

**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

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

Provider Name	Disability Resource Centre (DRC)
Address	Poynters House, Poynters Road, Dunstable, Beds. LU5 4TP
General Contact No.	01582 470900
Email	Rotherham@drcbeds.org.uk
Website	www.drcbeds.org.uk
Manager	Ceri Winter
Manager Contact No.	01582 470900
Manager email	Ceri.winter@drcbeds.org.uk
Managed Account	
Description of service:	
The DRC have approximately 20 years' experience in delivering Direct Payment and PA Recruitment services. Our services include: • 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. • Telephone and e-mail support • Managing the Direct Payment on behalf of the individual to enable them to purchase services, as agreed in their Support Plan. • Supporting the individual DP customer or their representative to meet their payment responsibilities to their Personal Assistants, HMRC and suppliers. • Ensuring the DP Customer meets all requirements in respect of supplier invoices. • 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. • 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. • To provide information to Rotherham MBC Finance Teams as per agreed auditing processes, which will include processes for regular recoupment of unspent monies. Duplicate documents available at additional cost.	

Notice period to end service: One Month
Direct Debit Facility: 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

Provider Name	Barrie Bookkeeping and Payroll Solutions Limited
Address	Suite D, 11 Boston Road, Glenrothes, Fife, KY6 2RE
General Contact No.	0800 599 9353
Email	dp@barriebookkeeping.co.uk
Website	Barriebookkeeping.co.uk
Manager	Ross Barrie
Manager Contact No.	01592 756713
Manager email	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
- Value of funds received
- Payroll cycle
- Balance
- Services provided
- Date of payment
- Unique invoice number
- 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
- 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 and 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 3rd year**

Includes VAT

Provider Name	Ideal for All
Address	Independent Living Centre, 100 Oldbury Road, Smethwick, West Midlands B66 1JE
General Contact No.	0121 558 5555
Email	contactifa@idealforall.co.uk referrals@idealforall.co.uk
Website	www.idealforall.co.uk
Manager	Martin Arthurs
Manager Contact No.	0121 558 5555 opt 1
Manager email	m.arthurs@idealforall.co.uk
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 user's) 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 and monitor funds eg 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 eg monthly) to the council or / and service user.
- Keep / reconcile appropriate financial records including receipts for all expenditure.
- Inform agencies, PAs and other stakeholders that we will be holding the funds and request for payments (eg 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: One 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

Price

£350 per year

Includes VAT

Appendix 1

Insurance

Other insurers may be available

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