



# The Horse's Mouth

A NEWSLETTER FOR USERS OF  
DIRECT PAYMENTS AND INDEPENDENT  
LIVING FUND

APRIL 2007

## From the Chief Executive

Time for another brief update from Wiltshire Direct Payment Support Service! Please read through the following and let us have any comments. We continue to want to respond to your comments and requests, and are always pleased to hear from service users.

I would particularly like to draw your attention to the article requesting user input to the Council monitoring of our service. Please consider whether you might be able to contribute in this way and get in touch if you are. The office contact details are overleaf.

Many thanks

Richard Pitman, Chief Executive

## Contract Monitoring

Every Council has a legal duty, as an alternative to delivering a direct service, to offer a direct payment to any person that they assess as needing care services. They also need to provide adequate support to potential users to enable them to take on the management of a direct payment. We are therefore contracted by Wiltshire County Council to provide a support service to Direct Payment and Independent Living Fund users. Under the contract the Council monitor our success in delivering this service, through twice yearly meetings. Both the Council and ourselves would like to involve service users in this process and we are therefore looking for three people to attend the next monitoring meeting, which will take place at County Hall in Trowbridge at 2.00 on 18<sup>th</sup> May. If you feel you could help us and your fellow service users in this way, please contact Alison or Richard at our head office.

If you would like this newsletter in any other format, please tell us.

## Training Update

In our last newsletter we gave a good deal of information about training. We now have the booklets we mentioned, which are ideal for low level PA training, covering topics such as first aid, moving people safely and home safety. They are just £2 a copy, and once you've purchased a copy you can use it for all your PAs, present and future. Copies can be obtained from the head office or from your Direct Payment Advisor.

**Copy Deadline for the  
June Issue is  
18 May 2007**

## Payroll Pieces

<b>End of year Returns (P35's)</b> Forms P35 must be forwarded to the Inland Revenue by 19 May by all PA employers registered with the Inland Revenue and forms P60 given to employees. Have you done this? There are penalties for not submitting the forms on time. Anyone using our payroll service will have heard from Pam concerning this. Users who do their own payroll, including those who came off the payroll service during the year can contact us for support or advice should they need it.	<b>Online Filing</b> Since the last newsletter our payroll service <i>has</i> been able to register with the Revenue and Customs to submit end of year returns on line for our service users. We had not expected the registration to come through so quickly. Each person has therefore been contacted to determine how they wish their P35 to be filed. If you have any concerns about this please ring Pam or speak to your regular Direct Payment Advisor.	<b>Online Filing Incentive</b> The Revenue and Customs currently offer a financial incentive to those filing their returns online. For this year the amount is £150. This money should be paid into your Direct Payment bank account, and can be used for anything to do with your care package.
--	---	---

## Forthcoming Holiday Changes

Currently, full-time employees are entitled to a minimum of four weeks' holiday a year, which can (or cannot) include the UK's eight bank holidays. The government now intends to make the entitlement, across the board, 28 days inclusive of bank holidays. The timing of this has yet to be confirmed, but the plan is to increase the entitlement in two stages, from 4 weeks to 4.8 (24 days) weeks on 1 October 2007 and from 4.8 weeks to 5.6 weeks (28 days) on 1 October 2008. These days are of course for full time employees, but part time employees will be entitled to a prorated equivalent. This will affect any person employing a PA who does not give bank holidays on top of the 20 days holiday allowance. We believe that this is most employers. This will need to be budgeted when deciding on how much you can pay your PA.

## Changes in Direct Payment Advisors

Unfortunately we have recently had to say goodbye to Glenis, one of our Direct Payment Advisors. Those of you who had Glenis as your advisor will have now been reallocated to another advisor, and if Glenis visited you on a regular basis, or you had ongoing work with her, you will have been contacted to let you know who this is. However, if you have not been contacted and are concerned, please phone the office and we will be able to advise you. This reallocation of cases may also affect users who were supported by another advisor, as we wish to ensure that our staff work in the most efficient way by keeping to their specific areas. We are sorry for any temporary disruption caused as new advisors get to know you, and you them, but are sure that you will soon develop good working relationships with the new advisors, all of whom have been DP advisors in Wiltshire for several years. If anyone does have any concerns, please contact Alison or Richard at the head office (number below).

## Contact Us

WDPSS  
Unit 11-12,  
Belvedere Trading Estate,  
Taunton  
Somerset  
TA1 1BH

Tel: 0844 984 2828

[wdpss@sain.org.uk](mailto:wdpss@sain.org.uk)

