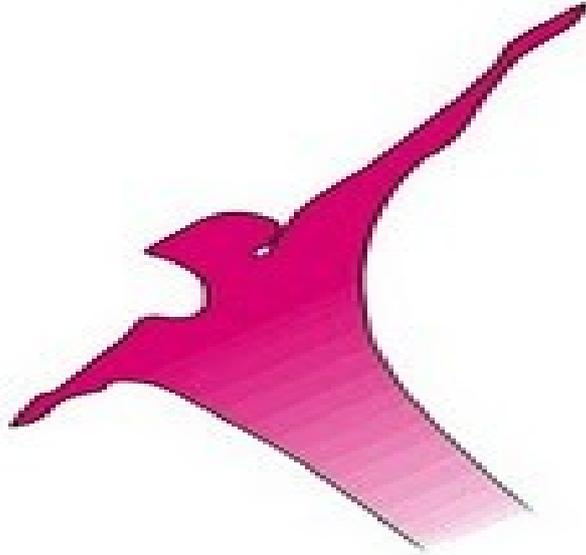


Chapter 3

Helping People Find Community Services



Sharing Knowledge
Working Together
Improving Lives



www.haloabletec.co.uk
Tel: 07749 982114
iggy@haloabletec.co.uk

2016 version

Organising Support

Having the money in your account is only the first step in personalised support. Now you need to think about spending that money wisely.

The first step may be to go online (if you have the facility, or go to your local library and use their free computers) to see what services are available. Do a 'search' for carers, cleaners, gardeners or other services that you may wish to purchase. Alternatively, go through a local editorial or magazine looking for services, or ask around. Make sure you check prices to ensure you are getting the best deal. 'Phone around to find out what is available.

Lincolnshire county council have a web site which may help you find such services, follow this link and see what they have to offer.

<https://www.lincolnshire.gov.uk/adult-care/>

Agency or Self Support

Along the way you may decide to go through an agency to buy in your support, or alternatively, you may decide to employ someone yourself. There are pros and cons with both alternatives. Ultimately, you or the client will have to decide what is best for you or them.

Here are some things to think about.

Agency:

Good – less stress, all the work is done for you.

Bad – some of the money you have will be taken by the agency in costs and therefore you may have less money to go around.

Self support:

Good – all the money can be spent on your needs and not used up in admin costs.

Bad - employing people can seem daunting, and can take up time.

Employing People

If you decide to go down the route of employing people, here are some of the things to consider and some useful pointers which might make things easier.

Finding the Right Person

The first step is ask around. Your neighbours and friends can all be employed to do bits and pieces for you, within reason and without too much hassle. You may be able to pay them for this. Ask them to spread the word. The only restriction is on employing family members or partners. However, under certain circumstances, this too can be allowed. Check with your social worker.

Once you have asked your family and friends, think about advertising to find people outside your normal circles. Adverts can be placed relatively cheaply in local shops, supermarkets, job centres, or you could even try Facebook or Twitter to get an even wider audience.

Before you advertise for a carer, cleaner, gardener or other service, you need to be sure of what you need them to do. How much you will pay them? When and how often do they need to come? It is good to draft an advert which you can use to advertise for the services you require.

TIP: Go back to Socratic Method to make sure you have asked yourself all the right questions!!

Advertise

There are lots of places you can now advertise for free, as well as by word of mouth, try local sotres and noticeboards, how about putting it on multi media sites like Facebook or twitter? Some users have already set up places where adverts can be placed for free.

Facebook:

<https://www.facebook.com/groups/655968601169117/>

Some other sites to try include gum tree or indeed both places where you can advertise for jobs for free.

Example Advert:

WANTED
Carer/Home Help

20 hours a week.

For local assistance with dressing, toileting, bathing, house cleaning and some light gardening etc.

Must be flexible and able to drive.

Good rate of pay.

For more details please call Mr XXXXXXXXX on : XXXX XXXX

References and CRB check will be required.

Date closing :

Interviewing people

Hopefully, you will receive some responses to your advert or request for carers through friends. Before you invite people around, speak to them on the 'phone. Ensure you've got a few questions that you have prepared beforehand. This isn't a full interview, this is just to ensure that you weed out unlikely candidates. See if there are similar interests, or if you like what they are saying. Do they seem friendly?

Things to ask

Tell me a little about yourself.

Have you done this type of work before?

Where? When?

Once you have a list of people (or perhaps it is someone you know) it is important to have time to sit down and interview them. This can be as casual or as formal as you like. Telephone beforehand, give them a time and date and ask them to bring any documentation or references for you to see.

Ensure someone is there with you or the client for safety. It also helps to get another person's point of view.

Interview questions

It is good to have a list of interview questions ready before the interview. Here is a draft list of questions which you may use:

- What kind of job are you looking for and why?
- Do you have a clean driving licence?
- What is your availability/notice period?
- What skills would you bring to this carer role?
- What experience have you had caring for an elderly/disabled/wheelchair-bound person?
- Why did you apply for this role?
- Are you able to do heavy lifting?
- Are you comfortable with animals/pets? (if their role will involve pet contact)
- What kind of cooking can you do? (if this will be part of the role)
- Are you flexible about hours?
- Do you have references?
- Have you had a CRB check?

Remember there are some questions relating to the following subjects which you shouldn't ask:

- Marital status
- Childcare arrangements
- Sexual orientation
- Plans about starting a family
- Trade union membership
- Political affiliations
- Religion

Exercise 9

Why not practise to feel more comfortable about asking questions? You could practise with the supporter, client or a friend using the questions above. Is there anything else you would like to add to the questions? Why not jot them down.

Even if you really like a particular person, make sure you interview everyone in the same way. Before offering anyone a job, make sure you have checked their references and that they are DBS (Disclosure and barring service) checked. This may help to ensure that they are trustworthy, as it is a check of whether the person has previously been convicted of an offence.

If they have not been DBS checked, you can have this done for a small cost:

<https://www.gov.uk/dbs-update-service>

In some cases your local authority may help you with this.

Offering the Job

Once you are happy, it may be wise to offer the person the job in writing. Include the terms and conditions of the employment in the letter or alternatively attach a written contract to the letter. Remember an employee is entitled to a written statement of your main employment terms within two months of starting work.

Exercise 10

Write your own letter or job offer or contract. Remember you need to add or include the following at the least.

Hours to be worked, what they are required to do, start time, end time (or flexible), rate of pay, holidays, sickness etc.

TIP: Keep a copy on file. In fact, it is useful to start a folder, so that you can keep all employment documents together.

Draft Contract of Employment

This contract is governed by the laws of England

This contract is between

YOUR NAME

YOUR ADDRESS

AND

EMPLOYEE'S NAME

ADDRESS

JOB TITLE - i.e. carer/personal assistant. It could also say permanent/part time after probation period (usually 3 months).

JOB DESCRIPTION – this job will involve supporting.....with their day to day activities. This could involve some personal care, preparing meals, helpingaccess activities and appointments. This is not an exhaustive list and may vary from time to time.

HOURS OF WORK - work will normally be between and Monday – Friday. There may occasionally be a request to work outside these times. Supervision will also be paid for (for example 1 hr month). The average hours per week worked will be..... (This is useful for part time hours and for working out holiday requirement).

Pay will be per hour, paid on the last Friday of the month. After a year's employment, pay will be evaluated and rises may occur, dependant on the personal budget received. (You may wish to have a different wage for the probation period and this will have to be spelled out here.....for example, £8 per hour until the 3 month probation period is up, then £8.50 per hour).

If you are to work a bank holiday this will be paid at time and a quarter.

Mileage will be paid separately to wages, as will expenses. Mileage forms will need to be filled in and receipts kept for expenses.

HOLIDAYS - your holiday year will start from the day you are employed. No holiday pay will be paid for the firstmonths (can be no longer than 3). After that, you will be entitled to 5.6 weeks per year including bank holidays. This equates to hours.

You may be asked to take some set holidays and this will include the week between Christmas and New Year. (Usually no more than 2 set weeks).

Notice for holiday leave will be 4 weeks for both parties, except in exceptional circumstances.

SICKNESS - In event of illness and being unable to turn up for work, you must contactbefore 9am, or at least 1 hr earlier than your shift start, if you are due to start work before this time. Sick pay will be paid with accordance to government regulations.

NOTICE OF TERMINATION - During the probation period both parties will be expected to give 2 weeks notice. This increases to 4 weeks after this time.

However, if the employee behaves in an inappropriate way or there is gross negligence, termination can be instant, with one week's pay.

CONFIDENTIALITY - It will be expected that, during and after this employment, you will not disclose any confidential information about the client or the employer.

Other Terms you may want to add:

Signed Employer

Date

Signed Employee

Date

Training

You might want to consider training your staff on some basic matters, such as First Aid, Health and Safety and Manual Handling. Job Centre Plus and other voluntary organisations do many courses for people looking for employment, covering payment for these if they are unemployed, or for a very small cost.

Insurance

Your budget should include the provision of taking employer's liability insurance. This covers your employees for accidents or injury while they are working for you. There are a number of specialist carer companies, which offer cover for well below £100.

PAY/Tax - Things you need to know

P45/P46

Your employee, when he starts with you, should give you a P45. If not, you should get him to fill in a P46 form, available from here:

<https://www.gov.uk/new-employee/employee-information>

Ensure you keep a copy, as this has vital information you will need.

Current rates

These rates are for the National Living Wage and the National Minimum Wage from 1 April 2016.

Year	25 and over	21 to 24	18 to 20	Under 18	Apprentice
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April 2016 (current rate)	£7.20	£6.70	£5.30	£3.87	£3.30
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TIP: Remember these amounts change in October every year, so put a date in your diary to check: <https://www.gov.uk/national-minimum-wage-rates>

Tax

Generally, a person can earn up to their personal allowance before you have to worry about their tax payments (see chart below). However, bear in mind that this is the total amount they should earn for the year. If they have other jobs, this may take them above the thresholds, if all are added together, so make sure you check.

	2015 - 2017	2016 - 2018	2017 -2018
Personal allowance	10,600	11,000	11,200
Basic Rate Limit	31,785	32,000	32,400
Higher Rate Threshold	42,385	43,000	43,600

National Insurance

You pay [Class 1](#) National Insurance contributions. The rates for most people for the 2016 to 2017 tax year are:

Your pay	Class 1 National Insurance rate
£155 to £827 a week (£672 to £3,583 a month)	12%
Over £827 a week (£3,583 a month)	2%

Holidays

This online link from Business Link will help you work out your employee's holiday entitlements: <https://www.gov.uk/holiday-entitlement-rights>

Sick Pay

Calculations are available here:

<https://www.gov.uk/statutory-sick-pay-ssp>

Becoming an Employer

If you employ someone, it may be best (and necessary) to register with HMRC as you will get guidance and information to keep you up to date. Whether you are an employer depends on whether the employee is considered to be actually working for you.

Check with HMRC (see link for PAYE online below) or Business Link first to see whether you need to register as an employer.

<https://www.gov.uk/employing-staff>

PAYE online

You may wish to give a paper copy of a payslip. However, if it looks like your employees may be getting paid above the minimum tax or NI thresholds, it may be beneficial to register with HMRC and download the following programme to help you keep records.

<http://www.hmrc.gov.uk/payee/tools/basic-payee-tools.htm>

It is quite straightforward and user friendly. The programme will give you the information about the amount of tax to be paid, as well as any National Insurance you may have to pay. It will also supply you with a pay slip that you can give to your employees.

Paying HMRC

For Tax and National Insurance can be paid to HMRC via this link if you have a debit card :

<https://www.gov.uk/pay-tax-debit-credit-card>

TIP: Set a half day aside per month in your calendar to do the necessary paperwork. If you can manage, you may be able to combine it with the day when you are sorting your other invoices and updating your expenditure spread sheet. You will need to include this expense on the form anyway.

TIP: Remember you don't have to do all this yourself, you can pay someone to manage this for you. Also check with your local tax office, as they often do free courses for new employers.

Buying Goods or Services

Employing someone seems to be the main issue for most people on direct payments. However, buying goods and services using your budget may come a close second.

Disability VAT Exemptions

If the thing you are buying is disability related expenditure, you may be entitled to VAT relief on the item. Check with the retailer as this could save you money. You can give the form below to the retailer, or service provider, to try to claim your VAT relief.

H.M. CUSTOMS & EXCISE – VAT EXEMPTION CERTIFICATE

To help disabled people who are buying special products for their own needs, or for a registered charity, the government allows relief from VAT. This is subject to the following conditions:

- i) If you are disabled or chronically sick, or are buying goods on behalf of someone who is disabled or chronically sick, we can relieve the VAT provided that you complete the declaration below.
- ii) If you are a business or institution, and you are registered for VAT, you must pay the VAT. However, when a disabled or chronically sick person buys the goods from you, you can relieve the VAT.
- iii) VAT relief applies only to goods which are specially designed for disabled or chronically sick people.

REMEMBER, to obtain the VAT relief you MUST complete the declaration below and return it to us.

DECLARATION

I declare that I am disabled and/or chronically sick and that I am receiving goods from [] which are to be used to assist me and/or other disabled or chronically sick people. I claim that the supply of these goods is eligible for relief from VAT under Group 14 of the Zero Rate Schedule of the Finance Act of 1986.

Signed:.....Date:.....

If you are buying these goods on behalf of someone who is disabled or chronically sick or a charity, please detail the person's or charity's name below:

Name:-----

Your Rights when Things Go Wrong with Goods and Services

If you have bought goods or services and you are not happy with what you have received, then you have some basic rights, as laid down in law.

The Consumer Rights Act came into force on 1 October 2015. The law is now clearer and easier to understand, meaning that consumers can buy and businesses can sell to them with confidence. On the rare occasions when problems arise, disputes can now be sorted out more quickly and cheaply. Alternative Dispute Resolution, for example through an Ombudsman, offers a quicker and cheaper way of resolving disputes than going through the courts.

This states that goods you buy must be:

- of a satisfactory quality
- fit for any particular purpose made known at the time of the sale
- as described

This states that services must be delivered:

- with reasonable skill and care
- within agreed price
- within a reasonable time

These rights cannot be taken away from you. In relation to goods, you are covered for up to six years.

<https://www.citizensadvice.org.uk/Global/Public/Campaigns/cra/ConsumerRightsSummary-GoodsF2F.pdf>

If you feel the goods are unsafe, or the service provider is using sharp practise, contact your local Citizens Advice please visit citizensadvice.org.uk or call 03454 04 05

TIP: Additional insurance may not be worth paying for. Remember you are already covered by law. Check the small print.

The first step is to always contact the supplier, not the manufacturer (as some traders might say). Put your complaint in writing if necessary.

For further advice contact your local Citizens Advice Bureau.

<http://www.adviceguide.org.uk/england.htm>

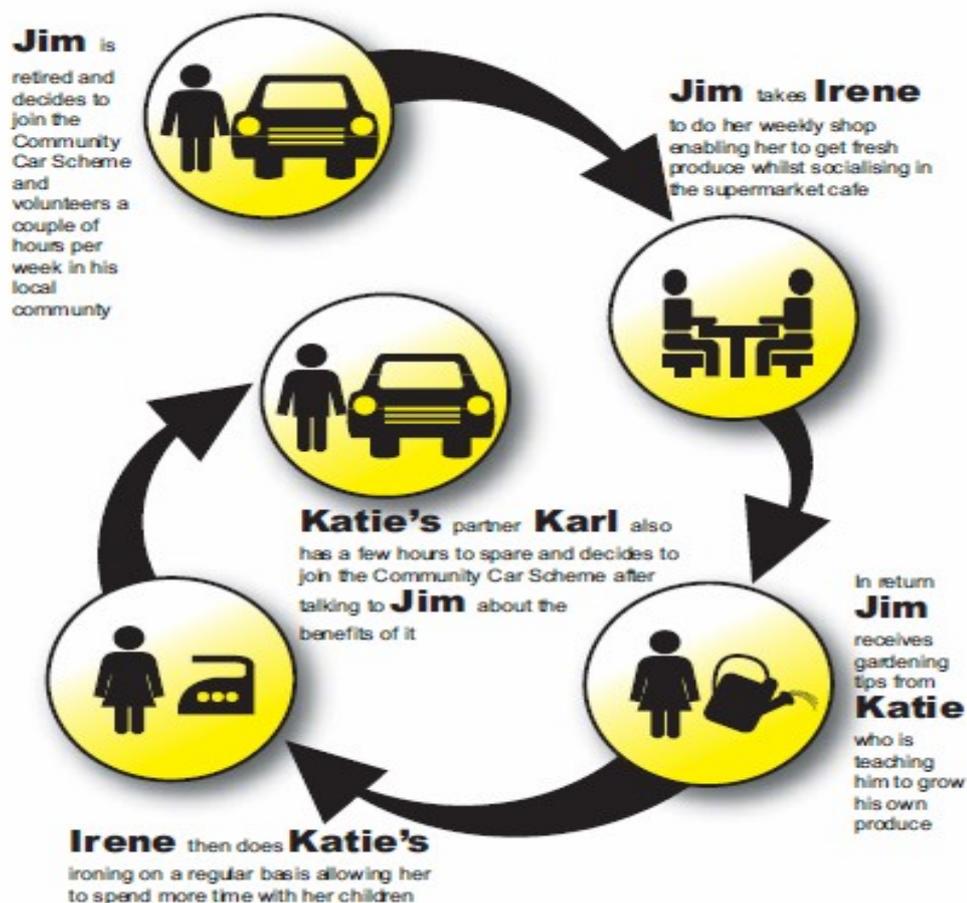
Community Services

There is a range of services, both large and small, available locally, that might be able to assist you with your needs. Have a look at the useful links page at the end of this manual to see what they have to offer.

Perhaps you or the client could think about developing your own services? You may have particular skill or knowledge that you can share with others.

Think about Time Banking. This is where a group of people share their time helping each other.

Time Bank Example



Quote: Coming together is a beginning; keeping together is progress; working together is success. Henry Ford

In the same way, why not organise activities in a group? If you are all on direct payments, you could share your costs, making your money go a lot further. Perhaps, if planning a trip somewhere, travelling together will save money. Even with a book or knitting club, you could take turns to meet at each others' homes. Try to find like-minded individuals to share the activities you like. If practical, you could share your carers and transport on the days that you meet, saving money again. The more people you know, the easier it will be for you to find the services you need. The most important thing to remember is that you are in control. It is up to you how you spend your money.

Exercise 10

Look at the things you mentioned in your support plan. What things did you note that you would like to do with your budget?

Now think about how you can make those things happen. It is usually useful to break things down into smaller steps. Start with a list of the things you want to do. Try to list them in order of which you think is the most important. Take the first three (remember small steps). Now look at them. For each one, write down how and when you are going to do them. Set dates so they are specific and you can check to see if you have done them. If not, it is ok. Just reset a date and try again.

Action from personal plan	How	When
1.		
2.		
3.		

IMPORTANT NOTE: Care and Support Bill