



Your Life Your Choice

care and support designed with you

Direct Payments update

Welcome to the first Direct Payments Update of 2016!

In this edition, we give you information on the new Direct Payments Cards, useful information if you employ staff and the Payments Schedule for 2016/17.

We've also included an information flyer on Locate, County Durham's directory for care and support products and services. You can find everything from leisure and community activities to products and services that can help you to live as independently as possible.

Don't forget, if there is something you would like us to feature in the next issue please contact us on **03000 268 200** or email **directpayments@durham.gov.uk**



New address

Don't forget that we have moved offices. Our new address is:

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

You can also contact us
Email: **directpayments@durham.gov.uk**
Telephone: **03000 268 200**
www.durham.gov.uk/directpayments

Please note- time sheets should continue to be sent to your chosen payroll provider.



Carers card

There are thousands of unpaid carers in County Durham providing care or support to a relative, neighbour or friend. The County Durham and Darlington Carer's card scheme offers carers discounts and concessions at retail and leisure venues throughout County Durham and Darlington. To apply for a card contact Durham County Carers Support on **03000 051 213**.



Direct Payment Cards

As you know we are introducing Direct Payments Cards, a new system which will offer you a more convenient and flexible way to manage your Direct Payments.

The Direct Payments team will support you throughout the change to the new system and will open a new designated account in your name. You will receive your own card and instructions explaining how you can access your funds.

A member of the team will contact you to discuss changing to this new system and will arrange a home visit to assist you in this changeover process.

If you have any questions, or wish to make an appointment, please telephone **03000 268 200**.

Do you have hearing loss?

Our Sensory Support team maintains a register of people with a hearing impairment living in County Durham. Registration is voluntary, and once registered you can apply for a bus pass or disabled rail card, purchase certain types of hearing equipment at VAT free prices and receive a registration card which can be used as proof of hearing loss.



If you would like to register, contact Social Care Direct on **03000 26 79 79** or download a registration form from www.durham.gov.uk/deafblind. You can also speak to your hearing aid provider about registering.

Pensions

If you employ someone, the law says that in most cases you must enrol them in a pension scheme. You may have already received a letter from the Pension Regulator confirming your start date but don't worry if you haven't received this yet. Most payroll companies have specialist staff to support you with pensions and you can access information from the Pensions Regulator at www.thepensionsregulator.gov.uk/

Please remember if you enrol your employee in a pension scheme you must notify the Pensions Regulator if they leave. The pensions regulator must be informed by either yourself or your payroll company if you stop acting as an employer.

Disclosure and Barring

The council has a new quick and simple online system for processing Disclosure and Barring Service (DBS) checks. Please contact the team on **03000 268 200** if you have an employee who requires a DBS. We have staff available to support you with the process.



Paid annual leave for your staff



Please ensure that your staff take all of their paid annual leave entitlement by **31 March 2016**.

Paying your client contributions

If you pay contributions towards your care costs please remember that contributions will be reviewed in April 2016. You will be informed of any changes, so you must remember to amend any standing orders to ensure you are paying the correct amount.

Employers who have overnight care/sleepovers

Just a reminder that there have been updates to legislation around employees being paid minimum wage. If an employee is required to sleepover at the place of work they should be paid at minimum wage rates. It may however be possible to pay a lower rate for sleepovers, if the daytime hourly rate exceeds minimum wage by a sufficient amount ie if the average hourly rate for all hours worked (standard and sleepover) meets the minimum wage. If you think you may be affected by this we suggest you seek legal advice from the legal company connected to your insurance.

Fish Insurance – Peninsula
– 0844 892 2772

Premier Insurance – MSL
– 0161 603 2167

Please have your insurance policy number available when you call.

The Direct Payments team will be contacting those who access Direct Payments who pay a fixed 'overnight' or 'sleepover' rate that is lower than minimum wage. It may be necessary to rethink how you can use your budget to continue to meet your needs or in some cases it may be necessary to approach your social worker to see if a revised budget amount is available.



Direct Payments

Payment schedule 2016-2017

Period number	Period starts Monday	Period ends Sunday	Payment BACS (In account)
1	11 Apr 2016	8 May 2016	23 May 2016
2	9 May 2016	5 Jun 2016	20 Jun 2016
3	6 Jun 2016	3 Jul 2016	18 Jul 2016
4	4 Jul 2016	31 Jul 2016	15 Aug 2016
5	1 Aug 2016	28 Aug 2016	12 Sep 2016
6	29 Aug 2016	25 Sep 2016	10 Oct 2016
7	26 Sep 2016	23 Oct 2016	7 Nov 2016
8	24 Oct 2016	20 Nov 2016	5 Dec 2016
9	21 Nov 2016	18 Dec 2016	3 Jan 2017
10	19 Dec 2016	15 Jan 2017	30 Jan 2017
11	16 Jan 2017	12 Feb 2017	27 Feb 2017
12	13 Feb 2017	12 Mar 2017	27 Mar 2017
13	13 Mar 2017	09 Apr 2017	25 Apr 2017

Please note:

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

In Period 13 payments will be late due to Easter bank holidays.

To find out more

For more information about Direct Payments you can contact the Direct Payments team on **03000 268 200**.

You can access detailed information about Direct Payments by visiting www.durham.gov.uk/directpayments

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



Braille



Audio



Large print

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