



List of Accredited Direct Payment Advice and Support Services

9 August 2017

People who are using a Direct Payment or Personal Health Budget to arrange their own care and support may need advice and support to do this. While much of this support can be provided by staff from the Council and NHS, some may benefit from additional help.

To help customers and patients find the advice and support they need, Cumbria County Council and the Clinical Commissioning Groups in Cumbria have set up a list of accredited providers. We recommend you choose a provider from this list although you may choose to use someone else or not have support at all. The providers on the list have been accredited for one or more of the following services:

1. **Set up to employ a named personal assistant** who you have identified - up to the successful completion of the probationary period of no more than six months
2. **Advertise and recruit a personal assistant** – this will complement (1) above for employers who do not know who they wish to employ
3. **Ongoing support to employ a personal assistant** – can include ad hoc support or ad hoc and planned contact – this will complement (1) above
4. **Payroll** – this will complement (1) above for people needing assistance with payroll
5. **Managed account** – for people who need help to receive invoices and make payments, usually involving use of a prepaid card account

The Accredited Providers on this List have demonstrated to the Council and NHS that they have the capability to meet minimum standards for Direct Payments advice and support services. The Council and NHS will investigate complaints where a Provider does not appear to meet these minimum standards and may remove the Provider from the Accredited List where these complaints are upheld.

On the following pages you will find details of the accredited providers. For each provider you will find contact details, a brief description and details of the services they are accredited for including their charges. With the agreement of the Council or NHS, any charges can be paid using your Direct Payment or Personal Health Budget.

Assured Care (Gaudium Ltd)

5 Corney Square, Penrith
 Cumbria CA11 7PX
 T: 01768 890353
 M: 07988 477529
 E: info@gaudium.org.uk
 W: www.gaudium.org.uk

Gaudium Ltd provides support in the community for people with dementia, and older people with complex needs. We manage an Activity Centre in Penrith. We also provide support for clients on a 1:1 basis. This includes support in clients own homes, and support to take part in activities outside the home. Our Assured Care Domiciliary Care/Home Support Service was registered with CQC in January 2015.

Set up to employ a named personal assistant	Initial meeting, costing plan, DBS check, references and other sundry tasks to set up as employee Set rate - £275
Advertise and recruit a personal assistant	Advertising, shortlisting, interviews, references Set rate - £180 Charge for advert variable – to agree with client how much they wish to spend on advertising
Ongoing support to employ a personal assistant	Ad hoc and review meetings and phone calls - variable time Hourly rate - £25
Payroll	Approx. 1 hour/ month regular Ad hoc and review phone calls/meetings – variable Set monthly charge £25
Managed account – usually involving use of a prepaid card	Set up and manage account, prepaid card and payments, ongoing account updates, liaising with ASC and client, full payment records kept and sent to client £40 to set up 1st month £25 per hour after (estimated 30 min/month)

<p>Disability Association Carlisle & Eden</p> <p>3 St Nicholas Street, Carlisle CA1 2EF T: 01228 674882 Fred Wilenius, Chief Officer E: FWilenius@aol.com W: www.carlisedisability.org.uk</p>	<p>DaCE's Independent Living Services has more than 10 years' experience in providing a range of services and support developed specifically for Direct Payments users. We have Advisers based in different parts of Cumbria who can provide direct support (including home visits) and covering everything a Direct Payment user will need, such as support planning, working out costings and help with recruiting and managing PAs, especially writing contracts, carrying out DBS checks and organizing training.</p>
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Set up to employ a named personal assistant	Set fee: £125 (estimate 5 hours face-to-face work @ £25 per hour) Additional hours will be charged at £25 per hour Or fixed rate of £25 per hour
Advertise and recruit a personal assistant	Set fee: £250 (= 10 hours face-to-face work @ £25 per hour) Additional hours charged at £25 per hour Cost of a newspaper advert is additional
Ongoing support to employ a personal assistant	<p>1. Planned regular contact:</p> <p>i) Telephone support only: £100 pa ii) Telephone and face to face: £200 pa (1 face to face meeting per quarter; additional meetings will be charged at £25 per hour) iii) Telephone and face to face: £300 pa (1 face to face meeting per month for 6 months, then 1 per quarter; additional meetings £25 per hour)</p> <p>2. Ad hoc support: £25 per hour</p>
Payroll	Up to 4 employees £25 per 4-weekly 5 employees and above £40 per 4-weekly Payroll closure fee £25.
Managed account – usually involving use of a prepaid card	i) Bank account: £9.50 per week – no other charge ii) Pre-paid card – set-up £50; £30 per 4-week

<p>IBS Managed Account Ltd</p> <p>Suite 4, Station House, New Hall Hey Road, Rawtenstall EB4 6AJ T: 01922 716293 Julie Travis E: info@ibs-ma.co.uk W: www.direct-payments.uk.com</p>	Direct Payments Support Service
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Payroll	An annual individual employer set-up cost of £60. A fully managed payroll function through SAGE software £10 per month for up to three Personal Assistants. More complex packages by individual negotiation.
Managed account – usually involving use of a prepaid card	Management of DP and financial contribution, Payments made promptly in accordance with your support plan. Provision of an electronic budget monitoring sheet and retention of necessary financial records. This is a fully managed service costing £30 per month.

Knowsley Disability Concern

263a Tarbock Road, Huyton,
 Merseyside L36 0SD
 T: 0151 480 4090
 Joyce Greaves
 E: Joyce.greaves@kdc.org.uk
 W: www.kdc.org.uk
 Alternative contact: Andy Gilbert,
 Service Manager, Knowsley Disability
 Concern, 0151 480 2888,
 andy.gilbert@kdc.org.uk

Knowsley Disability Concern (KDC) is a charity which helps people to have choice and control in their lives. Services include support to find and recruit personal care assistants and ongoing advice and guidance in all aspects of being an employer. We have a managed account services for people who cannot access direct payments as a means of managing their personal budget. Our subsidiary trading arm delivers payroll services under the banner of Your Payroll.

Payroll	Fixed flat rate annual fee of £259.20 for running payrolls every 4 weeks. This covers all aspects including the administration of employers duties under new workplace pensions regulations and set up of a suitable pension scheme. The flat rate fee applies Irrespective of numbers of PAs employed.
Managed account – usually involving use of a prepaid card	Fixed flat rate fee of £2.00 per week. Fixed flat rate premium rate for Managed Accounts of £6.00 per week

<p>Oaklea Trust</p> <p>48 Stramongate, Kendal, Cumbria LA9 4BD T: 01539 735 025 Customer Advice Lead E: customer.advice@oakleatrust.co.uk W: www.oakleatrust.co.uk</p>	<p>With over 25 years' experience in supporting people Oaklea's vision is based on the principle that everyone has a positive contribution to make to society and the right to control their own lives. Whatever your circumstances, Oaklea can provide the level of support that meets your needs and help you to be as independent as you want to be; making the best use of your personal budget as a Direct Payment or Individual Service Fund.</p>
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Set up to employ a named personal assistant	£115.84 fixed (based on 8 hours @ £14.48p/h) + optional/variable costs: <ul style="list-style-type: none"> • (DBS check fee) • employers insurance cost
Advertise and recruit a personal assistant	Costs as (1) + £117.92 fixed (based on £60 interviewing plus 4 hours @ £14.48p/h) + optional/variable costs: <ul style="list-style-type: none"> • job advertising Includes selection/recruitment processes
Ongoing support to employ a personal assistant	£43.44 fixed each 4 week period (based on 3 hours @£14.48p/h) A regular telephone support service is available with the offer of 1:1 meetings if required. Advice and guidance available includes: employee competence and performance issues, dispute resolution, contract changes or terminations, working terms and conditions, advice on changes in employment law. On – going support for record keeping (time keeping, sickness recording, holiday entitlement), statutory pay entitlements for sickness, parental leave, employee supervision and appraisal.
Payroll	£15 fixed per payslip per 4 week period Advise customers about payroll set up and management, production of payslips, salary payments, HMRC registration and payments, payroll record keeping, create and receive timesheets, arrange holiday, sickness and maternity pay, produce end of year returns PAYE, P45, P60.
Managed account – usually involving use of a prepaid card	£28.96 fixed per 4 week period (based on 2 hours @£14.48p/h) Advise of response time standards to pay invoices and make salary payments ; use prepaid cards or DP accounts appropriately; keep financial records; produce financial statements; support customers to keep records of receipts where cash is used.

<p>Pay Partners</p> <p>Lancastrian Office Centre, Stretford, Manchester M32 0FP T: 0161 667 3650 M: 07817 994 687 Stephen Moreton E: Stephen.Moreton@pay-partners.co.uk W: www.pay-partners.co.uk</p>	<p>Provision of payroll and managed account services to recipients of direct payments and personal health budgets. Full service from processing timesheets to producing pay slips and managing all tax and pension affairs with the Inland Revenue and other relevant bodies. All our staff are qualified Chartered Institute Payroll Professionals with over fourteen years' experience within the direct payments and personal health budget market. Pay Partners can provide advice on all aspects of employment of carers.</p>
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Payroll	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding-right: 20px;">Annual service fee</td> <td>£60</td> </tr> <tr> <td>Weekly or Monthly payroll</td> <td>£2.50 per pay-slip</td> </tr> <tr> <td>Year-end fee</td> <td>£15</td> </tr> <tr> <td colspan="2">All prices exclude VAT at 20%</td> </tr> </table>	Annual service fee	£60	Weekly or Monthly payroll	£2.50 per pay-slip	Year-end fee	£15	All prices exclude VAT at 20%	
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<p>Premium Care Solutions (PCS)</p> <p>63 Headlands Kettering Northamptonshire NN15 7EU T: 01536 213680 M: 07970 080290 E: adehal@premium-care.co.uk</p>	<p>PCS offers individuals guidance and support should they decide to explore whether a personal health budget could benefit them. Following an introductory discussion to understand the client's goals, PCS will advise the client on the advantages and disadvantages of the different options available allowing them to make informed decisions. Each client will be provided with a prospectus of our services and will be able to pick which of those services would best meet their needs.</p>
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Set up to employ a named personal assistant	£35 per hour plus mileage allowance (if applicable)
Advertise and recruit a personal assistant	£35 per hour plus mileage allowance (if applicable). £67 for DBS checks. Adverts place charged at cost.
Ongoing support to employ a personal assistant	<p>Employment and HT support is charged at £35 per hour (whether face to face or on the telephone). Mileage allowance also applicable for face to face meeting appropriate.</p> <p>Case management services are charged at £105 per hour.</p> <p>Staff training and competency assessment costs will vary depending on the training required.</p> <p>Clinical needs support to oversee any clinical aspects such as PEG, tracheostomy, ventilation, epilepsy etc and to ensure support worker competences are maintained - £105 per hour.</p>
Payroll	£120 set up fee and £15 per month per member of staff

<p>The Glenmore Trust</p> <p>9 Northumberland Street Carlisle CA2 5HD T: 01228 522448 Andrew Shekell, Chief Executive E: Andrew.shekell@glenmore.org W: www.glenmore.org</p>	<p>A Charitable organization based in Cumbria, with over 25 years' experience supporting adults with disabilities. Our person-centred approach enables people to live the life of their choosing. We currently deliver support under frameworks 2 Supported Living 3 Day Services and 4 Mental Health. We hold the IIP award</p>
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Set up to employ a named personal assistant	£15.16 per hour. By using existing Trust documentation as templates, this will reduce the costs. Other charges such as vetting and barring may be incurred.
Advertise and recruit a personal assistant	£15.16 per hour. However, there will be extra costs, depending on the medium used for recruitment of staff, vetting and barring.
Ongoing support to employ a personal assistant	£15.16 per hour. This complements (1). Support will depend on the need of the customer. As well as planned contact, we will offer ad hoc support, including face to face contact to work through issues and if necessary facilitate supervision.
Managed account – usually involving use of a prepaid card	£15.16 per hour for set up and management. We will work with CC Finance department and manage the account with the customer, ensuring they remain within financial limits.

The Rowan Organisation

Eliot Park Innovation Centre,
 4 Barling Way, Nuneaton,
 Warwickshire CV10 7RH
 T: 02476 322860
 M: 07977 135570
 Debbie Houghton – Chief Executive
 E: debbie.houghton@therowan.org
 W: www.therowan.org

We are a non for profit user led organisation providing support to disabled people, families and children, older people, carers and people with health needs in order to maximise their opportunity for independence. We have developed a range of services to support the use of DPs. Support provided is outcome focussed and tailored to individual’s circumstances. Staff will support people to develop their skills and knowledge in order to maximise each person`s opportunity for independence.

Set up to employ a named personal assistant	£168 inc VAT We provide rapid support over the telephone or email to ensure the responsibilities of being an employer are met.
Advertise and recruit a personal assistant	£ 604.80 inc VAT this will include the full range of recruitment support up to a maximum of 18 hours per recruitment drive
Ongoing support to employ a personal assistant	ad-hoc support £ 36 per hour inc VAT Remote Information & Advice Support £168 inc VAT per year Low Level Support £384 inc VAT Up to 5 hours working time per year inclusive of 1 visit Medium Level Support £588 inc VAT Up to 17.5 hours working time per year. High Level Support £1209.60 inc VAT Up to 36 hours working time per year.
Payroll	Payroll Set Up Charge of £30 inclusive of VAT £6.00 inclusive of VAT per Pay Slip Pensions Auto enrolment Support– £30 one-off set up cost and £28.80 per year inclusive of VAT Payroll Audit Reports £2.40 per report inc VAT
Managed account – usually involving use of a prepaid card	One off set up cost of £24 inc .VAT Ongoing monthly charge of £13.40 inc. VAT Pre-Paid Cards free with a Managed Account or £10.00 per card set up. Ongoing monthly charge of £5.00 inc. VAT for Pre-Paid Card only

Twilight Years Limited

114 Rawlinson Street, Barrow in Furness,
Cumbria LA14 2DG
T: 01229 824342, 01229 835200
Michelle Geldart, Managing Director
E: twilightyear@btconnect.com
W: www.twilighthomecare.co.uk

Twilight Years is an Independent Home Care Agency providing a service to the elderly and disabled in the Furness and surrounding areas. We aim to provide support to enable service users of all ages to be cared for in their own homes for as long as they are willing and able to do so, and to enable them to return to their own homes from hospital or accommodation elsewhere.

Set up to employ a named personal assistant	£15.00 per hour
Advertise and recruit a personal assistant	£15.00 per hour
Ongoing support to employ a personal assistant	Ad hoc support at £15.00 per hour