

For carers managing your direct payment records



hello

This document tells you about what information you need to keep about your direct payment. There are many rules about this and you might need to ask for further support.



What this document is about

If you get a direct payment from the council to support you as a carer you must keep certain records.



By law the council must check the records of people who have direct payments.



If you employ your own staff, you will also have to follow the rules from the HM Revenues and Customs about tax and National Insurance.

Why direct payment records are important



You must give KCC details of how you are spending your direct payment.



You must keep all records such as bank statements, bills, cheque stubs, wage slips and receipts.



You should be prepared to share any of these with us if we ask to see them.

What is the minimum records I should keep?



- A copy of your support plan (your case or care manager will give you this)

- bank and building society bank statements

- bills and receipts; and

- petty cash receipts if you have had to make any payments in cash

If you have a Kent Card the council will be able to view the bank statements online, this will reduce the amount of paper work you will need to keep.

But you should keep a copy of these for your own records as well.

What if I employ my own staff?



- a list of their names and addresses
- a signed HM Revenue and Customs P45
- a salary and wages book or individuals deductions working sheets
- employment contracts for each person
- insurance documents; and
- time sheets that your carers must fill in and sign.



I don't employ staff do I still need to keep a record?

If you don't employ the person who gives you support, you must make sure that the person or organisation providing the support say this in writing.



They should also say in writing that they have the right insurance, the right skills and qualifications.



If your PA says they are self-employed, you need to contact your Direct Payment Support Worker for support.

How to give us the information about how you have paid for your care and support



Within 6 months of the date you first get your direct payment there will be a first check to see how you are getting on.



After this we will write to you at regular intervals to ask for original bank statements and documents that relate to the direct payments you receive.



After we have checked them they will be returned to you.



If you get your direct payment through a Kent Card you will not be asked to send the bank statements as we can see the bank statements online.



We may ask you for receipts to show how any cash has been used.



What does the council do with this information?

We use the bank statements and documents to complete direct payment monitoring.

This will:



- check that we/KCC are paying the correct money onto your Kent Card or into your separate direct payment bank account. And make sure that you are using the money to pay for support as written in the support plan



- check if there is any money building up in the account.

Making payments from your care payment account



Where possible you should pay for care and support by 'chip and pin', online banking, direct debit or cheque.



Do not make any payments with your direct payment that are not included in your support plan.



We recommend that you do not make cash payments.



You must keep the original paperwork as proof of payments (for example wages and salary records, bills, receipts and claim forms).

Before making a payment you should check that:

- any bill shows the name and full address of the person providing care
- it adds up correctly
- it is for a service you have already received; and
- the payment is due.





How long do I need to keep the records for?

You must keep all documents relating to the direct payment for 6 financial years.

A financial year goes from April to April.



What if things go wrong?

If you have a problem and it directly affects your ability to pay for your immediate support tell your case/care manager at once.

How do I contact the Direct Payments Team?



Telephone: 03000 413 600



or email direct.payments@kent.gov.uk



Textphone: 18001 03000 413 600

This publication is available in alternative formats and can be explained in a range of languages.

Please ask your care/case manager for details or call 03000 41 61 61