



**List of Approved Providers for  
Personal Budget Support Services  
With effect from 1<sup>st</sup> July 2017**

People who are using a Direct Payment or Personal Health Budget to arrange their own care and support may need advice and support to do this. While much of this support can be provided by staff from the Council and Hillingdon CCG, some may benefit from additional help.

To help customers and patients find the advice and support they need, Hillingdon Council have set up a list of approved 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 have been approved for one or more of the following services:

**1. Employ a named personal assistant**

A service to assist in the necessary arrangements to formally set up a PA up to and including the completion of a probationary period. Normally for situations where the individual has found their own PA.

**2. Advertise and recruit a personal assistant**

A service to assist in finding/matching PA and individual this would include DBS checks etc and setting up all employment requirements.

**3. Ongoing support to employ a personal assistant - eg information and advice on employment matters**

To assist with the day to day circumstances of employment from appraisal to performance concerns, annual leave, terms and conditions queries.

**4. Payroll Service**

Provision of a full payroll service for an individual directly employing a PA to include all PAYE, P60, IR submissions etc.

**5. Managed Account (using LBH pre paid card)**

Where an individual wants the flexibility of a Direct Payment and does not wish to use council or CCG commissioned services but does not wish to manage the account and liaise with providers themselves, under the direction of the individual this service will organise and arrange all of their care and ensure the record keeping meeting the local authorities requirements.

The Approved Providers on this List have demonstrated to the Council and Hillingdon CCG that they have the capability to meet minimum standards for Direct Payments advice and support services. The Council and NHS will investigate complaints where a Provider does not appear to meet these minimum standards and may remove the Provider from the Approved List where these complaints are upheld.

On the following pages you will find details of the approved providers. For each provider you will find contact details, a brief description and details of the services they are accredited for including their charges. With the agreement of the Council or Hillingdon CCG, any charges can be paid using your Direct Payment or Personal Health Budget.

<p><b>Community Life Choices</b></p> <p>Unit 8 Navigation Business Village, Navigation Way, Ashton On Ribble, Preston, Lancashire, PR2 2YP</p> <p>Main Contact: Alan Frew T: 01772 804088 E: <a href="mailto:alan.frew@communitylifechoices.co.uk">alan.frew@communitylifechoices.co.uk</a> W: <a href="http://www.communitylifechoices.co.uk/">www.communitylifechoices.co.uk/</a></p>	<p>Dedicated to meeting the personalised care needs of each individual client, Community Life Choices (CLC) is a specialist support service that offers a flexible range of care services.</p>
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Payroll Service	<p>£100 set up fee plus VAT £6.00 per payslip for weekly payroll per PA £6.50 per payslip for monthly or 4 weekly payroll per PA £50.00 per P60 and Year End online filing per PA</p>
Managed Account	<p>Individual Programme Set Up Per Programme £150.00 Account Management Fee Per Card/Account Per Month £50.00</p>

<p><b>Curam</b></p> <p>Main Contact: Deanna Salmon T: 01387 730766 E: <a href="mailto:info@curamcare.com">info@curamcare.com</a> W: <a href="http://www.curamcare.com">www.curamcare.com</a></p>	<p>Curam is a tech platform enabling self-employed carers/ PAs and clients to connect. An innovative technology platform &amp; app that connects trusted, vetted and experienced self-employed carers to clients. Curam ensures each carer is carefully vetted, insured and has access to free CPD training. Curam are aiming to create a better care community for all, using the Curam platform, self-employed carers are properly rewarded for the great work they do.</p>
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PA Finding Service	<p>We use technology to keep our fees down to 12.5% + VAT, which are included in the carer's advertised rates (min £12.80 per hour/ average £13 - £16 per hour). There are no joining fees and only care delivered is paid for. You can search our database of PA's or post a job advert that is tailored to your care and support needs. PA's can apply via the platform and you can shortlist your favourites and arrange interviews. Once you have found your perfect carer, you can use the platform to hire them and agree the rate of pay. The platform also supports invoicing and payment of carers fees making it easier for you to manage.</p>
PA Hub	<p>Curam is an introductory health-tech platform connecting self-employed PA's and carers with service users across the UK.</p> <p>We are partnering with Hillingdon Council to provide a source of vetted and approved carers to Council funded clients. They plan to post jobs on the Curam platform.</p> <p>PA's can sign up on the platform and will be vetted by Curam to ensure they have the right experience, qualifications and right to work in the UK. They will then be visible on the site for service users to find.</p>

<p><b>Disabled Association Hillingdon (DASH)</b></p> <p>Wood End Centre, Judge Heath Lane, Hayes, UB3 2PB</p> <p>Main Contact: Vanessa Bonner T: 0208 848 8319 E: <a href="mailto:info@dash.org.uk">info@dash.org.uk</a> W: <a href="http://www.dash.org.uk">www.dash.org.uk</a></p>	<p>Disablement Association Hillingdon known more commonly as DASH, was formed in 1984 and is a user-led charity based in Hillingdon, West London. DASH challenges people's perceptions and encourages disabled people of all ages to reach their full potential. We provide advice, support and activities that allow disabled people to take control of their lives and become more independent, confident and part of the community. DASH is an inclusive organisation and promotes independence to every individual.</p>
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Set up a named personal assistant (PA)	£300 – up to 10 hours support @ £30.00 per hour £30 - per hour for any additional support. (All price inclusive of VAT)
Ongoing support to manage PA/Carer	£30.00 per hour
Managed Account	1 year - £499.00 Short term – not exceeding 12 weeks per year - £124.75
DBS Check	£75.00

<p><b>DD Payroll Services</b></p> <p>Ground Floor, 12 Pride Point Drive, Pride Park, Derby, DE24 8BX</p> <p>Main Contact: Avtar Raju T: 01332 293612 E: <a href="mailto:avtar.raju@ddpayroll.co.uk">avtar.raju@ddpayroll.co.uk</a> W: <a href="http://www.ddpayroll.co.uk/">www.ddpayroll.co.uk/</a></p>	<p>A dynamic Payroll service company devoted to making life easier for employers across the United Kingdom. We specialise in employing personal support and understand the needs of our clients more than any other UK payroll provider; this is because DD Payroll Services is a member of The Disability Syndicate – each member of the Syndicate offers something unique around the issue of Disability.</p>
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Payroll Service	4 weekly payroll - annual cost of £192 inclusive of VAT All new service users from Hillingdon will receive 10% off all charges as an introductory offer.
Managed Account	Managed Account - annual cost of £105 inclusive of VAT All new service users from Hillingdon will receive 10% off all charges as an introductory offer.

<p><b>Knowsley Disability Concern</b></p> <p>263a Tarbock Road, Huyton, L36 0SD</p> <p>Main Contact: Joyce Greaves, T: 0151 480 4090</p>	<p>Knowsley Disability Concern provides a range of services to help people with disabilities have choices, be in control and enjoy more independence</p>
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E: <a href="mailto:johanne.ross@kdc.org.uk">johanne.ross@kdc.org.uk</a> W: <a href="http://www.kdc.org.uk">www.kdc.org.uk</a>	
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Payroll Service	The flat rate for the Payroll Service is £259.20 per annum
Managed Account	£6.00 per week inc VAT

<p><b>National Payroll Services (NPS)</b></p> <p>Meadow Springs House, Decoy Road, Ormesby, Nr. Gt Yarmouth, Norfolk NR29 3LG</p> <p>Main Contact: Stephen Palmer, Partner, T: 01493 733334 E: <a href="mailto:steve@nationalpayroll.co.uk">steve@nationalpayroll.co.uk</a> W: <a href="http://www.nationalpayroll.co.uk">www.nationalpayroll.co.uk</a></p>	Payroll Bureau
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Payroll Service	<p>No charge for setting up of payroll.</p> <p>Processing Charges:</p> <p>1 employee - £10.90 per payroll run 2 employees - £15.60 per payroll run 3 employees - £19.80 per payroll run 4 employees and above</p> <p>Run charge £15.50 plus £2.70 per employee</p> <p>Tax Year Annual Charges:</p> <p>Tax year annual charge (2017/2018 tax year) - £22.00</p> <p>Additional Charges (If applicable): Assisting with holiday calculations - £6.00 per occasion per employee Assisting with redundancy calculations - £6.00 per employee Charge for an employee starting - £3.00 Charge for an employee leaving - £3.00</p> <p>Any additional support will incur a charge per hour or part hour.</p> <p>Any statements sent over and above the first statement will incur a £10.00 charge per additional statement.</p> <p>Minimum charge</p> <p>There will be a minimum charge per tax year based on the one employee charge for twelve months plus the year end charge. This will not apply for any payroll starting during the tax year. In this case the charges will be from the start of the payroll upto the end of the tax year.</p> <p>Examples:</p>
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	<p>Examples of annual charge assuming a full tax year processed and no changes during the tax year (monthly payroll):  One employee processed monthly - £152.80 per annum  Two employees processed monthly - £209.20 per annum  Three employees processed monthly - £259.60 per annum  Four employees processed monthly - £337.60 per annum  Five employees processed monthly - £370.00 per annum  Six employees processed monthly - £402.40 per annum  Seven employees processed monthly - £434.80 per annum  Eight employees processed monthly - £467.20 per annum  Nine employees processed monthly - £499.60 per annum  Ten employees processed monthly - £532.00 per annum</p> <p>Work Place Pensions (Auto Enrolment)</p> <p>There are additional charges for carrying out work place pensions (auto enrolment) duties. These are available on request.</p>
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<p><b>Nuway Support Services Ltd</b></p> <p>60/64 New Road, Basingstoke, Hampshire, RG21 7PW</p> <p>Main Contact: Jane Allen  T: 07901 585879  E: <a href="mailto:jane.allen@nuwaysupport.co.uk">jane.allen@nuwaysupport.co.uk</a>  W: <a href="http://www.nuwaysupport.co.uk">www.nuwaysupport.co.uk</a></p>	<p>Would you like to employ a Personal Assistant? Nuway Support Service recognise how important it is that your Personal Assistant is the right person for you.</p> <p>We can help you with the following: to develop and place a recruitment advert, job description, application forms, interview questions, preparation for interview, attend the interview with you and take notes, best candidate selection process, confirm interview results and send out a job offer to the successful Personal Assistant.</p>
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<p>Advertise and recruit a personal assistant</p>	<p>Stage 1 : Advert design and placement, job description, application form distribution through to receipt of applications £250.00  Stage 2: Short listing of the applicants to the completion of interviews £260.00  Stage 3: Personal Assistant selection and job offer £90.00  DBS Check (if required) £100.00</p>
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<p><b>PayPacket Ltd</b></p> <p>2nd Floor, The Hub, 40 Friar Lane, Nottingham, NG1 6DQ</p> <p>Main Contact: Jas Hayer  T: 0800 848 8998  E: <a href="mailto:jas.hayer@paypacket.co.uk">jas.hayer@paypacket.co.uk</a>  W: <a href="http://www.paypacket.co.uk">www.paypacket.co.uk</a></p>	<p>Providing Payroll Services for recipients of Direct Payments. PayPacket provide a full end to end payroll and pension service, we don't just process the payroll, we pay your PA's directly into their accounts and deal with all HMRC and Pension deductions and make payments to the relevant bodies.</p>
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<p>Payroll Service</p>	<p>£10 for each calculation for 1 Carer and an additional £2 per Additional carer - i.e. £12 for each calculation for 2 Carers, £14 for each</p>
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	<p>calculation for 3 Carers etc</p> <p>There is an additional charge of £20 per annum for providing HMRC with a year end reconciliation and carrying out year end procedures on your behalf. This charge is payable in April each year.</p> <p>In addition Value Added Tax (VAT) is payable on those charges at the standard rate.</p> <p>Charges with VAT</p> <p>1 Carer £12.00 2 Carers £14.40 etc Year End Charge £24.</p> <p>Auto Enrolment (Pensions) Pricing</p> <p>NEST (National Employment Savings Trust)</p> <p>Year 1 £50.00 plus vat (£60.00) Year 2 £25.00 plus vat (30.00) this charge will be for year 2 and all subsequent years</p> <p>NOW and PEOPLES Pensions</p> <p>Year 1 £125.00 plus vat (£150.00) Year 2 £62.50 plus vat (75.00) this charge will be for year 2 and all subsequent years</p>
Managed Account	<p>£50 per annum set up and administration fee (£60 including VAT)</p> <p>Agency Invoices at £3.00 per invoice.</p>

<p><b>Pay Partners Ltd</b></p> <p>Lancastrian Office Centre, Talbot Road, Manchester, M32 0FP</p> <p>Main Contact: Stephen Moreton T: 0161 667 3650 E: <a href="mailto:stephen.moreton@pay-partners.co.uk">stephen.moreton@pay-partners.co.uk</a> W: <a href="http://www.pay-partners.co.uk">www.pay-partners.co.uk</a></p>	<p>Provision of Payroll and managed account services to recipients of direct payments and personal health budgets.</p>
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Payroll Service	<p>Weekly payroll, £2.50 per period, Total per annum £190.00, 4 weekly payroll, £3.50 per period, Total per annum £105.50, monthly payroll, £3.50 per period, Total per annum £105.50, Year End Charge, £15.00, Auto Enrolment Pension charges, £10 set up fee, £10 file declaration of compliance (triannual), £10 pension deduction admin fee (per payslip/PA)</p>
Managed Account	<p>£35.00 per month, £420.00 per annum.</p>

<p><b>The Rowan Organisation</b></p> <p>Eliot Park Innovation Centre, 4 Barling Way, Nuneaton, CV10 7RH</p> <p>Main Contact: Deborah Houghton T: 02476 322860 E: <a href="mailto:debbie.houghton@therowan.org">debbie.houghton@therowan.org</a> W: <a href="http://www.therowan.org">www.therowan.org</a></p>	<p>Direct Payment, Health Budget, Payroll, Managed Accounts Information Support.</p>
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Employ a named person assistant	£168.00 inclusive of VAT.
Advertise and recruit a personal assistant	£1209.60 inclusive of VAT (£23.26 per week). £63.20 per DBS check inclusive of VAT.
Ongoing support to employ a personal assistant	£114.00 inclusive of VAT (£2.20 per week).
Payroll Service	Payroll Set Up Charge of £30 inclusive of VAT, £6.00 inclusive of VAT per payslip, Pensions – £30 one-off setup cost and £28.80 per year inclusive of VAT ongoing charge (£0.46 per week).
Managed Account	One off setup cost of £24 inclusive of VAT. Ongoing monthly charge of £13.40 inclusive of VAT (£3.10 per week).

**Note:** Providers on the list may change their prices throughout the year so please refer to their entry on [www.connecttosupporthillingdon.org](http://www.connecttosupporthillingdon.org) or contact them directly for their most up to date prices.