

NEWS & VIEWS



Summer Edition 2021



25 Years of Direct Payments - what's changed?

Direct Payments were set up with an amendment to the Community Care Act (1996) which gave local authorities the powers to make cash payments

to disabled people. Initially, this was confined to people under 65 with physical and sensory impairments, learning difficulties and mental health problems but was later amended to include older people, 16 and 17 year-olds, parents of disabled children and carers.

In 2001 it became a mandatory duty on all local authorities to offer direct payments to any eligible person and then in 2014 all people receiving NHS continuing healthcare services had the right to ask for direct payments.

Direct payments put people in control over how their personal budget is spent and enable them to choose exactly how their care and support is arranged. Take up has grown over the years and today, out of every 100 people receiving social care services, 28 use direct payments to purchase their care and support services to meet their needs. In Knowsley, take up is higher with 33 people using direct payments out of every 100 eligible to receive them.

For nearly 20 years, KDC has provide all the support, advice, guidance and information for Knowsley residents to use direct payments successfully and the team is always on hand to help you make the most of your personal budget.

So what's next for direct payments in Knowsley? Read on for information about the 2021 Direct Payments Conference.

Knowsley Direct Payments Vision Conference 2021 - details announced!

We will be hosting the next Direct Payments Conference on Friday 1st October at the Knowsley Leisure and Culture Park in Huyton.

This is your chance to join us to share your own views and experiences, talk to others about the different ways direct payments are being used locally and work together with Knowsley Council to help shape direct payments and make them better for local people.

We will be joined by the Assistant Executive Director for Adult Social Care, representatives from Knowsley CCG, Children's services and local Councillors. A market place of local community organisations will



be on hand with information about what they offer. This is a full-day event starting at 9.30am and a light lunch will be provided. Come along for all or part of the day and have your say.

We're excited that this is the first chance we have been able to get together and meet in person for a long time but for those who can't attend for whatever reason, ask for a zoom link to join virtually.

To book your place call 0151 480 4090, email info@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.

Follow us on twitter.

Like us on Facebook.

Meet the team...



0151 480 8873



Andy Gilbert
Service Manager

andy.gilbert@kdc.org.uk



Mike Atkinson
Direct Payments Officer

mike.atkinson@kdc.org.uk



Colette Salt
Direct Payments Officer

colette.salt@kdc.org.uk



Julie Harrison
Direct Payments Officer

julie.harrison@kdc.org.uk



Simone Stein
Customer Finance Officer

simone.stein@kdc.org.uk



Jim McDonald
Direct Payments Co-ordinator

jim.mcdonald@kdc.org.uk

The teams here at KDC are slowly starting to get back to normal with people working from the office more often. We are hoping to be doing more home visits and getting out and about in the community, delivering face-to-face support, as restrictions allow.

Customers can now make arrangements to visit our office in Huyton to talk to an advisor but these need to be arranged in advance. Call 0151 480 8873 if you need help.



Goodbye from Joyce

After 11 years at the helm, Joyce Greaves, our CEO, has decided it's now the right time to retire. Joyce has enjoyed a long and successful career in finance and has worked in senior executive roles in the voluntary sector for the past 30 years. She says, "It has been my absolute privilege to be part of Knowsley Disability Concern, working alongside a talented and committed staff team dedicated to helping local people have greater independence and choice and control in their lives.

KDC and its trading arm, Your Payroll, has gone from strength to strength, extending its range of support and services and now helps more people than ever before".

Joyce is looking forward to handing the reins over to Karl Pearce our new CEO who will be joining us at the end of August for a short handover period until Joyce leaves on 8th October. We're sure you'll join us all in wishing her a long, happy and relaxing retirement.

Are you paying the correct contribution towards your care?



We've updated our FACT sheet about Care Charges in Knowsley. It now provides better and more detailed information about the financial assessment process and how the amount you need to pay is calculated – especially how any disability-related expenditure is taken into account.

Disability-related expenditure (sometimes called DRE) is the money you spend on certain items which can reduce the amount of your contribution so you pay less towards your care and support. We have listed lots of examples of items that fall into the category of disability-related expenditure.

To get a copy of the FACT sheet, call 0151 480 8873 and we can email or post one to you. Alternatively, visit our website at www.kdc.org.uk and click on the link for FACT Sheets.

A gentle reminder, if you haven't already done so to please make sure you change your standing order to agree with the new charge you will have been notified of by Knowsley Council in April. Any problems call Colette on 0151 480 8873



We are excited to report that our project to develop a brand new PA-finder facility for Knowsley is now well underway and we must thank everyone who completed our short questionnaire to help shape the design and functionality of the website.

The all new KDC-Connections will be fully mobile, making it quick and easy for people to find new PAs and advertise vacancies. PAs looking for work will be able to quickly find suitable jobs and upload their profile to be 'matched' with potential employers.

The new KDC-Connections goes live early October.



Appointeeship Service

KDC is pleased to announce the launch of a new independent, DWP-registered Appointeeship Service.

The service is available for any individual who is unable to manage their financial affairs and allows KDC to deal with benefit agencies, receive and safeguard income and manage outgoing payments on their behalf.

Joyce Greaves, CEO, says "We are delighted that our Appointeeship Service has been approved by Knowsley Council and we can help more people to live as independently as possible."

The service works with individuals and health and social care practitioners to take responsibility for managing welfare

benefits, and paying bills for rent, care, utilities etc. in line with an agreed financial plan.

With a wealth of experience, a dedicated team of friendly and supportive staff and secure systems, KDC offers a trusted, DWP-approved scheme that has the welfare and wellbeing of our customers at its heart. To make a referral, simply call 0151 480 8873 or email appointeeships@kdc.org.uk.



Linking Up Virtually

KDC now offers different ways you can link together with others to share ideas and experiences, swap information or simply have a chat to other people who are in similar circumstances. Here's some information about the groups KDC facilitates that you can join anytime.

Thanks to everyone who has joined the Direct Payments Support Group on Facebook. So far we have 102 members, The Group is only for people in Knowsley who are receiving direct payments and/or their representatives. It is a safe place to chat together, share experiences, tips and ideas, pass on information and support each other. This is a private and closed group which means that only members can see who is in the group and what is being posted. If you are new to direct payments this is a great place to go for support from other families who have lots of experience.



To join, simply click on this link: www.facebook.com/groups/523893695436012/ or search Facebook Groups-Knowsley Direct Payments Support Group

The new Knowsley PA Forum on Facebook is a group solely for Personal Assistants working in Knowsley. It is a place to receive news and updates from KDC, get PA job alerts and find training opportunities. It's also a space for questions and answers from KDC and a place for discussion about being a PA in Knowsley. This is a private and closed group which means that only people in the group can see what is being posted.



You can join by clicking on this link www.facebook.com/groups/147363807397566/ or search Facebook Groups - Knowsley PA Forum.



Direct Payments and the COVID Pandemic!



Direct Payments and the COVID pandemic While we're all having to cope with COVID-19, the government expects LAs and CCGs to continue to give you as much flexibility as possible in how you use your direct payment. What matters most is that you are able to use your direct payment in a way that allows you to stay safe and well, and continue to get the care and support you need. Where possible, you should keep using your direct payment as agreed in your care and support plan.

However, there may be situations where you need to organise your care and support in different ways as a result of the COVID-19 outbreak. This is allowed. It has always been possible under the Care Act and direct payment regulations for you to use your direct payments flexibly providing it continues to meet your assessed needs. We expect LAs and CCGs to be as flexible as possible when you have made reasonable decisions to use your direct payment differently in a way that keeps you safe and avoids your care breaking down. Ideally, you will have agreed this with your usual contact person at your LA or CCG, but we understand that this will not be possible every time.



As restrictions ease and people feel comfortable about meeting face to face we hope to be organising more get-togethers - with a proper cup of tea and biscuits - very soon. In the meantime, you are cordially invited to join the discussions at the next Direct Payments Conference - see front page for details



263a Tarbock Road, Huyton, Merseyside L36 0SD
Email: info@kdc.org.uk Web: www.kdc.org.uk



**YOUR
PAYROLL**

0151 949 5442

yourpayroll@kdc.org.uk

Meet the team...



Jan Fish
Service Manager



Terry Roberts
Payroll Administrator



Beverley Seddon
Payroll Administrator



Aimee Neeves
Payroll Administrator
(Apprentice)



Holly Roscoe
Payroll Administrator
(Apprentice)



Christina Bryan
Finance Assistance

Here's a note of the next few payroll dates - it's really important to make sure you get your changes in on time!

For customers who live in Knowsley

Last date for changes	Payslips out	Wages pay date
16 August	25 August	30 August
13 September	22 September	27 September
11 October	20 October	25 October
8 November	17 November	22 November
6 December	15 December	20 December

For customers who live in Liverpool

Last date for changes	Payslips out	Wages pay date
23 August	1 September	6 September
20 September	29 September	4 October
18 October	27 October	1 November
15 November	24 November	29 November
13 December	22 December	27 December



System Upgrade

We've been working behind the scenes with our payroll software provider and your PAs should now be receiving their email links to access their payslips on line without any problem - this also applies to the payroll summary reports which are sent directly to your email inbox. If payslips or reports are not coming through, do let us know.

Remember please to check your junk or spam emails and make yourpayslip@yourpayroll.org a trusted sender.

Keeping track of PAs hours!

Many customers are now using timesheets to record their PA's hours. This is a simple way to keep track throughout the period and then simply email or post them to us for processing. This helps with accuracy and saves you time telling us about different changes. If you want a supply of blank timesheets simply call us on 0151 949 5442 or email yourpayroll@kdc.org.uk.



Goodbye and Hello

This month we will be saying farewell to our dear colleague Sandra who, after 10 years with Your Payroll, has decided it's finally time to retire. Sandra recently celebrated her 70th birthday and whilst we're very sad that she's leaving, we all agree that she deserves a well-earned rest and wish her a long, happy and peaceful retirement.

In June, we welcomed Holly Roscoe on board who has been learning the ropes alongside Sandra. Now, fully trained, Holly is here – along with the rest of the team – to help deliver our service and make things as easy as possible for you to employ PAs.

We're pleased to introduce Christina Bryan who has replaced Laura to take care of collecting the fees for the payroll service.

