

Direct Payment Support Service



**A comprehensive service
to support Norfolk people
accessing Direct Payments**

Welcome from Kat Ghrairi & Shaun Copeman

What are we covering today?

Children's Direct Payments

- What they are?
- How to get one?

- Direct Payment Support Services
 - What we are
 - What we do
 - How we do what we do?

Any questions?

What is a Direct Payment?

A direct payment is the sum of money that Norfolk County Council will pay directly to you, so you can buy and arrange your own care and support, instead of the Council arranging it for you.

If you, or the person you are looking after, have been assessed as needing social services support, you have the option of asking for a direct payment instead of receiving the support arranged by Norfolk County local council.

Local Authorities are required to . . .

**Provide care and support to
all those assessed as having
'eligible needs'**



Care Act
2014



Children and Families
Act 2014

Today we will focus on Direct Payments via Short Breaks Budgets



If your child is eligible for a Short Break budget, you have the option of asking for a direct payment instead of or alongside receiving a directly commissioned service arranged by Norfolk County local council Short Breaks Team.

A sum of money is placed into a specific Prepaid Financial Services (PFS) bank account, so you can purchase and arrange your own support/activities.



How to access a Direct Payment?



- Apply for a Short Breaks Plan if a child (5 +) has a physical or mental impairment that is substantial and permanent.
- The application includes completing a Resource Allocation Questionnaire (RAS). A child that score 70 or above is likely to be eligible for a Short Breaks budget.
- The RAS determines how much the budget is and an agreement is made with the Short Breaks team how it can be spent.

Please visit the Short Breaks stand today for further information.

Direct Payment Support Services

Direct Payment Support Service



prepaid
FINANCIAL SERVICES

**Information
and Advice
Services**

**Employer
Support**

**Payment
Services**

fish
INSURANCE

**DIRECT PAYMENT SUPPORT
SERVICES TIMESHEET APP**

Available on
all Apple and Android devices







NORFOLK COMMUNITY
DIRECTORY

 **Norfolk**
County Council



Information and Advice Services

This service is available to anyone who has expressed an interest in, receives or is about to receive a direct payment. It is also for carers, families, support workers and operational staff who support them.

- Frontline telephone support helpline
 01603 223392 DPCST
- Website & live Chat Service
 www.norfolk.co.uk/dpss
- Information materials
 including leaflets
- Training courses for Employees and
 Employers

- ✓ What can I use my Direct Payment for?
- ✓ How can I make payments?
- ✓ What services does DPSS offer?
- ✓ DPSS Website navigation
- ✓ Live Chat



This is an online bank account which can be self-managed or supported. This enables flexibility, choice, increased independence and greater access to the community.

Customer Service

The dedicated customer services phone number is

 **020 3633 1625.**

The dedicated customer service email address is

NorfolkCC@prepaidfinancialservices.com

The call centre is open from

Monday to Friday, from 8am to 9pm.

In order to access PFS portal, you will need to go to the following website:




<https://clients.prepaidfinancialservices.com/norfolkcc/login.aspx>





Employer Support

We offer a dedicated team of employment support officers who give guidance and advice around being an employer as well as a comprehensive recruitment service.

- Frontline telephone support helpline
 01603 223392 Option 2
- User friendly website & Live chat
 www.norfolk.co.uk/dpss
- 24/7 Employer Support Helpline through our Insurance Partner (FISH) 0344 8922480
- Recruitment Service
 01603 223392 Option 2

- ✓ **Guidance and advice for employers**
- ✓ **Support to**
 - **Co-produce job adverts**
 - **Advertise vacancies**
 - **Shortlist**
 - **Create employment contracts and employer required documents**
- ✓ **Disclosure and Barring Service (DBS)**



Independent Living Insurance

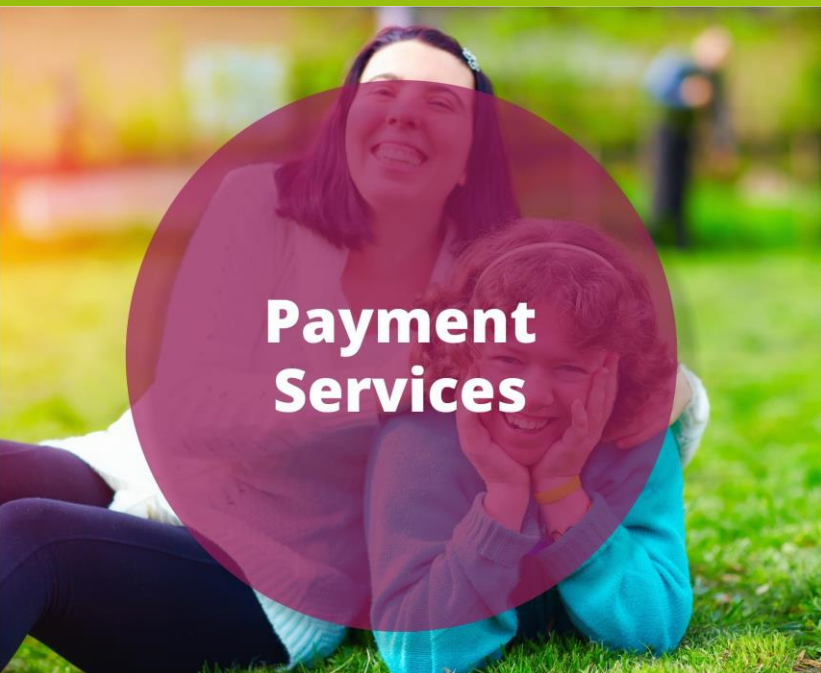
Key benefits

We offer a specialist insurance policy with two levels of cover to protect those who employ Personal Assistants (PAs) or Carers.

- ✓ Up to £10 million employment liability insurance cover
- ✓ Up to £10 million public liability cover
- ✓ 24-hour support for employment law and health and safety services
- ✓ Redundancy cover
- ✓ Replacement PA cover
- ✓ Protects against theft by your employee



24/7 Employer Support Helpline 0344 8922480



Payment Services

This service is available to the nominated person who manages the Childs Short Breaks budget and is about to receive a direct payment for the delivery of services as set out in the child's Short Breaks Plan.

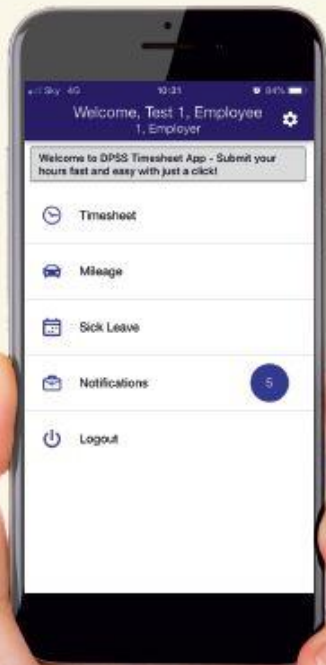
- Payroll Service - to support Individuals employing their own PAs
📞 01603 223392 Option 3
- Supported Accounts - to support Individuals who use direct payments to pay for activities
📞 01603 223392 Option 1

- ✓ Payroll Service for Employers
- ✓ Monthly payments to PA's
- ✓ Support with HMRC and Pensions
- ✓ Supported Accounts Service to make payments on behalf of Service Users

DIRECT PAYMENT SUPPORT SERVICES TIMESHEET APP

Available on
all Apple and Android devices

This free app is available for DPSS customers
using NCC payroll services.



- Straightforward submission of timesheets, mileage, sickness and holiday leave for employees
- Quick and easy approvals for Employers
- Simple calendar view for all claims
- No more need for paper timesheets

To register your interest in
using the app please email
dpss.app@norfolk.gov.uk



Search: DPSS Payroll



Norfolk County Council

**Direct Payment
Support Services**

Direct Payment Support Service





Adult Learning. Of course you can

Personal Assistant Training

Provided by Adult Learning

- Free Training *
- Accessible sessions around Norfolk
- Accredited and certificated
- Book online at :



www.norfolk.gov.uk/patraining



or telephone: 01603 306530

* T & C's apply

Epilepsy Awareness

Health and Safety

Safe medicine management

Employment Rights

Infection Control

Mental Health

Safeguarding

Moving and Lifting



NORFOLK COMMUNITY DIRECTORY

Totally FREE Service.

Employers can search for available PA's across Norfolk.
PA's who want to be employed or self-employed are able to advertise their services.

To search the Directory for a PA go to:

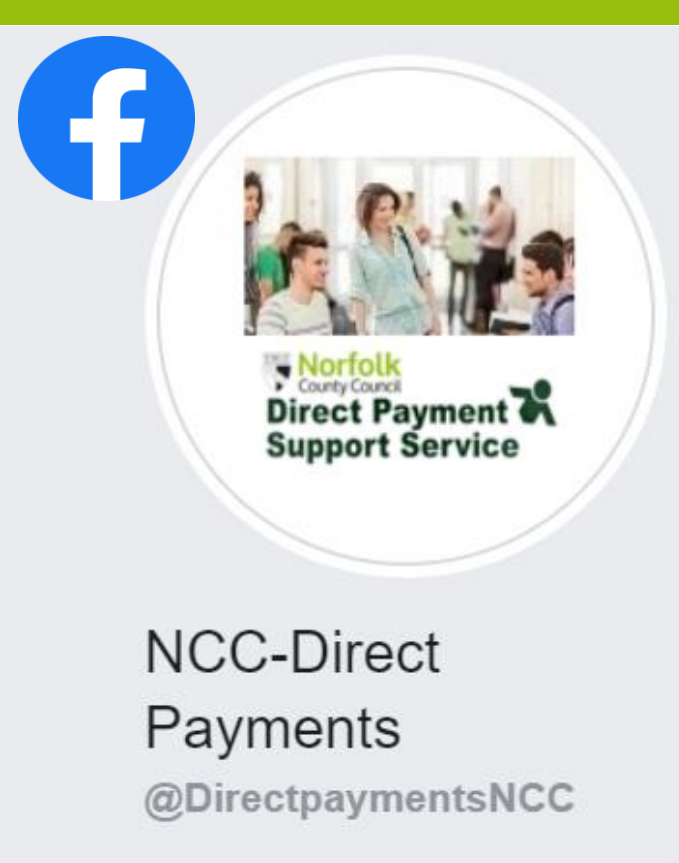
Communitydirectory.norfolk.gov.uk

To register as a PA on the Directory go to:

www.norfolk.gov.uk/pasignup

Adverts can include

- Location
- Availability
- Experience and qualifications
- Who can be supported
- Services offered



NCC-Direct
Payments
@DirectpaymentsNCC

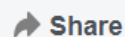


Norfolk
County Council

Direct Payment Support Service



A service to support Norfolk people with their Direct Payments



Send Message



- Service Updates
- Current PA vacancies
- Events
- What's new?

Join us on the DPSS journey – your ongoing feedback and input is key to service success.

DPSSFeedback@norfolk.gov.uk

Please fill out our questionnaire before leaving

Thank you

