

# Hertfordshire Direct Payment Support Service

## quarterly newsletter

### Welcome to the Hertfordshire Direct Payment Support Service newsletter!

We are pleased to share the latest updates and resources from the Hertfordshire Direct Payment Support Service.

In this edition, you will find information about our online support drop-in sessions. These sessions are held via Microsoft Teams and provide a welcoming space for Direct Payment holders and their representatives to ask questions, exchange experiences, and receive personalised support from a member of the Employment Advice and Guidance team.

If you are experiencing difficulties in recruiting a Personal Assistant, we have included guidance on the support available. This includes information on how to request a review of your direct payment amount, based on your individual circumstances.

We have also included some useful reminders around completing timesheets to help ensure payments to employed Personal Assistants are processed accurately and without delay.

In partnership with Hertfordshire Fire and Rescue Service, we are pleased to share Hertfordshire County Council's offer of fully funded training sessions for Personal Assistants. These workshops focus on recognising and reducing fire risks in the home and offer important knowledge for those supporting individuals who receive care.

Lastly, we would like to highlight HertsHelp – a free and confidential service that connects people with local advice, practical assistance, and community support.

We hope you find this newsletter helpful and informative. As always, our team is here should you have any questions or require further support.

*Marianna Petrides*

**Communications Manager**

[www.herts-dpss.co.uk](http://www.herts-dpss.co.uk)

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# Online support drop ins:



## Tuesday 5th August 10:00am – 11:00am

Hosted on Microsoft Teams this session is open to all Hertfordshire Direct Payment holders and representatives, providing a valuable opportunity for asking questions, collective learning and support to share information about managing direct payments.

This online support drop in will be hosted by a member of our EAG (employment advice and guidance) team who will be on hand to answer questions related to managing Direct Payments.

[Click here to register](#)



Subscribe to our email mailing list to ensure you receive all of our updates: [www.bit.ly/purplemailing](http://www.bit.ly/purplemailing)

If you are experiencing difficulties recruiting a Personal Assistant and would like to explore other ways of meeting your social care needs then we recommend contacting Hertfordshire County Council (HCC) directly on 0300 123 4042 to discuss your circumstances and explore the options available. Each person is assessed on an individual basis, taking into account your specific, eligible social care needs.

## **Timesheet guidance:**

**To ensure your Personal Assistant(s) are paid on time, here are two important aspects to keep in mind:**

### **Submitting timesheets on time**

Please ensure timesheets are submitted by the deadlines listed in your payroll schedule. Late submissions will not be processed until the next payroll cycle, which could cause a delay in your PA's pay.

We recommend setting a regular reminder to help you stay on track.

### **Filling in timesheets correctly**

To avoid delays, please double-check that your timesheets are filled in clearly and completely.

Each one must include:

- Your full name (as the employer)
- Your PA's full name
- Signatures from both of you
- The dates and hours worked
- The hourly rate for each shift

## Free “recognising and reducing fire risks in the home” for those supporting individuals receiving care (workshop for PAs):



In partnership with Herts Fire and Rescue Service (HFRS), Hertfordshire County Council is offering fully funded training on recognising and reducing fire risks in the home for those supporting individuals receiving care. This course provides valuable insights into home fire safety, outlining the services available through HFRS and how these can benefit adults and families receiving support.

The ‘lite bite’ session will equip attendees with the knowledge to identify fire risks and understand where to access additional help. It also introduces the person-centred framework used by HFRS and defines who may be considered a person at risk.

Additionally, the course includes a session led by trading standards, covering fraud awareness and strategies to reduce the risk of scams.

### Online training sessions (9:30am–12:30pm):

- 11th September
- 2nd December
- 10th March

### Lunch and Learn briefings (12:30pm–1:30pm):

- 10th July
- 10th November

To request a place on any of the above sessions, please contact:  
[acslearninganddevelopment@hertfordshire.gov.uk](mailto:acslearninganddevelopment@hertfordshire.gov.uk)

# Hertfordshire service overview

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## About Purple Direct Payment Support Service

At Hertfordshire Direct Payment Support Service, we are dedicated to empowering individuals with Personal Budgets and Personal Health Budgets through Direct Payments or Individual Service Funds, giving them the freedom to shape their own care and support.

Our team of dedicated account managers are here to support service users in managing their funds and making necessary payments, such as paying Personal Assistants or care providers.

We strive to offer a "one stop shop" direct payment support service to enable service users to enhance the use of their Personal Budgets and Personal Health Budgets to achieve their desired outcomes with innovative, person-centred solutions.

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## Our services:

### Employment advice and guidance (EAG) and Recruitment support:

We provide independent information, advice and guidance (EAG) to support service users through the process of employing a Personal Assistant (PA), including assistance with recruitment, advertising, payroll services, contracts, DBS checks, reference checks, employer liability insurance, budgeting and audit support.

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### Purple Managed Account (Invoicing):

With our Purple DPSS Managed Account (Invoicing) service, we manage the funds, process invoices and make payments to providers, while the service user remains responsible for contracts and issue resolution.

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### Purple Managed Account (Payroll):

With our Purple DPSS Managed Account (Payroll) service, we handle the funds and payroll, making payments based on Personal Assistant (PA) timesheets, with the service user remaining responsible for contracts and issue resolution.

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### Purple Process Only Support:

With our Purple Payroll Support service, we support service users to manage their funds by simplifying the process of payroll. Once the Personal Assistant (PA) submits their timesheet, we calculate the payroll figures and send the service user clear, accurate information so they can make the correct payment directly.

Additionally, we send payslips to the PA, giving them a clear record of their earnings. While the service user remains the employer and is responsible for making payments to HMRC for tax, National Insurance, and pension contributions, our team is here to guide them through each step and offer advice whenever needed.



# Hertfordshire service overview

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## Purple Match – Personal Assistant Register:

Designed to streamline the process of connecting individuals with suitable Personal Assistants, Purple Match offers a Personal Assistant register and a range of support for Direct Payment holders.

Our dedicated team guides service users through the process, ensuring a smooth and efficient experience. We work closely with the individual to understand their unique needs and preferences, enabling us to assist in creating job advertisements that attract the most suitable candidates using our Purple Match job board.

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## Support Brokerage:

Support Brokerage is a person-centred service offered by Purple to help individuals with care needs navigate the often overwhelming process of arranging support. The service is available to anyone with a Direct Payment who does not wish to employ a Personal Assistant (PA) but is looking for alternative care services, providers, or community-based options.

Our Independent Support Broker offers signposting for those with an Individual Service Fund or who self-fund their care. The aim of Support Brokerage is to empower people to make informed, independent decisions about their care by providing information, research and local service options tailored to individual needs. Whether someone is looking for a care provider, care home, live-in care, or support in the community, this service offers guidance without making decisions on their behalf. Communication is flexible, with information and resources often shared via email to support individuals in taking the next steps directly.

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## Online Support Sessions:

We offer free online support sessions led by our expert team and guest industry specialists, offering invaluable guidance and support for Direct Payment holders and Representatives.

### Our sessions include:

- Open drop-ins: A welcoming space for service users to ask questions, share experiences, and connect with others navigating similar journeys.
- Themed Workshops: Tailored sessions focused on specific topics to enhance understanding and build confidence in managing Direct Payments effectively.

## Find support when you need it – how HertsHelp can assist:

HertsHelp is a free service offering assistance to Hertfordshire residents. It connects individuals with organisations that provide advice, social activities, and a range of other support services.

Anyone can reach out to HertsHelp by phone or email. Their team takes the time to understand your concerns and links you with services that can offer the help you need.

### HertsHelp can assist with a wide range of problems, including:

- Managing daily challenges
- Support for care and carers
- Healthy living advice
- Transport options, such as bus passes and blue badges
- Home services and equipment
- Cost-of-living support

### Contact HertsHelp:

#### *Opening hours:*

- Monday, Tuesday, Thursday, Friday: 9 am – 5 pm
- Wednesday: 9 am – 7 pm
- Saturday and Sunday: 10 am – 4 pm

**Phone:** 0300 123 4044

**Email:** [info@hertshelp.net](mailto:info@hertshelp.net)