

# NEWS & VIEWS



Summer Edition 2020

**DIRECT PAYMENTS**  
Knowsley Disability Concern

## STAY SAFE AND KEEP WELL!

**We hope this Newsletter finds you and your family, safe, well and coping with the impact of the COVID-19 Coronavirus.**

It has been business as usual for the Direct Payments Support Service here at KDC throughout the lockdown. We've spoken to lots of customers to give advice and reassurance and we are here at the end of the phone 9 to 5 Monday to Friday if you need help. Call 0151 480 8873.

Our offices are now back in operation for a few members of staff who are taking all necessary precautions to prevent any further spread of the disease. We have not yet reinstated home visits but personal visits can be made to our offices - by prior appointment only please.

We have published lots of guidance specifically for people who use Direct Payments on our website. Go to [www.kdc.org.uk](http://www.kdc.org.uk)



**You will find lots of useful information, including:**

- how to get hold of free Personal Protective Equipment (PPE)
- where you can get tested locally
- extra funding from Knowsley Council

**Need help during Coronavirus?**  
**0800 073 0043**

**Coronavirus: Extra Help for Knowsley Residents**

A special Coronavirus Community Support and Volunteer Help Line has been set up for Knowsley residents during the Coronavirus outbreak.

**Freephone 0800 073 0043 for extra help.**

## A Good Life Someone to talk to service

**Are you feeling the pressures of isolation? Would you like someone to talk to?**

KDC has extended Knowsley's 'A Good Life' service to offer a confidential listening ear at the end of the phone for you to talk to, ease your mind, or provide emotional

support to help you deal with the worry and anxiety you may be experiencing. These are stressful times and many people will be struggling and feeling the effects of loneliness and isolation. Our 'Someone to Talk To' service is open for anyone in Knowsley. We have a trained counsellor on hand and ready to take your calls between 10am and 5pm Monday to Friday.

You can also schedule a regular 'staying in touch' call where we will contact you.

**Phone 07934 171195**

For more information, please contact [Agoodlife@kdc.org.uk](mailto:Agoodlife@kdc.org.uk)



You can keep up to date with all the latest news and information via our website. **Visit us at**

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

Follow us on twitter.

Like us on Facebook.

## Meet the teams...

**DIRECT  
PAYMENTS**  
Knowsley Disability Concern

**0151 480 8873**



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**Colette Salt**  
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**Simone Stein**  
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**Jim McDonald**  
Direct Payments  
Co-ordinator

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## Direct Payments Conference

**New Date**  
**Coming  
soon...**

We're sorry we had to cancel the Direct Payments 2020 Conference and Market Place in March, but as soon as it's safe we will be sending invitations for us to get together again and make Direct Payments better for everyone in Knowsley. In the meantime, feel free to join the Knowsley Direct Payments Support Group (details below).

## Direct Payments Support Group moves on-line

You are invited to join our Direct Payments Support Group meetings, which we are now being hosted by video link using Zoom. You can take part from the comfort of your own home with a smartphone, ipad, laptop or other device – all you need is an internet connection.



These meetings provide a great chance for you to link in with other people using Direct Payments, share experience and learn from each other.

Direct Payments for respite/short breaks, finding PAs; financial assessments; personal budgets; and the Care Act are just a few of the topics discussed recently.

**For more information and an invitation to join a meeting, contact Andy on 0151 480 8873 or at [andy.gilbert@kdc.org.uk](mailto:andy.gilbert@kdc.org.uk)**

## YOUR PAYROLL

**0151 949 5442**

[yourpayroll@kdc.org.uk](mailto:yourpayroll@kdc.org.uk)



**Sandra Windsor**  
Payroll Administrator



**Terry Roberts**  
Payroll Administrator



**Beverley Seddon**  
Payroll Administrator



**Jan Fish**  
Business Development  
Manager



**Laura Sulce**  
Finance Assistant



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# Additional Financial Support for Direct Payments Employers



In April, Cllr Sean Donnelly, Knowsley Council's lead for Adult Social Care, announced a 5% increase in Direct Payments from 1st April 2020. The standard rate for those employing PAs increased from £9.43 to £9.90 and sleep-in rates rose from £9.92 to £10.02. This did not make any difference to the rate of pay for PAs but ensures that employers have sufficient funds to cover the new national living wage rate of £8.72 per hour, plus employer on-costs.

**Cllr Donnelly also announced that extra payments would be made available to PAs to compensate for loss of earnings due to sickness absence during the COVID-19 crisis.**

The Council wants to ensure that no PAs are worse off financially if they have been off sick as a result of the pandemic. Arrangements are now in place to make additional payments to allow PAs to receive 80% of any wages lost.

To claim additional payments, you must provide a record of all PA absences for each month of April, May and June. We have sent you a letter by email (or by post if you don't have an email address) containing the form you need to complete and instructions to send these in to Knowsley Council. Once the additional payment has been put into your Direct Payments account, Your Payroll will process the extra pay due to your PA in their next pay slip.

**For further help and guidance on claiming, contact the direct payments team on 0151 480 8873 or email [andy.gilbert@kdc.org.uk](mailto:andy.gilbert@kdc.org.uk)**

## Contracts of Employment



It is important that your PA has a proper Contract of Employment, otherwise you will be in breach of your legal duty as an Employer. From April 2020, it is a legal requirement for you to issue your PA with a written Contract of Employment on or before their first day of work. The legislation applies to everyone and this includes PAs who you might only use on a temporary basis for holiday cover. The Contract is very important for setting out your PA's employment conditions, rights, responsibilities and duties. These are called the 'terms' of the contract.

**If in doubt, contact the Direct Payments Support Service immediately on 0151 480 8873 or email [andy.gilbert@kdc.org.uk](mailto:andy.gilbert@kdc.org.uk)**

## And our survey said...

Thanks to those of you who responded to our telephone survey earlier this year. We asked people who manage their Direct Payments themselves, about their level of confidence and their experience of our service in terms of responsiveness, professionalism and the quality of support, information and guidance provided at the outset.

The results found that, whilst a few people said they still struggle with recruiting PAs and understanding/managing their client contributions, 95% said they were happy with the information and support provided at the start. 98% feel KDC provides a professional service, 100% were satisfied with KDC's responsiveness to queries and 97% were satisfied with the outcome when they had raised a query.

We have taken on board all the comments collected from the survey to shape our service and in particular to drive improvements for supporting people to find suitable, experienced PAs. In the meantime, remember we have a free to use PA-finder at [www.kdc-connections.org.uk](http://www.kdc-connections.org.uk).




## Be Human Movement

KDC is proud to be the latest member of the Be Human Movement, formed by people and partner organisations connected to In Control Partnerships. It's about stopping people being treated less than human; like a cog in a machine, with automated responses, unfeeling customer service, impenetrable rules and regulations, confusing systems and bureaucracy, and the 'computer says no' mentality.

By signing up, KDC is saying that we will follow the 7 principles and be more human in the way we work.



[www.be-human.org.uk](http://www.be-human.org.uk)



**0151 949 5442**

**yourpayroll@kdc.org.uk**

## New 'Know Your Customer' Checks Launched

In order to comply with Anti-Money Laundering regulations, all new clients will be subject to checks to verify their identity and residence. We aim to keep this as simple as possible by asking customers to provide photographs of their passport or driver's license and a utility bill, bank statement, DWP letter or similar as proof of address. Under the regulations, HMRC can request proof of identity and address for existing clients, so please bear with us if we have to ask you to provide this evidence. Thank you.

## Calculating Holiday Pay

We are pleased with feedback about our improved system to show holiday pay entitlement on all PAs pay slips. PAs now have a clear record of how much holiday

**Here's a note of the next few payroll dates – Please, please, make sure you get your changes in on time!**

### For customers who live in Knowsley

Last date for changes	Payslips out	Wages pay date
20 July	29 July	3 August
17 August	26 August	31 August
14 September	23 September	28 September
12 October	21 October	26 October
9 November	18 November	23 November
7 December	16 December	21 December

### For customers who live in Liverpool

Last date for changes	Payslips out	Wages pay date
27 July	5 August	10 August
24 August	2 September	7 September
21 September	30 September	5 October
19 October	28 October	2 November
16 November	25 November	30 November
14 December	23 December	28 December

## Keeping a record of hours paid to your PAs

We are improving our payroll service for those who use KDC's Managed Account Service to pay their PAs wages.

We want to ensure that employers are aware of the number of hours paid to PAs in every wages payment. So, in future, we will send you a letter every time we process your PA's wages, setting out details of the hours that have been paid.

You should sign the letter to confirm that you are happy that the hours paid are correct and retain it for your records and to show the Council if they ask for it.

However if something does not look right or you believe there has been a mistake, you should let us know as soon as possible. Email [yourpayroll@kdc.org.uk](mailto:yourpayroll@kdc.org.uk) phone 0151 949 5442.

## Knowsley Sickness Payments Scheme

If you employ a PA, you will have received a letter from KDC explaining how to claim extra funding to pay your PAs 80% of their wages if they have lost earnings due to COVID-19 related sickness absence.

Please complete your claim form for each of the months of April May and June and send in to Knowsley Council at the address provided. Once the additional payment has been put into your Direct Payments account, we will calculate the amount due to your PA and show this on their next pay slip. All you need to do is pay the net pay as usual. If you have a Managed Account service, KDC will do this for you.

allowance they have remaining for the year. The holiday year runs from April to March and all PAs are entitled to the equivalent of 5.6 weeks' paid time off each year.

