



## **Direct Payment & Personal Health Budget Support Service**

### **Information Pack**

**Independent and User-led support for Direct  
Payment and Personal Health Budget Holders**





**Disability North** are a user-led independent charity and we have been providing advice and guidance to employers for over 15 years. As of 1<sup>st</sup> May 2020 we are extending our offer to all local councils, Clinical Commissioning Groups (CCGs) and Service Users who wish to exercise their use of choice and control and choose their own Direct Payment Support.

In addition to our offer of Direct Payment/Personal Health Budget (PHB) Support we have an excellent Payroll Service committed to person centered customer service. Disability North have also been offering this service for over 15 years. We can ensure that you receive a joined-up service between the set up of your package right through to the first payment of your Personal Assistant (PA).

We recognise that employers may need varying levels of support. We have used our extensive experience in delivering support and developed our packages with this in mind.





If you require something that does not appear to be listed or you would like a more bespoke package, please do get in touch to discuss your requirements.

Our experienced Community Care and Personalisation Advisor, Vici Richardson, will be happy to assist you and talk through all of the different options and can be contacted on [vicirichardson@disabilitynorth.org.uk](mailto:vicirichardson@disabilitynorth.org.uk) or by telephone on 0191 2840480 or 07933834666

Payroll Services can be used as a standalone package without using the Direct Payment/PHB support. For further details please refer to our Payroll Service leaflet.





## Set Up Costs for New Employers

We have 3 levels of set up support please read through the 3 options. Our advisor can also talk you through them to find out what would be best suited to you to help you decide. For existing Service Users who wish to retain their support with Disability North there are no set up costs. Please refer to the ongoing support costs on page 12.

### Option 1: Rapid Set Up

This option is suitable for employers with established packages moving across to our support service, or if you already know the PA(s) you wish to employ and are confident in the process.

This option, alongside access to the PA register, could be particularly useful for Local Authorities or Clinical Commissioning Groups to refer Service Users to during the COVID 19 situation.





## Option 1 Rapid Set Up - one off payment £165

- Initial visit/telephone call
- Employment Guide and Toolkit giving useful information on employers responsibilities, managing PAs and useful template documents
- Template employment contracts
- Employers Insurance advice and set up
- DBS ID check (DBS done through the Local Authority)
- Payroll registration (Please refer to our Payroll leaflet for Payroll costs)
- Telephone review after first payroll







## Option 2: Standard Support Set Up Package

Suitable if you require a lower level of support and are confident in adapting template information.

Option 2 Standard Support - £250

With recruitment - £400

- Employment Guide and Toolkit giving useful information on employers responsibilities, managing PAs and useful template documents
- Initial visit/telephone call/video call
- Second visit/telephone/video call before you start employing to ensure everything is in place
- Budget advice including PA hourly rate and employment costs calculated
- Standard Recruitment (see page 10)





- Safe recruitment checks (Enhanced DBS charges may apply if they can not be done through your Local Authority)
- Template employment contracts
- Employers insurance advice and set up
- Payroll registration (Please refer to our Payroll leaflet for Payroll costs)
- Telephone review after first payroll
- Annual review
- Your first 12 months ongoing support and advice via telephone/email





## Option 3: Support Plus Set Up Package

Suitable if you require a higher level of support and would like personalised material.

Option 3 - Support Plus £300  
With recruitment £550

- Initial visit/telephone/video call
- Second visit/telephone/video call to ensure everything is in place before you start employing
- Third visit telephone/video call
- Budget advice including PA hourly rate and employment costs calculated
- Recruitment Plus (see page 11)
- Safe recruitment checks (Enhanced DBS charges may apply if they can not be done through your Local Authority)







- Employment Guide and Toolkit, including personalised employment contracts, job descriptions, time sheets, induction, health and safety checklists
- Employers Insurance advice and set up
- Advice and guidance around PA supervision
- Advice and signposting around PA training
- Payroll registration (Please refer to our Payroll leaflet for Payroll costs)
- Telephone review after first payroll
- Annual review
- Your first 12 months ongoing support and advice via telephone/email





## PA Recruitment Support

### Standard Support package includes:

- Advice and guidance on recruitment good practice
- Advice on job description, including templates
- Advice on adverts, including templates and where to place them
- Advert placed on our website
- Advice and guidance around interviews
- Advice on seeking references and templates provided
- Safe recruitment checks (Enhanced DBS charges may apply if they can not be done through your Local Authority)





**The Support Plus package includes all of the Standard Support and the following:**

- Personalised job description written
- Personalised advert
- Place advert on your behalf
- Handling of applications and acting as a contact and forwarding completed applications to you
- Personalised interview plan, interviews arranged and support to interview
- Interview outcome letters and appointment letters sent
- References requested and forwarded to you
- Access to PA register





## **On going costs (after your initial set up and first 12 months)**

### **12 month support packages**

#### **Level 1 £125**

Access to telephone/email support

#### **Level 2 £245**

Access to telephone/email support, PA register and

\*Standard Recruitment Support

#### **Level 3 £295**

Access to telephone/email support, PA register and

\*Recruitment Plus Support and 2 home visits per year

#### **Level 4 £345**

Access to telephone/email support, PA register and

\*Recruitment Plus Support and 4 home visits per year

\*Please refer to page 10 and 11 for what is included in the recruitment packages





## Other Services



Stand alone advert placed on our website for 4 weeks	£6
DBS Check (if these can not be done through your Local Authority)	To be confirmed
Stand alone recruitments	£150/£250
Support with staff supervisions	£25 per hour
Support with disciplinary processes in conjunction with your insurer	£25 per hour
Support with reviews of package with Health or Social Care (price per review)	£25
Access to recruitment line and PA register, includes unlimited adverts on our website and other job search sites, template application forms and access to the local PA register (price per annum)	£120







## Standard Payroll

- Register you as an employer with HMRC
- Process payroll monthly
- Calculate Tax and National Insurance contributions and inform you when they must be paid
- Send you pay slips for each employee
- Calculate and submit your end of year tax returns to HMRC

## Payroll Plus

- Register you as an employer with HMRC
- Process payroll monthly
- Calculate Tax and National Insurance contributions and make payments to HMRC on your behalf
- Send each employee pay slips and payment for net pay
- Calculate and submit your end of year tax returns to HMRC
- Manage your Direct Payment funding
- Keep financial records for Direct Payments audits





## Payroll Costs

### Standard Payroll

1-2 employees	£198 per annum
3-4 employees	£314 per annum
5 employees or more	POA

### Payroll Plus

Set Up Cost	£30 one off cost
1-2 employees	£314 per annum
2-3 employees	£472 per annum
5 employees or more	POA

All costs shown are inclusive of VAT and correct as of 1st April 2020.





## Contact Us

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