

#1 | 2026

Quarterly Newsletter



Hertfordshire Direct Payment Support Service

Welcome to the Hertfordshire Direct Payment Support Service newsletter!

We are delighted to share this edition with you, which is full of updates, opportunities, and resources designed to make managing your Direct Payments as smooth and straightforward as possible.

In this issue, you will find everything you need to know about our Online Support Drop-In on Monday 18th May – a free, informal session held via Microsoft Teams where our team will be on hand to offer guidance, answer questions, and help you connect with other Direct Payment holders in Hertfordshire.

We are also shining a spotlight on a fully funded training programme for Personal Assistants, coordinated by ACS Learning and Development. Running throughout the 2026–2027 year, the programme covers an impressive range of topics and is available at no cost to PAs employed via a Direct Payment. We encourage you to pass this information on – it is a fantastic opportunity for your PA to grow their skills and confidence.

Additionally, this edition includes guidance on contacting Hertfordshire County Council should you need support exploring alternative care arrangements, with assessments tailored to your individual needs. We hope you enjoy this newsletter and find it helpful.

Marianna Petrides

Communications Manager



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Hertfordshire Direct Payment Holder Online Support Drop-In

 **Monday 18th May**
 **10:00am – 11:00am**
 **Microsoft Teams**

Curious to learn more about Direct Payment support, or interested in hearing the experiences of others?

Our online drop-in is a warm, supportive space designed to boost your confidence and leave you feeling more informed about Direct Payment management.

By joining, you can:

- Speak directly with members of our team
- Gain practical guidance on Direct Payment management
- Connect with other Direct Payment holders and representatives
- Discover ways to make the process of managing your Direct Payments simpler

There is no obligation to share — you are very welcome to simply listen in and pick up useful guidance.

Our team enjoys meeting you, learning from your experiences, and offering support to help you feel more confident in managing your Direct Payments.

Click here to
learn more



Training Opportunities for Your Personal Assistant (PA) :

April 2026 to March 2027



From April 2026 to March 2027, ACS Learning and Development are running a funded training programme open to Personal Assistants employed through a Direct Payment. We are sharing this with you so your PA can take full advantage of what is on offer.

The programme covers a wide range of topics delivered through both face-to-face and online sessions, including safeguarding, mental health, dementia, medication, health and safety, learning disabilities, condition-specific training and additional behavioural trainings.

Whether your PA would like to build confidence in a particular area or expand their knowledge more generally, there are many courses to choose from.

How to book:

Personal Assistants employed via a Direct Payment are exempt from the course fees that apply to other attendees.

To book, your PA should contact the team directly, mentioning that they are employed via a Direct Payment: acslearninganddevelopment@hertfordshire.gov.uk

Click here to
learn more



Training Opportunities for Your Personal Assistant (PA) :

April 2026 to March 2027



What to expect:

Joining instructions will be sent in advance of each session. If confirmation has not been received within 10 days of the course start date, your PA should follow up with the team. If plans change and a place needs to be cancelled, **please do so by email at acslearninganddevelopment@hertfordshire.gov.uk** as early as possible, as non-attendance may result in a charge.

If your PA has any specific accessibility requirements, the team kindly requests that they get in touch as early as possible so that the right support can be arranged.

The full training calendar is available below and includes course details, dates and times, locations, delivery format and booking links. We encourage you to share this information with your PA to benefit from this opportunity.

View the full calendar: <https://herts-dpss.co.uk/app/uploads/2026/03/ACS-Provider-Services-Calendar-2026-2027.pdf>



Contacting Hertfordshire County Council (HCC)

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.