

## Recognised Provider List for Direct Payment Support Services Managed Accounts (Invoices and Managed Payroll)

The following list of Providers have undergone a simple vetting process which required they produce evidence of their experience in providing DP support Services, adequate insurance cover, relevant policies and procedures, quality assurance and complaints mechanisms and robust and safe staff recruitment procedures.

### Disclaimer

INCLUSION ON THIS LIST DOES NOT MEAN THAT RMBC VOUCHES FOR OR ENDORSES THE SERVICES OF ANY OF THE COMPANIES AND IT IS AT YOUR RISK THAT YOU DO BUSINESS WITH THEM.

RMBC WILL NOT TAKE UP ANY COMPLAINT AGAINST THE COMPANY ON YOUR BEHALF.

YOU WILL CONTRACT DIRECTLY WITH THE COMPANY SHOULD YOU CHOOSE TO USE YOUR DIRECT PAYMENT TO PURCHASE ANY OF THE SERVICES THEY OFFER.

While every care has been taken to provide you with this information, Rotherham Council does not accept liability for any loss, damage or inconvenience caused as a result of any inaccuracy or error on these pages, unless attributable to negligence by the Council or its employees.

**Recipients of a personal budget from RMBC may choose to use a provider from the list below or any other company providing a similar service on the open market.**

***The provider may offer other services but these are the only services recognised by RMBC for the purposes of this list***

The list is not in any particular order and you should consider all the options.

*If PA Payroll – employer insurance costs must be add to budget and will be paid upfront – then by annual payment in month 11. See Appendix 1 for suggested Insurance Companies*

<b>Provider Name</b>	<b>The Rowan Organisation</b>
<b>Address</b>	Eliot Park Innovation Centre 4 Barling Way Nuneaton Warwickshire CV10 7RH
<b>General Contact No.</b>	02476 642947
<b>Email</b>	info@therowan.org
<b>Website</b>	www.therowan.org
<b>Manager</b>	Deborah Houghton
<b>Manager Contact No.</b>	02476 322860
<b>Manager email</b>	Debbie.houghton@therowan.org

### **Managed Account (Invoice) and Managed Payroll**

#### **Description of service:**

A Managed Account can be provided to administer the use of all funds available through Personal Budgets, Direct Payments, Personal Health Budgets and any other funding sources available to you

Managed accounts provide an individual sort code and account number and will:

- Receive all invoices, receipts and payment requests
- Make all authorised payments from accounts
- Keep a full record of expenditure
- Monitor income and expenditure
- Provide statements of account
- Allow transparent and immediate viewing access to approved users

**Notice period to end service:** 1 month

**Direct Debit Facility** Yes

**If Managed Account Service: Please indicate how you operate with regards to the services users monies ie set up a bank account with service users choice of bank, setup account with a specified bank, operate one bank account which all service user's money is kept in and accounted for**

Each service user will be set up with their own account with an account number and sort code and will have online viewing access if required.

### How are new customer referrals made into the service

Referrals are made via email to [referrals@therowan.org](mailto:referrals@therowan.org) or by telephone to 02476 642947

### Price

#### One off Set Up Cost: £30

Managed Account paying agency invoice: **£187.20 per year**

#### One off set up £60 (£30 set up, £30 pension enrolment)

Managed Account with PA Payroll: **£273 per year** (Managed account fee plus payroll fee)

Includes VAT

<b>Provider Name</b>	<b>PeoplePlus – Independent Living Services</b>
<b>Address</b>	Blades Enterprise Centre John Street Sheffield S2 4SW
<b>General Contact No.</b>	0330 123 2815 (local rate number)
<b>Email</b>	<a href="mailto:ilsRotherham@peopleplus.co.uk">ilsRotherham@peopleplus.co.uk</a>
<b>Website</b>	<a href="http://www.ils.peopleplus.co.uk">www.ils.peopleplus.co.uk</a>
<b>Manager</b>	Dawn Morwood
<b>Manager Contact No.</b>	
<b>Manager email</b>	<a href="mailto:Dawn.Morwood@peopleplus.co.uk">Dawn.Morwood@peopleplus.co.uk</a>

### Managed Account

#### Description of service:

Our Managed Account service holds your Direct Payment funding securely and in its own unique bank account. We act upon your instructions with regards to which payments you would like to be made from the account such as your Personal Assistant's wages or a Care Agency's invoice. We have a dedicated team who are able to provide you with real time updates and respond to any questions you may have.

We provide two levels of Managed Account service:

Basic – We will make the payments out as requested.

Enhanced – We will check all income and expenditure on a regular basis, ensuring they comply with your care plan and are within your available budget/remaining funding.

<b>Notice period to end service:</b> One month
<b>Direct Debit Facility:</b> Yes
<p><b>If Managed Account Service: Please indicate how you operate with regards to the services users monies ie set up a bank account with service users choice of bank, setup account with a specified bank, operate one bank account which all service user's money is kept in and accounted for</b></p> <p>Our managed account service provides you a personal unique account number which is used to hold all your direct payment related funds with Lloyds Bank. We are able to provide statements as requested.</p>
<p><b>How are new customer referrals made into the service</b></p> <p>E-mail, telephone call or during a support visit from a local Independent Living Advisor.</p>
<p><b>Price</b></p> <p><b>£374 per year</b> (Managed Account – invoices or PA) <b>PLUS Payroll if PA at £174.20 per year plus £75 pension set up</b></p> <p><b>£518 per year</b> (Enhanced Managed Account – invoices or PA – checking income and expenditure against care plan and costing) - <b>PLUS Payroll if PA £174.20 per year plus £75 pension set up</b></p> <p>Includes VAT</p>

<b>Provider Name</b>	<b>Penderels Trust</b>
<b>Address</b>	Penderels Trust Maple House Maple Estate Stocks Lane Barnsley S75 2BL
<b>General Contact No.</b>	01226 201661
<b>Email</b>	atrota@penderelstrust.org.uk
<b>Website</b>	www.penderelstrust.org.uk
<b>Manager</b>	Artan Trota
<b>Manager Contact No.</b>	01226 201661
<b>Manager email</b>	atrota@penderelstrust.org.uk
<b>Managed Account</b>	

**Description of service:**

- Receive all invoices, receipts and payment requests
- Make all authorised payments from client's account
- Keep a full record of money coming in and going out of the account
- If client is in receipt of an adult social care payment, keep track of any calculated charges that should be made and inform the council after two missed payments
- Provide monthly or quarterly statements of account (depending on client's preference)
- Complete all financial record keeping as required by the funding organisation and submit returns to the funding organisation as required

**Notice period to end service:** 30 days

**Direct Debit Facility:** Yes

**If Managed Account Service: Please indicate how you operate with regards to the service users monies ie set up a bank account with service users choice of bank, setup account with a specified bank, operate one bank account which all service user's money is kept in and separately accounted for**

Each client is assigned a unique number on our SAGE financial management system with all income and expenditure allocated to their account.

**How are new customer referrals made into the service**

We will respond within two working days to email or phone call from social work team, client or family member.

**Price**

**Managed Account – Invoice - one invoice for payment once per month - £195 per year**  
(request price if more than one invoice or more frequent payment)

**Managed Payroll - one personal assistant, one payroll per month - £290 per year**

**Managed Payroll - more than one personal assistant, involving up to four payments per month - £340 per year**

We have been issued with a VAT certificate and have no VAT exemption at this stage; however, we are currently challenging HMRC on this decision. The outcome of this is unlikely to be known until late 2018. All prices are therefore net of VAT

<b>Provider Name</b>	<b>Disability Resource Centre( DRC)</b>
<b>Address</b>	Poynters House, Poynters Road. Dunstable, Beds. LU5 4TP

<b>General Contact No.</b>	01582 470900
<b>Email</b>	<a href="mailto:Rotherham@drcbeds.org.uk">Rotherham@drcbeds.org.uk</a>
<b>Website</b>	<a href="http://www.drcbeds.org.uk">www.drcbeds.org.uk</a>
<b>Manager</b>	Ceri Winter
<b>Manager Contact No.</b>	01582 470900
<b>Manager email</b>	<a href="mailto:Ceri.winter@drcbeds.org.uk">Ceri.winter@drcbeds.org.uk</a>
<b>Managed Account</b>	
<p><b>Description of service:</b></p> <p>The DRC have approximately 20 years' experience in delivering Direct Payment and PA Recruitment services. Our services include:</p> <ul style="list-style-type: none"> <li>• Set up and manage all aspects of their Individual Bank Account and ensure it is used only for transactions relating to the purchase of support in accordance with the customers' Support Plan.</li> <li>• Telephone and e-mail support</li> <li>• Managing the Direct Payment on behalf of the individual to enable them to purchase services, as agreed in their Support Plan.</li> <li>• Supporting the individual DP customer or their representative to meet their payment responsibilities to their Personal Assistants, HMRC and suppliers.</li> <li>• Ensuring the DP Customer meets all requirements in respect of supplier invoices.</li> <li>• To be responsible for ensuring DP Customers' assessed contribution to their services is paid into the customer's Bank Account at the outset of each month.</li> <li>• To ensure there are sufficient funds in the customer's Individual Bank Account to meet expenditure and monitor the risk of potential debt. If issues around debt arise these should be reported to the customer, their family and the customer's social care support worker as soon as they are identified.</li> <li>• To provide information to Rotherham MBC Finance Teams as per agreed auditing processes, which will include processes for regular recoupment of unspent monies.</li> </ul> <p>Duplicate documents available at additional cost.</p>	
<b>Notice period to end service:</b> 1 Month	
<b>Direct Debit Facility:</b> Online Payment service available	

### Banking Arrangements for Managed Accounts

The DRC operates a single specified bank account system. We currently use CAF Bank. Each Local Authority has a unique account set up with CAF Bank and all individual accounts for service users are managed via Sage 50 Accounts system.

### Referrals

New Referrals in to the service can be made either via Social Care Referral or Self-Referral via either phone or email

### Price

**£300.00 per year – Agency Invoices**

**£505 per year – Managed Payroll**

### Pension

Auto enrolment setup (including initial declaration of compliance) – **£30**

Ongoing auto enrolment support – **£30 per annum (per employee)**

Requests for repeat declaration of compliance - £12

Payments to be made via monthly direct debit

<b>Provider Name</b>	<b>DH Payroll</b>
<b>Address</b>	1 Park Road Hampton Wick Surrey, KT1 4AS
<b>General Contact No.</b>	0208 977 3559
<b>Email</b>	<a href="mailto:payroll@davidhoward.co.uk">payroll@davidhoward.co.uk</a>
<b>Website</b>	<a href="http://www.dhdirectpayments.co.uk">www.dhdirectpayments.co.uk</a>
<b>Manager</b>	Emma Barnes
<b>Manager Contact No.</b>	0208 977 3559
<b>Manager email</b>	<a href="mailto:emma@davidhoward.co.uk">emma@davidhoward.co.uk</a>

### Managed Account with Payroll

Description of service:

The fully managed payroll option provides the peace of mind of the standard payroll service, but as the name suggests, in addition, it takes the stress out of the day-to-day management of the funds for

the individual as we control the money and payments for the client.

- We register client with the Inland Revenue as a new employer
- We receive funds from the local authority, directly into the individual client's account, set up on PFS system for each client.
- Calculate all Tax and NI contributions
- Make payments to HM Revenue and Customs as required.
- Make payments to employees as required.
- Provide payslips to employees
- Make payments to any other provider on behalf of client (i.e. insurance company)
- Provide quarterly statements to client
- Provide access to local authority to view accounts if required

**Direct Debit Facility** No – payments are made by BACS to all parties including NEST.

### Banking Arrangements for Managed Accounts

All clients have an individual account set up with Prepaid Financial Services (PFS). The account allows the funds to be kept securely, and provides a full audit trail of payments in and out of the account.

Client contributions, HMRC refunds and funding can all be paid into the account. Bank Statements are available on request, or a quarterly statement will be provided. Local authorities with the correct authorisation can have view only access to the accounts.

The accounts do not allow clients to go overdrawn; therefore payments cannot be made if there are insufficient funds in the account.

### Referrals

We accept referrals direct from clients, (by telephone, email or through our website) social workers or support services. We are happy to send out starter packs in the post, or email links to our website for those that prefer to complete paperwork online.

### Price

No. of employees	Payslip cost per payslip	Annual payroll cost (monthly payslips)	HMRC Cost per year	Managed account fee	Total Annual Cost
1	£9.60	£115.20	£49.80	£144.00	£309.00
2	£7.20	£172.80	£54.60	£144.00	£371.40
3	£7.20	£259.20	£61.80	£144.00	£465.00
4	£7.20	£345.60	£69.00	£144.00	£558.60
5	£7.20	£432.00	£76.20	£144.00	£652.20
6	£6.00	£432.00	£76.20	£144.00	£652.20
7	£6.00	£504.00	£82.20	£144.00	£730.20
8	£6.00	£576.00	£88.20	£144.00	£808.20



9	£6.00	£648.00	£94.20	£144.00	£886.20
10	£6.00	£720.00	£100.20	£144.00	£964.20

Other charges:	Price including VAT
Set up fee	£46.00
Paysafe Online access	Free
Close Transfer scheme	£24.00
Pension set up/ maintenance	Free

Includes VAT

### Managed Account (Invoice only)

#### Description of service:

Clients may choose to use their direct payment to engage agency services, rather than employ carers directly. In this instance a payroll service is not required, but clients will still need to keep on top of their expenditure, and pay invoices from providers in a timely manner. We can help you here too:

- We can provide a managed account facility, which enables us to make all of your payments on your behalf.
- We will send you quarterly updates on your balance
- Let you know if you are over or underspending (we do not allow accounts to go into arrears)
- Make it simple for you to make your client contributions

#### Notice period to end service

Clients can terminate contract at any time by notifying us in writing.  
Clients will only be charged for work completed.  
We provide clients with 1 months' notice if we terminate the contract.

Please be aware that we do not tolerate abusive or violent behaviour toward any members of our staff, and we reserve the right to terminate contracts with immediate effect if customers fail to adhere to this policy.

**Direct Debit Facility** No - Payments are made by BACS to all parties

#### Banking Arrangements for Managed Accounts

All clients have an individual account set up with Prepaid Financial Services (PFS). The account allows the funds to be kept securely, and provides a full audit trail of payments in and out of the account.  
Client contributions and funding can be paid into the account. Along with any refunds due from providers.

Bank Statements are available on request, or a quarterly statement will be provided.

Local authorities with the correct authorisation can have view only access to the accounts.

The accounts do not allow client to go overdrawn, therefore payments cannot be made if there are insufficient funds in the account.

### Referrals

We accept referrals direct from clients, (by telephone, email or through our website) social workers or support services. We are happy to send out starter packs in the post, or email links to our website for those that prefer to complete paperwork online.

### Price

**Managed Account – Invoices - £144.00 per year**  
**Set up fee £18.00**

**Managed Payroll - £309 per year**  
**Set up fee £46**

Includes VAT

<b>Provider Name</b>	<b>Barrie Bookkeeping and Payroll Solutions Limited</b>
<b>Address</b>	Suite D, 11 Boston Road, Glenrothes, Fife, KY6 2RE
<b>General Contact No.</b>	0800 599 9353
<b>Email</b>	dp@barriebookkeeping.co.uk
<b>Website</b>	Barriebookkeeping.co.uk
<b>Manager</b>	Ross Barrie
<b>Manager Contact No.</b>	01592 756713
<b>Manager email</b>	ross@barriebookkeeping.co.uk

### Managed Account (Invoices) and Managed Payroll

#### Description of service:

Throughout our provision of the DP management service for each service user, we work with individuals to obtain all outgoing correspondence, such as invoices and timesheets. We will confirm that clients appropriate funds, before making the payment to the relevant employee or third-party agency.

We facilitate payments from service users to employees/third party agencies, such as:

- Personal Assistants
- Care agencies

- Cleaners
- Therapy providers
- Equipment suppliers

To maintain a fully auditable service, we develop Individual Transaction Reports (ITRs) for each client. This report is sent to the Service User on a monthly basis and uploaded to our online portal, which is available through password protection on a 24/7/365 basis. ITRs show information including, but not limited to:

- |                               |   |
|-------------------------------|---|
| • Date of receipt of DP funds | • Services provided                               |
| • Value of funds received     | • Date of payment                                 |
| • Payroll cycle               | • Unique invoice number                           |
| • Balance                     | • Budget, on weekly basis and payroll cycle basis |

To support service users to stay within their DP budget, our ITRs automatically alert us when the Service User wishes to make a payment that would result in a negative balance. To effectively manage service users' accounts, we will:

- Ensure all payments are made efficiently, accurately and on time
- Make all payments in line with all relevant regulations in areas including, but not limited to, tax, National Insurance and pension contributions
- Provide effective support for service users to understand and participate in the pension auto enrolment system

**Notice period to end service: 28 Days**

**Direct Debit Facility: Yes**

**Banking Arrangements for managed Account**

We maintain a separate holding account for all Direct Payment funds, into our client account, which is ring-fenced.

We will operate Individual Transaction Records for each client, for audit purposes, in which we record all incomings and outgoings from the client's budget, on a transaction basis, which in turn gives a "live" account balance.

This report is uploaded to our online client portal, which is available through password protection on a 24/7/365 basis.

**Referrals**

New referrals can fill in our application pack which comes in a number of formats, including:

- Electronically through our website - [www.barriebookkeeping.co.uk](http://www.barriebookkeeping.co.uk)
- Paper copy
- Digital copy
- By calling our office and one of our agents will assist with the application on the client's behalf.

We also provide a number of social media platforms, including Facebook & Twitter where service users can communicate with us and find information on our services & current legislation.

**Price****Management Account** – Invoices: **£144 per year****Managed Payroll Set Up Fee** including Pension Auto Enrolment **£120**Managed Payroll Service: **£360 per year**Managed Payroll - Automatic Enrolment Compliance & Pension Processing: **£120 every 3<sup>rd</sup> year**

Includes VAT

<b>Provider Name</b>	<b>Ideal for All</b>
<b>Address</b>	Independent Living Centre 100 Oldbury Road Smethwick West Midlands B66 1JE
<b>General Contact No.</b>	0121 558 5555
<b>Email</b>	<a href="mailto:contactifa@idealforall.co.uk">contactifa@idealforall.co.uk</a> <a href="mailto:referrals@idealforall.co.uk">referrals@idealforall.co.uk</a>
<b>Website</b>	<a href="http://www.idealforall.co.uk">www.idealforall.co.uk</a>
<b>Manager</b>	Martin Arthurs
<b>Manager Contact No.</b>	0121 558 5555 opt 1
<b>Manager email</b>	<a href="mailto:m.arthurs@idealforall.co.uk">m.arthurs@idealforall.co.uk</a>

**Managed Account****Description of service:**

Ideal for All (IFA) is a user-led organisation (ULO) for disabled people, providing person-centred Direct Payment Support Services (DPSS) within the social model of disability and supporting the personalisation agenda for 22 years.

We will provide a comprehensive managed accounts service working with an individual (service user) to ensure all their financial administration in respect of their care package are being met:

We will support to:

- Record/monitor all income and expenditure in individual's (service users) managed account;
- Complete an agreement between service user and ourselves outlining responsibilities
- Manage & support pooled budgets for clients that wish to share support or activities (as per approved support plan)
- Ensure we have all the necessary information to manage & monitor funds e.g. up to date support plan,

- We ensure we have up to date information on agency and/PA bank details to make payments efficiently (forms provided)
- Ensure HMRC and Pension payments are made to deadlines
- Provide detailed individual 'managed account statements' (at any given time/agreed intervals or as per contract e.g. monthly) to the council or/and service user
- Keep/reconcile appropriate financial records including receipts for all expenditure
- Inform agencies, PA's and other stakeholders that we will be holding the funds and request for payments (e.g. invoices, authorised timesheets) to be sent to us for processing.
- Following information (if applicable) on personal contributions payable/changes to DP funding, support service users to have this paid into designated account.
- Ensure security/confidentiality – adhering to GDPR
- Allow only authorised staff to audit financial transactions (dual authority required to approve expenditure).
- Obtain client consent before consulting with family members/carers; ensuring documentation detailing support is available/easily accessible.
- Ensure we have relevant council contacts to query any anomalies in funding

The administration of managed accounts is undertaken by qualified, experienced finance staff using HMRC accredited software (SAGE) to meet specified/legislative requirements.

We ensure that a service user has the contact details of a dedicated finance officer and direct payment advisor to support with any queries.

**Notice period to end service:** 1 month

**Direct Debit Facility No**

**Banking arrangements for Managed Account**

Individual account set up for each service user

**Referrals**

via phone or email to: [referrals@idealforall.co.uk](mailto:referrals@idealforall.co.uk)

**Price**

**£350 per year**

Includes VAT

## Appendix 1 – Insurance

Other insurers may be available

<b>Blue Badge Mobility Insurance Ltd.</b> Tel: 01730 233101 Email: <a href="mailto:support@BlueBadgeMobilityInsurance.co.uk">support@BlueBadgeMobilityInsurance.co.uk</a>	No. 7 Ridgeway Office Park Bedford Road Petersfield Hampshire GU32 3QF
<b>Bluefin Insurance Services Ltd</b> Tel: 0113 218 5600 Email: <a href="mailto:quotes@bluefingroup.co.uk">quotes@bluefingroup.co.uk</a>	3150 Century Way Thorpe Park Leeds LS15 8ZB
<b>Fish Insurance</b> Tel: 0333 331 3900 Email: <a href="mailto:admin@fishinsurance.co.uk">admin@fishinsurance.co.uk</a>	12 Sceptre Court Sceptre Way Bamber Bridge Preston PR5 6AW
<b>Mark Bates Ltd.</b> Tel: 01476 514478 Email: <a href="mailto:enquiries@markbatesltd.com">enquiries@markbatesltd.com</a>	Premier House Londonthorpe Road Grantham Lincs. NG31 9SN
<b>Surewise.Com</b> Tel: 01263 200 020 Email: <a href="mailto:customerservices@surewise.com">customerservices@surewise.com</a>	Customer Services Surewise Ltd. 191 High Road Benfleet Essex SS7 5HY