authorised person, and is only to be used to provide support to the client as per the support plan.

## Carers

Where a carers grant is not sufficient to meet a carer's assessed needs, a carer can request to receive a direct payment to meet their own needs. This would be used to support them as a carer and not to provide support to the person they care for.

Respite and breaks from caring should be met through the person in need of care and support's assessment and support plan.

## Bank Accounts

Once we receive your direct payment agreement and authorisation from the DCC worker, we will arrange a Prepaid account to be opened on your behalf. You will receive confirmation of this account, with an Account Card, through the post. The letter with the card will also detail how you can activate the card and access the account.

The prepaid account has all functions of a traditional bank account, including transfers, standing orders and direct debits. You can access the account and make payments online, or if you prefer you can manage all your payments via the telephone.

If you need any help with your account, the dedicated PFS Customer Services Helpline for Derbyshire is:

Open Mon- Fri 8am- 9pm **020 3633 1641**

Automated Helplines (24 hours) **020 3327 1991** or **020 3468 4112** or **020 7183 2248**

If for any reason, the prepaid account is not suitable for you, we can explore alternatives. For example if you would be unable to manage the direct payment without someone making payments for you, you may have a 'managed account' instead.

## Managed Accounts

If you require a managed bank account, we make the payments directly to them. They will make payments on your behalf and keep records for you.

You are still responsible for managing your own care and support, employing staff and spending within your agreed personal budget.

Some managed account providers details can be found in our 'Managed Direct Payroll and Managed Accounts Services - Provider List' Please ask your worker for a copy if you haven't

## Costs

Each managed bank account provider will have a different rate of charges for the services they offer. When deciding which provider to use please take into account their charges. The money you pay for their services needs to be found out of your direct payment. There is no additional funds to cover their costs unless agreed as part of your personal budget.

## How long until I receive the payment?

Payments cannot be made into the account until we receive all the required paperwork. Your social worker will give you a start date from when your direct payments will be paid. Once we receive all the required completed forms we will begin to set up payments. The finance team will write to you soon after to confirm your direct payments.

We can only **backdate a direct payment up to 28 days** from when we received the completed paperwork, so getting your paperwork completed as soon as possible is important. If there is a delay which is not your fault and you have completed your paperwork and given it to your adult care worker on time, then it may be possible for the direct payment to be backdated beyond the 28 days. But this will need the authorisation of the Adult Care Group Manager.

## 5. Pooling Direct Payments

### What do we mean by Pooling Direct Payments?

This is where 2 or more Clients combine some, or all of their Direct Payments, into a joint venture.

### Who can pool their direct payments?

Direct Payment Recipients with a common interest and common outcomes.

### How can you spend the money?

There are 3 main options:

1. Group living arrangements (social care support only - not daily living, household or tenancy related expenditure)
2. Social activities or opportunities
3. Combination of the above.

As with all direct payments, how you spend the pooled portion of your direct payments has to meet the outcomes of your support plan.

### What are the benefits?

Here are some of the benefits of pooling your direct payments:

- Sharing support costs in a group living arrangement
- Sharing the costs of an activity or holiday
- More control over how you spend your direct payments
- Developing skills, knowledge and experience
- Making friends

### How can you find other people interested in pooling their direct payments or personal budgets?

How can this be done will depend on your individual circumstances. Below are some ideas:

- Do you know anybody who might be interested?
- You can try friends at school, college, or your day centre, and people you live with
- Does your Derbyshire County Council social worker know anybody who is interested in living independently and/or likes to do some of things you enjoy?

Help to set up a pooled direct payment is available from your DCC worker and the direct payments team. If you do want to explore pooling your direct payments with someone else, you should discuss with your DCC worker or contact the direct payment social work team.

# 14. Keeping Records

## Good Record Keeping

It is essential to keep good records of how you use your direct payment. Everyone is required to keep financial record of things, a direct payment is no different. 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 one file then it is easier to sort out when you are well enough again.



## Prepaid Account Holders

Where you receive your direct payment into a prepaid account, you must keep all your records together, which DCC may request at any time. The documents will be reviewed at 6 months and then annually. DCC may also request evidence to support particular transactions shown on your prepaid account.

## Pre existing Direct Payments

If you still receive your direct payment into a separate bank account, we ask that you send in copies of your direct payment records at agreed intervals. The standard monitoring period is to send documentation every 4 weeks, unless otherwise agreed. We require an expenditure summary, bank statement and timesheets or invoices.

## Managed Accounts

Where your direct payment is made into a 3rd party managed account, it would be an expectation that the managed account provider supplies requested documentation on your behalf. If they are not meeting any agreed responsibilities, it would be your responsibility to ensure they complied with the monitoring, or provide the documentation yourself.

If you are not sure how to complete the timesheets please ring the Direct Payment Finance Team for advice.

### Direct Payments Finance Section

Adult Care  
County Hall  
Matlock  
DE4 3AG      Tel: 01629 532119

For additional timesheets and expenditure sheets please telephone **01629 532118** or email **[directpayments@derbyshire.gov.uk](mailto:directpayments@derbyshire.gov.uk)**

## Sending your direct payment paperwork via email.

You can send your monitoring documentation via email. However it is important that any documentation sent is password protected or encrypted. This is because it contains sensitive and confidential information. For example: your direct payment bank account details, your personal assistants employee details, the agency details which may include any bank data for internet bank payments.

**Direct Payments Email address:** [directpayments@derbyshire.gov.uk](mailto:directpayments@derbyshire.gov.uk)



# 15. Useful Contacts

## Derbyshire County Council Contacts

### Direct Payments Finance Team

**01629 532119**

**01629 532023**

### Timesheets and Expenditure Summaries

**01629 532118**



Address: Direct Payment Teams, Adult Care, Derbyshire County Council,

Matlock, Derbyshire. DE4 3AG

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

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

## Support Planning and Assessment

If you already receive direct payments and you have a query in respect of your support plan or your assessment you will need to contact your Derbyshire County Council (DCC) worker. Derbyshire Brokerage service can also help you to find services to achieve your outcomes.

**DCC Brokerage Service 01629 537763 or 01629 537758**

## Employment Advice

**ACAS (Advisory, Conciliation and Arbitration Service) - 08457 47 47 47**

ACAS can help with employment matters providing independent free advice to employers and employees to solve problems.

There is also a question and answer section on direct payment employment matters in the Advice A – Z topics on their website. [www.acas.org.uk](http://www.acas.org.uk)

**Citizens Advice Bureaux (CAB) - 0844 848 9800**

CAB offices can provide advice and support with employment matters. They have offices situated in various locations around Derbyshire. Many have drop in sessions or you can make an appointment. [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

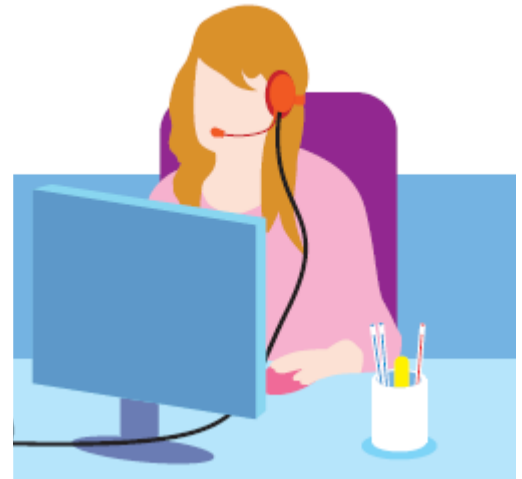
## Employer and Public Liability Insurance

Take advice from your Insurer's legal employment helpline.

### Gov.UK Website

This is the official UK government website. There is a lot of advice on employment matters. There is a section headed '**Employing Staff for the First Time**' listing 6 things you need to know when employing staff for the first time. You may find this information particularly helpful.

**<https://www.gov.uk/employing-staff>**



## Workplace Pensions

Information is available on the following websites:

<https://www.gov.uk/workplace-pensions>

<http://www.thepensionsregulator.gov.uk>

<http://www.nestpensions.org.uk>

<http://www.moneyadvice.service.org.uk/en>

## Health and Safety

### Employer and Public Liability Insurance

Take advice from your Insurers legal employment helpline. Please remember to follow the advice given or your insurance may become invalid.

### Gov.UK website

There is a section on Health and Safety at Work under the Employing People link.

**<https://www.gov.uk/browse/employing-people/health-safety>**

### Health and Safety Executive

There is comprehensive health and safety information on this website. **[www.hse.gov.uk](http://www.hse.gov.uk)**

## Keeping Safe

If you are worried about yourself or an adult who is being abused or neglected then contact Call Derbyshire on **01629 533190** between 8am and 8pm where trained staff can deal with your concerns.

**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**

**Whatever you do talk to someone, do not keep your worries and concerns to yourself.**

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

This is a working document and will be subject to updates from time to time.  
If you have any queries regarding the content of this document please contact DCC direct payment team on 01629 532023 or email us on [directpayments@derbyshire.gov.uk](mailto:directpayments@derbyshire.gov.uk)

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