

Your Life Your Choice

care and support designed with you

Direct Payments update

Welcome to the first Direct Payments update of 2017!

This edition includes lots of useful information to help you manage your Direct Payments including the Payments Schedule for 2017/18.

There are also details of the Herbert Protocol, a scheme to help locate vulnerable people who have gone missing.

Don't forget, if there is something you would like us to feature in the next issue please contact us using the details on the back of this update.

Direct Payments cards

We are continuing to transfer people from bank accounts to Direct Payments cards to manage Direct Payments.

Cards are a fast and flexible way to manage your Direct Payments. Auditing is a much quicker and easier process for you as you are no longer required to send in bank statements but you must continue to retain invoices and receipts for 6 years plus the current financial year.

We will be contacting people in the near future to discuss changing to the Direct Payments card system.

Please note if you continue to manage your own Direct Payments bank account and do not have a Direct Payments card you must continue to send bank statements, invoices and receipts for your audit when requested by the Direct Payments team.

Electronic BACS remittances



You may have noticed that the council no longer send out BACS remittances by post. These are now issued by email.

If you would like to arrange to have your BACS remittances sent by email please provide your email address, full name and postal address to creditors@durham.gov.uk

Please note you are not required to provide BACS remittances for your audit.

Staff annual leave

Reminder if you employ your own staff please make sure they have taken all of their paid annual leave entitlement by 31 March 2017.

Disclosure and Barring Service (DBS)

Please be aware that DBS costs for any employees are deducted from your budget amount before payment. If you have any employees who have recently had a DBS check you will notice your next payment amount will have been reduced accordingly.

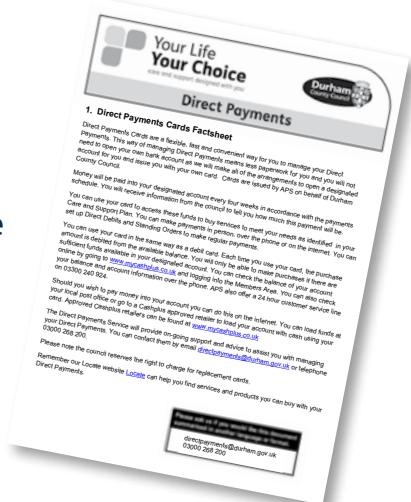
Direct Payments factsheets

Did you know that a range of useful factsheets are available to support you whilst using Direct Payments?

Factsheets include:

- Direct Payments cards
- Employing someone to help you
- Buying services from an agency or organisation
- Self-employed workers
- Ending Direct Payments

If you would like copies of the factsheets, or have suggestions for additional factsheets, please contact us using the details on the back of this update.



Personal assistants on Locate

Our personal assistant register is now growing in size and has proved to be successful. It lists details of personal assistants who are available for additional work.



Employers can find the register at www.durhamlocate.org.uk in the care and support section.

If you know of a personal assistant who would like to register, please ask them to contact us using the details on the back of this update.

Equipment Advice Service

Durham County Council's Equipment Advice Service offers free impartial advice and guidance on a wide range of daily living equipment and aids.

You can make an appointment to visit the Independent Living House demonstration centre in Spennymoor to try out a wide range of products and equipment including a stair lift, bath lifts, walking aids and kitchen equipment before commit to buying.

Although equipment cannot be purchased at the Independent Living House, a list of suppliers can be provided.

Contact the Equipment Advice Service between 10am and 3pm Monday to Thursday:

Telephone **03000 265 667**

Text message **07880 044 719**

Email: equipmentadvice@durham.gov.uk

The Herbert Protocol

A new protocol has been developed by Durham Constabulary and partners including Durham County Council to help locate vulnerable people who have gone missing.

The Herbert Protocol encourages staff, families, friends and carers to compile useful information which could be used if a vulnerable person goes missing from either a care home or their own home.

For more information call 101 or email herbertprotocol@durham.pnn.police.uk



Priority Services Register

If you are a pensioner, disabled or chronically sick or have a hearing or visual impairment, you may be able to get extra help and support with your energy supply.

By signing up to your energy company's Priority Services Register (PSR), you could get:

- Free advice on being more energy efficient
- Protection from cold callers with a password protection scheme to keep you safe
- Your meter moved free of charge if it's hard for you to use or read
- A free quarterly meter reading if you can't read your meter
- Bills sent to a relative, carer or friend to help you check them
- Your bills and meter readings in a range of formats
- Advance notice and priority reconnection if your energy supply is going to be interrupted and alternative facilities for cooking and heating
- Annual gas safety checks (certain criteria apply)

To sign up to the PSR, contact your energy supplier to see if you're eligible. If you have different suppliers for gas and electricity, you'll need to call them both.

Contact the Citizens Advice Bureau consumer helpline on 03454 04 05 06 if you want to find out more or require assistance.



DurhamWorks

Do you know anyone aged 16-24 years old who lives in County Durham and isn't in education, employment or training?



DurhamWorks is here to support them. They will work with the young person to get them job ready.

Visit www.durhamworks.info to find out more.

Direct Payments

Payment schedule 2017-2018

Period number	Period starts Monday	Period ends Sunday	Payment BACS (In account)
1	10 Apr 2017	7 May 2017	22 May 2017
2	8 May 2017	4 Jun 2017	19 Jun 2017
3	5 Jun 2017	2 Jul 2017	17 Jul 2017
4	3 Jul 2017	30 Jul 2017	14 Aug 2017
5	31 Jul 2017	27 Aug 2017	11 Sep 2017
6	28 Aug 2017	24 Sep 2017	9 Oct 2017
7	25 Sep 2017	22 Oct 2017	6 Nov 2017
8	23 Oct 2017	19 Nov 2017	4 Dec 2017
9	20 Nov 2017	17 Dec 2017	2 Jan 2018
10	18 Dec 2017	14 Jan 2018	29 Jan 2018
11	15 Jan 2018	11 Feb 2018	26 Feb 2018
12	12 Feb 2018	11 Mar 2018	26 Mar 2018
13	12 Mar 2018	08 Apr 2018	23 Apr 2018

Please note:

In period 9, payments will be late due to Christmas bank holidays.

Contact us

For more information about Direct Payments contact the Direct Payments team at

directpayments@durham.gov.uk

03000 268 200

Direct Payments, Room G 83/88, County Hall, Durham DH1 5UG

www.durham.gov.uk/directpayments

Please ask us if you would like this document summarised in another language or format.



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Audio



Large print

directpayments@durham.gov.uk

03000 268 200