



Provider Bulletin

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Any comments you have about these Bulletins (good or bad!) are welcome. Please contact:
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Tel: 01609 797042 or 01609 532025

LGBTQI+ New Briefing Document Available

A new briefing document is available on the SCIE website which provides information for LGBTQI+ Disabled People who are or wish to be in charge of their social care support, and who employ personal assistants (PAs) or support workers.

The following is taken from the SCIE Website:

“LGBTQI+ means People who identify as lesbian, gay, bisexual, trans, queer, questioning, intersex or who hold identities such as non-binary”.

“LGBTQI+ Disabled People may have physical or sensory impairments, learning difficulties, long-term health conditions and/or mental health difficulties, and come from all age groups, religions and cultural backgrounds. Our identities reflect the challenges and discrimination that we face because of our gender, religion, age and cultural backgrounds, in addition to our gender and sexual orientation. Disabled people are as likely to be lesbian, gay, bisexual, trans, queer, questioning, intersex or non-binary as non-disabled people”.

The link to the new briefing document is below:

<https://www.scie.org.uk/lgbtqi/disabled-people/self-directed/>

Identity Theft/Agency Workers

An incident of identity theft has occurred and the individual in question has then attended a care home from a care agency. The individual has completed a number of shifts at the care home before it has become apparent that they are not in fact the person who the agency had sent. All care homes have a responsibility to ensure that any agency staff member who attends their home to complete any shifts is indeed the right person. It is the responsibility of the agency to provide the care home with a profile of any worker who attends the care home to complete a shift.

New Guidance On Sleep Ins

The government has launched a new compliance scheme for social care providers that may have incorrectly paid workers below legal minimum wage hourly rates for sleep-in shifts.

Social care employers will be able to opt into the new Social Care Compliance Scheme (SCCS), giving them up to a year to identify what they owe to workers, supported by advice from Her Majesty's Revenue and Customs (HMRC). Employers who identify arrears at the end of the self-review period will have up to three months to pay workers.

The government is committed to creating an economy that works for everyone, and ensuring workers are paid fairly according to the law. The scheme has been designed to help ensure workers are paid what they are owed, while also maintaining important services for people who access social care.

HMRC will write to social care employers who currently have a complaint against them for allegedly underpaying minimum wage rates for sleep-in shifts to encourage them to sign up to the scheme. Employers that choose not to opt into the scheme will be subject to HMRC's normal enforcement approach.

The government is exploring options to minimise any impact on the sector. The government has opened discussions with the European Commission to determine whether any support, if deemed necessary, would be subject to EU state aid rules.

Earlier this year the government waived further penalties for sleep-in shifts underpayment arising before 26 July 2017. This was in response to concerns over the combined impact which financial penalties and arrears of wages could have on the stability and long-term viability of social care providers. Enforcement action for sleep-in shifts in the social care sector was temporarily suspended between 26 July and 1 November 2017.

Carers Breaks Sitting Service Procurement

The Council is looking for interested Providers to provide a Carers Breaks Sitting Service. All the documents are available through YORtender. To access the tender documents you should register your organisation details on the YORtender system on the following the link <https://www.yortender.co.uk/> by creating a username, password and Company profile.

All the documents are available through YORtender. To access the tender documents you should register your organisation details on the YORtender system on the following the link <https://www.yortender.co.uk/> by creating a username, password and Company profile. To view details of this contract, click on the Find Opportunities link, then in the search criteria set:

- Organisations to: North Yorkshire County Council
- In 'Keywords' search by the name of the contract

Click **Update** and the details of this contract should be displayed.

Once you locate the tender you will be able to click **Register Interest In This Opportunity** which will then allow you to download any documentation required, complete and re-attach the documents to the system. This should be done in advance of the deadline date. If you require further information, guidance or support using YORtender please visit the website link <https://supplierhelp.due-north.com/> which contains an overview of the system as well as detailed guidance for registering and participating in procurement projects.

If you have specific system issues please contact the Yortender Helpdesk; tel: 0330 005 0352 or email procontractsuppliers@proactis.com.

Independent Health Complaints Advocacy Service for North Yorkshire

The Independent Health Complaints Advocacy Service in North Yorkshire is provided by Cloverleaf Advocacy. The service is available to anyone who is a resident of North Yorkshire.

The NHS works hard to provide a high quality service but sometimes things do go wrong and people may wish to raise a complaint.

The Independent Health Complaints Advocacy Service is for those who wish to have support to make a Complaint about a service they have received from the NHS. The service is free, confidential and independent.

NHS services include hospitals, doctors, dentists, pharmacists, ambulances and opticians. These services can be delivered in hospitals or in the community and include NHS funded nursing homes.

An advocate will support people through the NHS complaints procedure. Their role is to provide people with information and explain the options which may be available to them in relation to the NHS complaints procedure. Advocates will not make choices or decisions for people or investigate complaints on their behalf.

How to contact our service:

We are open Monday to Friday 9am to 5pm. Answerphone at other times

By phone: 0300 012 4212

By post: North Yorkshire NHS Complaints Advocacy Service, 4 Devonshire Court, Green Lane Trading Estate, Clifton, York, YO30 5PQ

By email: helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk

Web address: www.helpwithnhscomplaintsnorthyorks.org