

## Recognised Provider List for Direct Payment Support Services PA Recruitment Services

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

|                            |  |
|----------------------------|--|
| <b>Provider Name</b>       | <b>The Rowan Organisation</b>  |
| <b>Address</b>             | Eliot Park Innovation Centre<br>4 Barling Way<br>Nuneaton<br>Warwickshire CV10 7RH |
| <b>General Contact No.</b> | 02476 642947   |
| <b>Email</b>               | info@therowan.org  |
| <b>Website</b>             | www.therowan.org   |

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|----------------------------|------------------------------|
| <b>Manager</b>             | Deborah Houghton             |
| <b>Manager Contact No.</b> | 02476 322860                 |
| <b>Manager email</b>       | Debbie.houghton@therowan.org |

## PA Recruitment

### Recruitment Line Support

If you wish to recruit PAs independently without support from our local team, you can use our online based Recruitment Line.

The Recruitment Line will:

- Help set up an advertisement
- Place the advert on the Rowan Organisation's website
- Provide advice on how to place an advert on 'Employer Direct' (JobCentre Plus) website or place the advert for you
- Act as a mailing address
- Receive completed application forms collate and forward for short listing
- Check legality of employment documents
- For additional local support please see our support packages or hourly rate.

### Bronze Support Package

This plan provides up to 5 hours remote working time per year.

This includes:

- Support to maximise the use of the budget in order to meet identified outcomes
- Support with contracts of employment and related documents.
- Future proofing: Discussions around circumstances or changes which may impact on current arrangements
- Audit support to ensure systems for financial audits are in place
- Discussion and review of contingency arrangements
- Advice on purchasing Employer's Liability Insurance & renewals
- Access to sample documentation and guidelines

### Bronze Plus Support Package

This plan provides up to 5 hours remote working time per year in addition to one home visit.

This includes:

One home visit at the start to cover:

- Recruitment requirements.
- Set up of known PA's including contracts of employment
- Advice on rotas to meet with working time regulations
- Support with completing Payroll forms
- Advice/support on mandatory training including signposting (reduced Rowan rates)
- Advice and signposting to appropriate insurance

Also:

- Support to maximise the use of the budget in order to meet identified outcomes

- Support with contracts of employment and related documents.
- Future proofing: Discussions around circumstances or changes which may impact on current arrangements
- Audit support to ensure systems for financial audits are in place
- Discussion and review of contingency arrangement
- Advice on purchasing Employer's Liability Insurance & renewals
- Access to sample documentation and guidelines.

**DBS - £76**

**Notice period to end service:** These are annual contracts of support and no notice is required after the 12 month period.

**Direct Debit Facility:** Yes

**Referrals**

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

**Price**

Recruitment Line Support: £108 per recruitment drive  
 Bronze Support Package: £168.00 per year  
 Bronze Plus Support Package: £384.00 per year

DBS Check £76 per PA

All prices are inclusive of VAT

|                            |  |
|----------------------------|--|
| <b>Provider Name</b>       | <b>PeoplePlus – Independent Living Services</b>                                  |
| <b>Address</b>             | Blades Enterprise Centre<br>John Street<br>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> |

**PA Recruitment Service**

**Description of service:**

Whether it is the first time you have recruited a Personal Assistant or you have recruited your own staff in the past, Peopleplus support you every step of the way of the recruitment process. Our locally based advisors work with you to develop personalised job descriptions suited exactly to your needs and job adverts which will attract the right candidates for you.

Our cutting edge online recruitment software gives you access to updates and allows you to check the progress at any time, we will also have a pool of talent so a future employee could potentially be chosen for interview at the touch of a button without the need to advertise.

Once you have chosen your new employee, we will provide you with advice and guidance around legal matters such as contracts of employment, health and safety responsibilities and employee induction plans.

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

**Direct Debit Facility** Yes

**Referrals**

E-mail, telephone call or during a support visit from a local Independent Living Advisor.

**Price**

Recruitment Service: £300  
DBS £69

Includes VAT

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|----------------------------|--|
| <b>Provider Name</b>       | <b>Penderels Trust</b>   |
| <b>Address</b>             | Penderels Trust<br>Maple House<br>Maple Estate<br>Stocks Lane<br>Barnsley<br>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>PA Recruitment Service</b>  |                              |
| <p><b>Description of service:</b></p> <p>Meeting (face-to-face, phone or Skype)</p> <ul style="list-style-type: none"> <li>• Make sure client understands what their responsibilities as an employer and that they are willing and able to take this on</li> <li>• Provide templates for advertisements</li> <li>• Provide sample documentation, advice and guidelines on becoming an employer</li> <li>• Support client to write job-descriptions and person specifications</li> <li>• Help client to write own advert</li> <li>• Support client to place adverts in a variety of places, including both online and at physical locations</li> <li>• Provide advice on how to place an advert on the Universal Jobmatch and / or other websites or place the advert on client's behalf with client's permission</li> <li>• Act as a mailing address if requested</li> <li>• Receive completed application forms, collate them and forward them to client so client can short list them</li> <li>• Support client to short list if you need it</li> <li>• Provide advice on interviewing and selecting if client needs it</li> <li>• Liaise re employers liability insurance</li> <li>• Confirm PA contact details, bank details and payment dates</li> <li>• Support client to develop a Contract of Employment</li> <li>• Provide advice on setting up a payroll</li> <li>• Provide advice on health and safety responsibilities, including advice on risk assessments and accident reporting</li> <li>• Advise client on obtaining a DBS check for prospective PAs</li> <li>• Advise client on your pension and tax responsibilities</li> <li>• Provide advice on pay rates and other associated costs</li> <li>• Provide sample documentation, guidelines, advice and support to you on being a good employer, including that available at <a href="https://live-skillsforcare.cloud.contensis.com/Employing-your-own-care-and-support/Information-for-individual-employers/Information-for-individual-employers.aspx">https://live-skillsforcare.cloud.contensis.com/Employing-your-own-care-and-support/Information-for-individual-employers/Information-for-individual-employers.aspx</a> which includes: <ul style="list-style-type: none"> <li>○ supporting client to develop an induction for new employees</li> <li>○ advice on offering training to your employees</li> <li>○ how to carry out supervisions of your staff</li> <li>○ management skills</li> <li>○ developing staffing rotas</li> </ul> </li> </ul> |                              |
| <b>Notice period to end service:</b> 30 days   |                              |
| <b>Direct Debit Facility:</b> Yes  |                              |

**Referrals**

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

**Price(s)**

**£440**

**DBS £66**

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

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|----------------------------|--|
| <b>Provider Name</b>       | <b>Disability Resource Centre (DRC)</b>                                    |
| <b>Address</b>             | Poynters House, Poynters Road.<br>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> |

**PA Recruitment****Description of service:**

The DRC have approximately 20 years' experience in delivering Direct Payment and PA Recruitment services. Our services include:

Full support with the recruitment and setting up of payroll to include:

- Personalised and ongoing support from a support worker
- Assisting with the setup of a contract of employment, or assist the customer entering into a contract where the PA is self-employed.
- Personalised drafting of recruitment advertisements and placing advertisements in chosen publications.
- Supporting an individual to recruit their own PA or PAs including:

- *Personalised drafting of recruitment advertisements and placing advertisements in chosen publications. Paying for advertisements where appropriate / specifically requested by the customer.*
- *Assistance to develop job descriptions and specifications; personalised to individual needs.*
- *Supporting an individual to plan and conduct interviews - support with note taking if required.*
- *Supporting an individual to select a suitable candidate.*
- *Draw up a suitable employment contract*
- *Supporting an individual with completion of DBS application forms*
- *Advice and information on the taking up of applicant references.*
- *Support with offer letters to successful candidates.*
- *Support to obtain a DBS check (additional cost of DBS Check).*
- *Advice on how to be a good employer, including advice on probationary periods, supervision, discipline, grievance and termination of contracts.*
- *Advising on employer's liability insurance and ensuring that appropriate liability insurance is in place.*
- *Set up employer's liability insurance (additional cost of insurance).*
- *Further recruitment support - If further DRC support is required where recruitment has been unsuccessful (i.e. the need to re-advertise)*

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

**Direct Debit Facility** Online Payment service available

**Referrals**

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

**Price**

PA Recruitment Service - **£370.00**  
 If PA is already identified - **£105.00**

DBS - **£75 per employee or £15 for electronic checking service** (for DBS applicants who are already registered with the online update service.

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 |

## Personal Assistant Recruitment

### Description of service:

Focusing on improving Service Users' health outcomes, we will help them to recruit PAs, where required. We will work in line with our effective PA recruitment plan. We have used this plan to help 1000 Service Users recruit approximately 2500 PAs on other similar contracts with Local Authorities. The stages included within our plan to support Service Users to successfully recruit suitable PAs are outlined below.

- Initial engagement with Service Users
- Advertisement of vacancies
- Review of initial applications
- Hold face-to-face interviews
- Check references and validate qualifications
- Select pool of successful PAs
- DBS checking
- Employment contract and handbook
- PA induction

To fully understand the recruitment requirements of each Service User, our allocated Account Manager liaises with them and their families/advocates within 48 hours of the identification of need. During this meeting, we establish the Service User's support needs and personal requirements. We record all of this information on the Service User's file and support them to commence recruitment in line with their needs.

To attract highly experienced, qualified and trained HPAs, we work with Service Users and their families/advocates to develop job adverts. We will post these adverts on our website jobsites such as Universal Job Match ([www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)) and on relevant service procurement portals. We support clients to design an advert which covered areas such as:

- Role specification
- Pay and benefits
- Required training/qualifications
- Hours of work
- Role location
- Required experience

We will support Service Users and their families/advocates to review job applications against their requirements, by providing 24/7/365 ad hoc support through telephone and email.



Interviews will be Service User-led, focusing on the key areas they wish to cover, such as training and indicators of successful care relationships. We will provide ad hoc support in developing interview questions, where required.

We will provide Service Users with advice when checking professional references and validating qualifications. This includes advising them on asking questions using appropriate wording and tone, in their role as an employer.

We will also provide support when a Service User has doubts about the validity of a qualification certificate. For example, we signpost clients to the appropriate awarding body for confirmation of the qualification's authenticity.

Focusing on supporting Service Users to make their own choices, we will only provide ad hoc advice on the final decision of their preferred team where requested.

To safeguard Service Users, we signpost them to appropriate DBS checking services and support them in completing any DBS application paperwork, where required. We work with clients to ensure that all successful candidates passed enhanced DBS checks. We recorded candidates' DBS results within client's individual file, as they were received.

**Notice period to end service: n/a**

**Direct Debit Facility: Yes**

### **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**

No Annual Fee

Vacancy development inclusive package: £25 per advertisement

Contracts & Workplace Handbooks: £15 per contract

DBS Checks: £60 per employee per check

Includes VAT