

## List of Direct Payment Advice and Support Services

### Introduction

People who are using a Direct Payment to arrange their own care and support may need advice and support to do this.

To help customers find the advice and support they need, City of York Council has set up a list of 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 offer one or more of the following services:

- 1. PA Recruitment and Staff Management:** Helping Direct Payment customers to advertise for Personal assistants (PAs), short list, interview, obtain references, provide ongoing support with managing a PA (or PAs)
- 2. Care Agency Management:** Helping a customer to choose, and contract with, an appropriate Care Agency, manage any 'day-to-day' issues that might occur and calculating / releasing payments to that agency from a customer's Cashplus or designated Direct Payment Bank Account.<sup>1</sup>
- 3. Payroll Support:** *Calculating* outgoings, such as staff wages, tax, National Insurance, submitting tax returns to HMRC, processing timesheets and wage slips etc.
- 4. Managed Bank Account Support:** Actually *releasing* the payments e.g. bills and staff wages from the customer's bank account on their behalf.
- 5. Employer's Liability Insurance:** Providers cannot recommend one insurance company over another, but can support and signpost service users to insurance companies.

The Accredited Providers on this List have demonstrated to the Council that they have the capability to meet minimum standards for Direct Payments advice and support services. The Council 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 support charges.

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<sup>1</sup> NB Although this function may involve the DP Support provider having access to a customer's Cashplus or Bank Account (and releasing payment from it) in the majority of cases the Support Provider would still only be paid the £240 Care Agency Management fee. The exception would occur in complex cases i.e. where a customer used multiple care agencies and had a complicated package of agency care. In such cases the DP Support Provider could legitimately expect to be paid for the managed account function on top of the Care Agency Management payment.

## 1. Direct Payment Support Providers based in York

<p><b>Disability North</b></p> <p>The Dene Centre, Castle Farm Road, Newcastle, NE3 1PH</p> <p>Contact: Vici Richardson</p> <p>T: 0191 2840480 E: <a href="mailto:vicirichardson@disabilitynorth.org.uk">vicirichardson@disabilitynorth.org.uk</a> W: <a href="http://www.disabilitynorth.org.uk">www.disabilitynorth.org.uk</a></p>	<p>Disability north are a user led charity based in Newcastle upon Tyne and support disabled people and their families throughout the North East and Yorkshire.</p> <p>Disability North is a person centred organisation promoting independence, inclusion and choice for disabled people. They have been at the forefront of personalisation since direct payments were established and offer support (from set up to recruitment, along with ongoing support) to people with a direct payment or personal health budget, along with a payroll service.</p> <p>Vici Richardson manages the personalisation and community care support service and can be contacted via telephone or email in the first instance. Face to face appointments can also be made by prior arrangement where necessary.</p>
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PA Recruitment and Staff Management	540
Care Agency Management	240
Payroll Services	372
Managed Bank Account	108
Payroll & Managed Account	480

<p><b>Salvere Social Enterprise CIC</b></p> <p>Priory Street Centre, 15 Priory Street, York. YO1 6ET</p> <p>T: 0300 303 3064 <a href="mailto:contactus@salvere.co.uk">contactus@salvere.co.uk</a></p> <p>Vicki Worthington, Senior Manager E: <a href="mailto:victoria.worthington@salvere.co.uk">victoria.worthington@salvere.co.uk</a> W: <a href="http://www.salvere.co.uk">www.salvere.co.uk</a></p> <p>Postal address: Salvere Mailroom, PO BOX 480 Sevenoaks, TN13 9JY</p>	<p>Salvere currently supports a significant number of adult customers in York Our intention is to nurture the existing good service and build on the services offered by our experienced team.</p> <p>We provide a seamless end to end service from planning support through to purchasing care and/or employing personal assistants using direct payments.</p> <p>Long term support ensures the direct payment user remains a safe and legal employer. This includes the provision of payroll and supported banking services.</p>
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## 2. Other Direct Payment Support Providers able to offer a service to customers in York

<p><b>Ideal for All</b></p> <p>Independent Living Centre, 100 Oldbury Road, Smethwick, B66 1JE  T: 0121 558 5555  Khatija Patel, CEO  E: k.patel@idealforall.co.uk  W: www.idealforall.co.uk</p>	<p>Established in 1996 Ideal for All (IFA) is a disabled peoples' user-led organisation. Our services are developed by the people who use them. We currently have 3000+ members who can feed back into local and national strategies pertaining to health and social care and other priorities in the public interest. We deliver a range of services, enabling disabled, disadvantaged or elderly residents and their carers to remain independent, reduce social isolation, access education, increase skills, become economically active and improve/maintain their health and well-being.</p>
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PA Recruitment and Staff Management	500
Care Agency Management	125
Payroll Services	150
Managed Bank Account	300
Payroll & Managed Account	450

<p><b>Pay Packet</b></p> <p>2<sup>nd</sup> Floor, The Hub, 40 Friar Lane, Nottingham, NG1 6DQ  T. 0800 848 8998  Jas Hayer Account Relationship Manager  E. jas.hayer@paypacket.co.uk  W. www.paypacket.co.uk</p>	<p>Our aim is simple – To Make Direct Payments Easy for all service users. Established in 2006 PayPacket is fast becoming one of the UK's leading Managed Payroll Services for Direct Payments. We only do Direct Payments Payroll and Managed Bank Account Services. Our services are specifically designed to give the service user the support and flexibility needed to allow them to fully enjoy the benefits of Direct Payments without any worries.</p>
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PA Recruitment and Staff Management	n/a
Care Agency Management	n/a
Payroll Services	268
Managed Bank Account	216
Payroll & Managed Account	360

**Pay Partners**

Lancastrian Office Centre, Stretford,  
 Manchester M32 0FP  
 T: 0161 667 3650  
 Neil Smith, Manager  
 E: Neil.smith@pay-partners.co.uk  
 W: www.pay-partners.co.uk

We specialise in the provision of payroll services to recipients of direct payments. We offer a full payroll service from processing timesheets to producing pay slips and managing all tax affairs with the Inland Revenue. All our staff are qualified Chartered Institute Payroll Professionals with over ten years' experience within the direct payments and personal health budget market. Pay Partners can provide advice on all aspects of employment of carers via our customer Web site. We are also able to manage bank accounts on your behalf.

PA Recruitment and Staff Management	n/a
Care Agency Management	n/a
Payroll Services	335.5
Managed Bank Account	228.5
Payroll & Managed Account	564

**The Rowan Organisation**

Eliot Park Innovation Centre,  
 4 Barling Way, Nuneaton, Warwickshire  
 CV10 7RH  
 T: 02476 322860  
 M: 07977 135570  
 Debbie Houghton – Deputy 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 Direct Payments. 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.

PA Recruitment and Staff Management	588
Care Agency Management	240
Payroll Services	245
Managed Bank Account	185
Payroll & Managed Account	430