

Direct Payments - Advice and Support Service Provider List Specification

Section 1: Description and Aims

City of York Council is offering an opportunity to be included on a list of **Direct Payment Support Providers** for customers who receive Direct Payments in the City of York.

Direct Payment Support will comprise of various elements of advice / assistance for individuals and families in order to manage their Direct Payments. These include the following:

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.

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.

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.

This list is neither a council commissioned service or council contract but is a list of direct payment support providers that recipients of direct payments can consider to use alongside any other suitable providers of direct payments support.

The services identified above will be for customers assessed as being eligible for Adult Social Care provision who choose to take all or part of their Personal Budget

as a Direct Payment, according to the specification below, and for children and families who require support to manage Direct Payments.

From 1st October 2016 City of York Council will release monies to Direct Payment customers (outside the broader Personal Budget process) in order for them to exercise choice and control over the four elements of Direct Payment Support as identified above.

Customers will make a choice about the services and organisations they access to provide this support.

Notes for Direct Payment Support Providers wishing to be included on the Direct Payments Support Provider List for York

- Organisations can express an interest in delivering services to either adults or children, or both. They will be assessed on their suitability and experience to deliver each part of the service.
- Organisations can express an interest in delivering any or all of the four **Direct Payment Support Themes** as identified in Section 2 below.
- Organisations willing to deliver one or more of the **Direct Payment Support Themes** outlined in Section 2 below must be willing to deliver the service elements identified within those Support Themes (as set out in Section 2) in their entirety.
- Organisations are expected to submit a single annual customer charge per **Support Theme**.
- Organisations who are included on the **Direct Payments Support Provider List for York** must agree to their services being publicised on the Connect 2 Support York website.
- There are various standards and operating practices that City of York Council expects providers of Direct Payments Support to clearly evidence in order to be included on the validated **Direct Payments Support Provider List for York**. These include:
 - The financial viability of the organisation
 - The ability of the organisation to deliver one or more of the Direct Payment Support Services to customers as specified in Section 2 below.
 - Evidence of a strong track record, including satisfactory references from other local authorities where the Provider has delivered Direct Payments Support services.
 - Evidence of the quality assurance and safeguarding protocols of the Provider.

- Evidence of broader service provision and added value that the Provider may be able to bring to Direct Payment customers in York. For example
 - Person Centred Support Planning
 - Support with Individual Support Funds (ISFs)
 - Support with Personal Health Budgets (PHB)s

Introductory Service: In order to be included on the **Direct Payment Support Provider List for York** Direct Payment Support Providers are expected to offer a free of charge introductory service to new Direct Payment customers including (but not limited to) the following:

- Provide an introduction to Direct Payment Support Services and a detailed breakdown of the provider's advice, information, support and training available with related costs.
- Provide information on the Direct Payments process.
- Provide examples/scenarios of the types of support available.
- Discuss alternative services and support available and signpost if needed.

Performance and Delivery Standards

- City of York Council will seek feedback from Social Care Staff and Customers regarding the performance of Direct Payment Support providers and their satisfaction with the support services offered.
- If aspects of an organisation's service delivery give cause for concern to either City of York Council or its customers, City of York Council reserves the right to remove the organisation from the Provider List.
- This is an initial request for expressions of interest to be included on the **Direct Payment Support Provider List for York**. The initial deadline for expressions of interest (using the accompanying template) must be submitted through email or in writing **to: adam.gray@york.gov.uk**

Or in writing to the following address and contact person:

Adam Gray | Commissioning Manager

t: 01904 551053 | m: 07508 040182 | e: adam.gray@york.gov.uk

City of York Council | Adult Social Care - Adults Commissioning Team
West Offices | Station Rise | York YO1 6GA

- For a further discussion regarding the call for Expressions of Interest please contact Adam Gray (contact details as above).

Section 2: Direct Payment Support Themes

Theme 1: Personal Assistant (PA) Recruitment and Staff Management

To assist Direct Payment (DP) customers in York to advertise for PAs, short list, interview, obtain references, provide ongoing support with managing a PA (or PAs) over a 12 month timeframe. The charge for the service will be the same for all customers (irrespective of the number of recruitment episodes / number of PAs required over the 12 month timeframe). The service will include but not be limited to the following:

- Supporting an individual to recruit and manage their own PA or PAs including:
- Assisting with the set up of a contract of employment where the customer is the employer, 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. 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.
- Provision of sample employment contract, and assistance to complete.
- Supporting an individual with completion of DBS application forms (NB: DBS check fees will be met from an individual's Main Direct Payment).
- Advice and information on the taking up of applicant references.
- Support with offer letters to successful candidates.
- Advice on how to be a good employer, including advice on probationary periods, supervision, discipline, grievance and termination of contracts.
- Follow up support to ensure an individual's care package is operating smoothly and personal assistants are suitable, including unlimited telephone and e-mail advice, along with face-to-face support and home visits where required.

- Advising on employer's liability insurance and ensuring that appropriate liability insurance is in place. Meeting the costs of employer's liability insurance.

Theme 2 – Care Agency Management

To support Direct Payment customers in York who choose to use staff from a care agency, rather than to employ personal assistants directly. The service will include but not be limited to the following:

- Unlimited telephone and e-mail support throughout the care agency management process, along with face-to-face support and home visits where required.
- Providing information on care agencies available in the local area, information on how they operate and how to raise concerns or issues.
- Assistance to create a list of questions (unique to the customer) to ask the care agency to ensure the care package is designed to meet the needs of the customer.
- Follow up support to ensure that the agency care package is operating smoothly and personal assistants are suitable, including face-to-face support and home visits where required.

Theme 3 - Payroll Services

To support Direct Payment customers in York with a range of Payroll tasks (over a 12 month timeframe) as identified below. (The price of the service is expected to be the same irrespective of the number of PAs employed by the customer during the 12 month period). The service will include but not be limited to the following:

- Unlimited telephone and e-mail support, including face-to-face support and home visits where required.
- Ensure that DP customers have a range of information and advice on all aspects of managing their payroll responsibilities and provide support on all aspects of PAYE, HMRC and related matters.
- Calculating tax, NI, SMP, SSP etc on an individual's behalf.

- Ensure PA's completion of time sheets which record hours worked, sick leave and holiday leave. This would be authorised and signed by the employer.
- Ensure that all of an individual's PAs are provided with auto-enrolment for workplace pension schemes.
- Produce payslips for the PA(s) detailing amounts they have been paid.
- Assist the customer with the completion of the DP2 return to the council.

Theme 4 - Managed Direct Payment Accounts

To support Direct Payment customers in York to purchase services and support them in meeting their payment responsibilities. This will include but not be limited to the following over a 12 month period:

- To support DP customers to manage all aspects of their Cashplus or Individual Bank Account.
- Unlimited telephone and e-mail support, including face-to-face support and home visits where required.
- 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.
- Sending a monthly statement of income and expenditure to the DP Customer or their representative - to provide accurate statements in relation to the customer's income and expenditure.
- To be responsible for ensuring DP Customers' assessed contribution to their services is paid into the customer's Cashplus or Independent Bank Account at the outset of each month .
- To ensure there are sufficient funds in the customer's Cashplus or 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 picked up.

