

# Newsletter

Summer 2024



## Welcome

Welcome to our Essex Summer 2024 newsletter. Now we have been up and running in Essex for a while, we hope that you are seeing a much smoother service after what we know was a difficult transfer period. We wanted to give you an update of where we are and provide a reminder of all our key contact details and ways of working.

## Communication

We know that it is important that you can get in touch with us easily and quickly. **Please check below for the correct email address** to use. Please take the automatic reply on each of the Essex inboxes as confirmation that we have received your email and only send one email to a single address about your query, this will help us to reply more quickly.

General Queries	essex@penderelstrust.org.uk
My View Queries (payroll customers)	myview@penderelstrust.org.uk

### Managed Accounts (where we hold funds on your behalf):

Timesheets for employed PAs using payroll	essextimesheets@penderelstrust.org.uk
Invoices for self-employed PAs and care agencies/other providers	essexfinance@penderelstrust.org.uk

### Standard Accounts (where you hold the direct payment funds yourself):

Timesheets for employed PAs using payroll	timesheets@penderelstrust.org.uk
Invoices for self-employed PAs and care agencies/other providers	These should be paid directly by you.

Please note that we are still receiving a very high level of calls every day so you may struggle to get through. If this is the case, please leave a message and we will get back to you. You can also check our website to identify which finance officer to select, or ILA if not a finance query.





## Office Visits

We are very happy for you to visit our office if you wish to meet with your adviser face-to-face. It is really important that you make an appointment before you come so we can make sure the person you want to see is available. Please also note that our finance team (who run our managed accounts) and payroll team are not based in Essex, they work from our head office in Coventry.

## Keeping in Touch

Now things have settled down a bit, we are going to be making contact with all direct payment recipients in Essex to see how things are going and if there is anything we can do to make having a direct payment even easier and better for you. This will be your chance to have a chat about the support we can provide to you and for us to get to know each other a bit better. There are lots of you so this will take quite a few months so don't worry if you haven't heard from us yet. You can, of course, get in touch with us in the meantime with any queries you have.

## Assessed Charge

As part of your direct payment agreement with Essex County Council, you may be required to pay an assessed charge. This is your personal contribution towards the direct payment package. It is really important that you pay this otherwise your account may go into deficit and there won't be enough money to pay your care bills. We have recently written to everyone who needs to take action on this. If you have not heard from us, you do not have to do anything.

## If you are an employer.....

*If you directly employ your Personal Assistants (PAs), this section is for you.*

### Employer's Liability Insurance

If you directly employ your own personal assistant (PA), it is a legal requirement to have employer's liability insurance (ELI) in place. We have written to all direct payment recipients who we think may not have a correct policy in place. If you have received an email from us on this, it is really important that you take action as instructed.



### PA Pay Rates

The National Minimum Wage Rates change each year on 1st April. It is a legal requirement that all workers are paid at least this rate. This year, the rate increased significantly which meant that many PAs needed a pay rise to make sure they weren't being paid under the new legal minimum. Essex County Council wrote to employers to let them know their direct payment rate was being increased to cover the new wage rates.

It is important to note that the direct payment rate is NOT the rate you can pay your PA. Part of the hourly amount given by the council needs to cover other employment costs including employer's liability insurance, pension payments, annual leave etc. The new rate was set so you can pay your PA the new legal minimum rate of £11.44/hour. If you want to pay your PA more than this, please contact us so we can see what rate you can afford out of your direct payment package.



## Payroll

Please send your timesheets to us, according to the email list on the previous page, by the **1st of every month**. If you submit your timesheets after the 1st, we cannot guarantee that they will be processed or that your PA will be paid.

Your PAs will be paid on the **14th of the month** and payslips will be available the day before.

**My View** is the online system for viewing and downloading payslips. You can't currently submit timesheets via My View, please email them to the relevant address given on the previous page. If you have any technical issues with My View, please email the team on [myview@penderelstrust.org.uk](mailto:myview@penderelstrust.org.uk). Please do not use this email for general payroll queries.

Please rest assured, if you have a managed account and you can't log in to My View, it doesn't mean your PA won't be paid, it just means you can't view their payslip. Login issues will not affect payment.

If you use posted timesheets and need more copies, please email [timesheets@penderelstrust.org.uk](mailto:timesheets@penderelstrust.org.uk).

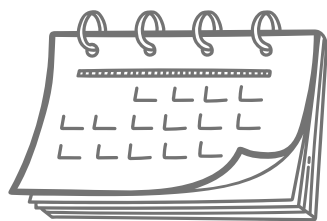
## If you are a managed account customer.....

*If we hold direct payment funds on your behalf, this section is for you.*

### Statement of Account

As part of our service, we make sure we know your account balance and that there are sufficient funds in your account to pay for your care and support. This means you don't have to worry. We will contact you if we have any concerns or something doesn't look quite right.

If you have any queries on your account or would like more information, please contact your Finance Officer (see our website for a list of our team so you know who manages your account).



### Invoices from Self-Employed PAs and Agencies

If you use a care agency or a self-employed PA instead of directly employing a PA, we will pay within 30 days of receipt of invoice. As is standard with a business-to-business transaction, we cannot give a guaranteed pay date; we often pay invoices more quickly than 30 days depending on workload.

We politely ask that your supplier does not send multiple copies of the same invoice as this creates more workload and increases the risk of error.

## Financial Assessments

If you would like a new financial assessment or have any queries around your direct payment assessment, please contact the financial assessments team at Essex County Council on [assessandpay@essex.gov.uk](mailto:assessandpay@essex.gov.uk) or you can call them on 03330 135895, or text on 03457 585592.



## Document Centre

There may be times when you just need a specific document, such as sample interview questions or our policies and procedures. You can access many of our forms, factsheets and templates at any time via our online document centre.



Simply go to the Essex page on our website: [www.penderelstrust.org.uk/essex](http://www.penderelstrust.org.uk/essex)

Click on the 'Document Centre' button on the right hand side of the page. If it's the first time you have used it, you will need to register your account. Just fill in the online form and you will be issued a login code, which you should use from then on.

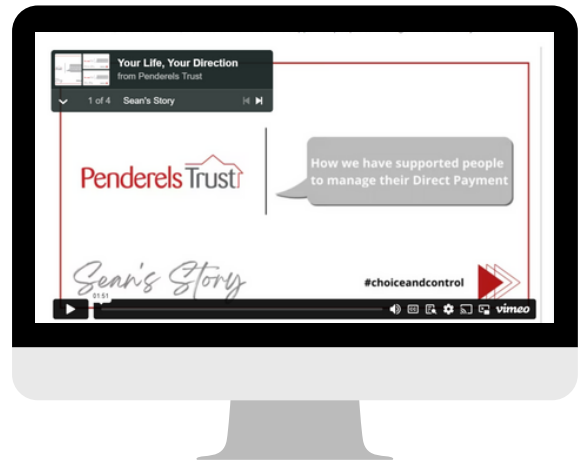


You might be able to find the answer to your question on our Essex web page. You can visit us at [www.penderelstrust.org.uk/essex](http://www.penderelstrust.org.uk/essex) to see our latest updates. If you have a managed account, you will have a finance officer who looks after your account. Finance officers are assigned by the first letter of your surname, you can find out who yours is by checking the list on the webpage.

## New starters

If you have recently been referred to us, you might find it useful to watch our video series on how we have supported people to use their direct payment.

These videos can be accessed via our YouTube channel: <https://www.youtube.com/@penderelstrust1165>



## Thank you!

We look forward to continuing to work with you and we will continue to work hard to make things as simple and straightforward as possible for you moving forward.

*Penderels Trust*



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