

Factsheet 5: Selecting a Direct Payment Support Service (DPSS)

1. Direct Payment Support Service (DPSS)

Direct Payments are a great way of meeting any identified support needs as they allow more choice and control for an individual. The thought of having a Direct Payment can be daunting, but there is support available to assist with managing a Direct Payment, including supporting with the employment of Personal Assistants.

If you think that you will need help to manage the Direct Payment, then you should talk to your social care worker about this if have one or alternatively, call the Customer Service Centre on 0300 500 8080. A DPSS can then be offered as an option to support with managing the Direct Payment.

2. What is a DPSS?

A DPSS is an organisation which has the knowledge and expertise to help people with many different aspects of managing their Direct Payment.

3. New Direct Payment Support Service offer

From the 15th March 2021 the way Direct Payment Support Services are provided has changed across Nottinghamshire. Nottinghamshire County Council, in partnership with Nottingham City Council, Nottingham and Nottinghamshire Clinical Commissioning Group and Bassetlaw Clinical Commissioning group, has now got a list of contracted providers.

These providers can provide all aspects of Direct Payment support. From March 2021, if you choose to use one of these providers for your Direct Payment support, the cost will be paid directly to the provider by the Council and no longer put within the Direct Payment. This means that the Direct Payment money is solely for the support identified within your support plan. The DPSS costs will still be shown within your care and support plan but paid directly to the provider.

4. Who are the contracted DPSS providers?

The contacted providers are listed below:

- Penderels Trust Limited
- Peopleplus Group Limited
- Purple Zest Limited
- Rosekel Resourcing Limited
- Solo Support Services Limited

Contact details and information about each provider can be found at the end of this document to assist you to choose who to use.

All of the above providers can deliver all elements of Direct Payment Support and the cost for each element is the same for all providers.

5. What support can I receive from a contracted DPSS provider?

A range of different services can be purchased, depending on how you are going to use your Direct Payment.

There are three main areas of support that can be provided by a DPSS.

- A) Employment Support (where Personal Assistants are employed)
- B) Payroll (where Personal Assistants are employed)
- C) Third Party Managed Accounts

5.1 Employment support

If you are / or are going to be employing your own Personal Assistants through a Direct Payment, then you can access a range of specific support from a DPSS. For all of the employment support elements you will have a named worker to access, who will act as a consistent point of contact within the DPSS. The employment elements are outlined in more detail below

A) **Initial Employment Support** – This support is intended to help people decide whether to become an employer. The support will primarily be provided via email or telephone. The advice provided will cover but not be limited to:

- Responsibilities of being an employer,
- Skills required to be an employer,
- Information on how a Personal Assistant could be sourced but not the actual recruitment exercise etc.

The Council can also provide this initial employment support to you free of charge and can be accessed by either emailing DPEnquiries@nottsccl.gov.uk or telephoning the Direct Payment Enquiries Team on 0115 8044945.

B) **Recruitment** – This is a specific time limited piece of work (expected to be completed within 12 weeks) to support with the recruitment of Personal Assistants. This support will include at least one face to face meeting which could be done virtually. The information advice and guidance will cover but is not limited to:

- Recruitment good practice (including Equal Opportunities legislation)
- Writing job descriptions / person specifications
- Supporting with setting rates of pay
- Checking Personal Assistant directories such as those on Notts Help Yourself / ASK Lion to source potential Personal Assistants
- Writing and placing adverts as required
- Creating job application templates
- Shortlisting applicants

- Supporting with interviews (where required)
- Support with checking references
- Notifying candidates of the outcome of the interview
- Ensuring Right to Work in the UK checks are undertaken for successful candidates etc.

C) Being an Employer – This support is to assist someone to understand their employment responsibilities once a Personal Assistant has been identified. This is to ensure all legal and contractual arrangements are in place. The Provider will provide at least 2 face to face meetings which could be done virtually with the first being prior to the Personal Assistant commencing work. The Provider will provide forms and templates where required. The support will continue to be available for a period of 12 weeks after the start of the Employees contract. The information advice and guidance will cover but is not limited to:

- Ensuring Employer Liability Insurance is obtained and in place and advise on the need to renew annually
- Drawing up contracts of employment which cover all statutory requirements.
- Health and Safety legislation and implications for the Direct Payment recipient as an employer
- Ensuring all necessary training requirements for Personal Assistants are in place.
- Good management practice to build positive relationship with employees
- Dealing with Disciplinary and grievance matters and signposting to other support where required.
- General employment obligations such as working time directive, Statutory sick pay / Holiday pay rules, Pension obligations calculating redundancy pay etc.

D) Disclosure and Barring Service (DBS) checks

Within Nottinghamshire the Council can undertake Enhanced DBS checks for Personal Assistants on behalf of Direct Payment recipients. To request a DBS to be undertaken you can complete the online request form through the link below www.nottinghamshire.gov.uk/care/adult-social-care/careers/personal-assistants/db-checks . If a paper version of the form is required, this can be provided by a social care worker or requested by emailing DPEnquiries@nottscc.gov.uk

If you would prefer a DPSS to undertake an Enhanced DBS check for your Personal Assistants on your behalf this can be commissioned by the Council.

E) Additional Employment Support There may be circumstances in which additional employment support is required that is not covered in the above elements. This may include direct support to interview job candidates or deal with disciplinary issues. The need for such support will be considered on a case by case basis and agreed with the social care worker undertaking your assessment of care and support needs or review in advance of it being delivered. The additional employment

support will be paid at a set hourly rate for the number of hours that are agreed.

5.2 Payroll support

The provider will offer a payroll service which will enable you to meet all of your statutory payment responsibilities. You will have a named worker who will act as a consistent point of contact and at least 1 face to face visit (which could be done virtually) as well as being able to contact the DPSS provider via phone and email during office hours. The provider will advise you about your statutory

responsibilities as an employer.

The payroll support provided will cover but not be restricted to the following tasks:

- Registration of the employer with Her Majesty's Revenue and Customs (HMRC)
- Acting as an agent for the employer with HMRC and dealing with all HMRC requirements
- The calculation of Personal Assistants pay, including holiday pay, employee tax, national insurance and pension contributions
- The calculation of all employer contributions including employer's national insurance and pension contributions
- The calculation of other statutory payments as required e.g. statutory sick pay redundancy pay etc.
- Issuing and processing timesheets
- Payment of employees, including the production and issue of payslips.
- Producing and processing documents and forms required of employers, e.g. P45, P60 etc.
- Where appropriate the provider will provide the employer with a template to record employees hours of work

5.3 Managed accounts

Where this is required, the provider will open a bank account in the Direct Payment recipients name, to which they are a third party. The provider will advise you how the managed account will operate and how to fulfil your own roles and responsibilities in relation to the Direct Payment agreement. You will have a named worker to act as a consistent point of contact and also have the ability to contact the provider via email or telephone during office hours and the ability to leave messages outside these times.

Where a managed account is used the Council will pay all Direct Payment funds into the managed account on a 4-weekly basis in advance. You will be responsible for paying any assessed contributions or top-ups into the account on a 4 weekly basis where applicable.

The provider will make payments from the account on behalf of the Direct Payment recipient. The provider will also deal with all audit requests from the Councils Adult Care Financial Services (ACFS) Team.

Where the Direct Payment is being used for agency only support, the managed account service can be provided by the Council's ACFS Team. To access this service please discuss this with the social care worker undertaking your care and support assessment / review. Alternatively, you could request this by calling the Customer Service Centre on 0300 500 8080.

5.4 Additional Support

There may be exceptional circumstances in which additional support, not covered by the elements described above is required. The need for such support will be considered on a case by case basis and agreed by a social care worker in advance of the support being delivered. It will be clearly recorded within your care and support plan what the additional support entails. The additional support will be paid at a set hourly rate for the number of hours that are agreed. The ability to contact the provider during office hours via telephone or email is already included within the support elements above and does not need to be included as additional support hours.

6. Is there a cost for using a DPSS?

DPSS providers charge for their services, therefore before going ahead you must agree with a social care worker what support is required. You will also need to determine which provider is going to deliver it and how much it is going to cost. If a contracted provider is used the provider will be paid directly by the Council and these costs will not be included within the Direct Payment. The services being used will still be recorded within your care and support plan.

7. Choosing a DPSS

When you are considering purchasing Direct Payment support, it is recommended that you first consider the providers listed above. This is because there is a contract in place with these providers which means the service provided meets the level of quality required by the Council and this is monitored regularly.

You do though have the option to choose to use an alternative provider.

If you choose to use one of the providers detailed overleaf, you will agree the level of support required with a social care worker and the chosen provider. The social care worker will then submit an order form to the provider to confirm the services required which becomes the individual contract between the Council and the provider.

If you want to use a DPSS provider that is not contracted with the Council, you are able to do this, but the Council is not responsible for the quality or level of service provided by your chosen provider.

The Council will usually only pay the same amount as it could commission an equivalent service, so if you chose to use a more expensive provider you may need to top up any difference. This would be agreed with a social care worker on a case by case basis.

If you do choose a non-contracted provider, the cost of the service will be included within the Direct Payment amount and you will need to pay the provider directly from the account as the contract will be between you and your chosen provider.

8. What if I am already using a DPSS provider?

If you are already using a DPSS provider, you do not need to do anything until the next review of your care and support.

If you are using one of the providers listed above already and you wish to remain with them, this is fine. At your review your social care worker will confirm this, and you will move onto a contracted relationship with the DPSS provider where the Council will pay the provider directly rather than into the Direct payment as was done previously. The date for this transfer will be agreed with the social care worker undertaking the review.

If you are using a provider that is not contracted with the Council, at your review you will have the opportunity to choose to move to a contracted provider where the provider will be paid direct by the Council. If you choose to remain with your current provider, this is also fine, but if the costs are more than what the Council could commission through a contracted service you may need to pay

the difference. This would be agreed with your social care worker undertaking your review on a case by case basis.

9. DPSS providers and the Direct Payment Agreement

Before your Direct Payment starts, the Council will ask you to sign a Direct Payment Agreement which describes your roles and responsibilities and those of the Council. If you are going to use a DPSS to provide a managed account, the DPSS will need to sign the Direct Payment agreement as a nominated person. If the DPSS is just providing payroll or employment support, they do not need to sign the DP Agreement.

10. Contact information

If you have any questions about anything contained in this leaflet relating to Direct Payments or want to speak with someone to help you make a decision whether a Direct Payment is right for you, please contact:

The Direct Payments Enquiries Team: - Phone: 0115 8044945

Email: DPEnquiries@nottsc.gov.uk

Nottinghamshire County Council Customer Service Centre:

Phone: 0300 500 80 80 - Monday to Friday: 8am to 6pm (Calls cost 3p a minute from a BT landline. Mobile costs may vary).

Enquiries: www.nottinghamshire.gov.uk/contact

Website: www.nottinghamshire.gov.uk

Deaf / hard of hearing:

- Text relay service: Dial 18001 0115 9774050 from your textphone or the Relay UK app.



Download the SignVideo app to communicate with Nottinghamshire County Council in British Sign Language via an interpreter. Visit www.nottinghamshire.gov.uk/contact-us for more information.

Phone 0300 500 80 80 if you need the information in a different language or format.

The Council is committed to protecting your privacy and ensuring all personal information is kept confidential and safe. For more details see our general and service specific privacy notices at:

<https://www.nottinghamshire.gov.uk/global-content/privacy>

Provider Name: Penderels Trust

Contact Name: Zohra Kapadia

Email: notts@penderelstrust.org.uk

Phone: 02476 511611

Website: www.penderelstrust.org.uk

Referral contact details: Notts@penderelstrust.org.uk – 01526 833803

Penderels Trust provides a full support service to people receiving a Direct Payment or Personal Health Budget for their care and support needs. We are a not-for-profit organisation and have been supporting people with disabilities or long-term health conditions to live independently since 1988. Our service is provided by a local team of experienced and friendly Independent Living Advisers (ILAs).

We will:

- Make sure **the care package and support plan is right for you** and that you know exactly what is included
- Make sure it is **set up in the right way**
- **Provide the right information and support** so you know exactly what you need to do and when
- Support you **to identify creative and cost-effective ways** to meet your goals
- Spot issues so they are **resolved quickly**
- **Keep good records** so you don't have to tell us the same thing more than once

You will be allocated to a named contact in the team so that you always know who to contact if you need any support.

Our aim is that you are as independent as you can be in managing your Direct Payment or Personal Health Budget. However, we will always be there to help you if you need it, giving you peace of mind and allowing you to focus on the important things in life.

Direct Payment Support Services Framework - Provider Service Information template

Provider Name: People Plus Group

Contact Name: Dawn Morwood

Email: dawn.morwood@peopleplus.co.uk

Phone: Mobile – 07545 421776 / Office – 0330 123 2815

Website: www.peopleplus.co.uk/communities/direct-payment-support-services/

Referral contact details: Patricia.leadbitter@peopleplus.co.uk or
Julie.caudwell@peopleplus.co.uk

Peopleplus is the fastest growing provider of Direct Payment support across England and Wales. We hold 25 similar contracts that provide advice and guidance to Direct Payments recipients, support with recruitment of Personal Assistants, money, management and payroll services. We link into our internal Skills Directorate to provide free or low-cost accredited Health and Social Care training for Personal Assistants, either those who are currently in work or as a pathway to employment. This can lead to a Level 2 accreditation and improve skills and career prospects.

We support over 10,000 people nationally with their Direct Payments and Personal Health Budgets. Our aim is to enable people to live independently in their own homes and communities. It is essential this support continues for those who use agencies, are employers or Personal Assistants during this difficult time.

We have produced a number of information sheets to give you the most up to date information about setting up your Direct Payment, using a care agency, recruiting Personal Assistants and being a good employer. You will have access to our interactive workshops to develop skills around these aspects of managing Direct Payments as well as one-to-one support. Our service is tailored to your individual need. This support is backed up by Payroll and Managed Account services.

Provider Name: Purple Zest

Contact Name: Purple

Email: Notts@wearepurple.org.uk

Phone: 0116 442 2368

Website: www.wearepurple.org.uk/notts

Referral contact details: Notts@wearepurple.org.uk

Purple has 18 years' experience of supporting people with a Direct Payment or Personal Health budget.

We have a team ready to support you with your Direct Payment and can tailor our communications to meet your needs, including your preferred format or language.

1. We offer information and advice about what a Direct Payment is and how it works.
2. We offer recruitment support and employment advice and guidance if you choose to employ a Personal Assistant
3. We offer a full service to manage your Direct Payment account with a named Account Manager providing easy access whenever you have a question
4. We ensure you receive regular statements and information about your account in a format and language that you prefer
5. We ensure payrolls are set up properly, your PAs are paid on time and that you fulfil all your legal obligations as an employer
6. We ensure invoices are checked against your support plan and paid on time
7. We ensure that your Direct Payment funds are protected and spent as agreed with you in your support plan

Purple's approach provides you with a professional and personalised service where you can manage your Direct Payment knowing that whenever you have a question or need some advice, you have quick and easy access to your dedicated Account Manager to help you out.

We hope you choose Purple to support you and invite you to call us for an informal conversation before making any decisions.

Provider Name: Rosekel

Contact Name: Claire Hallam

Email: info@rosekel.com

Phone: 0115 9648212

Website: www.rosekel.com

Referral contact details: info@rosekel.com

Anything is possible when you have the right support.

Support through Rosekel means you receive a service that is personal, friendly and understanding of your circumstances. You deal with a dedicated contact and build relationships with individuals who will go out of their way to support you.

Rosekel is a Nottingham based organisation who deliver a face-to-face service, meeting you either in your home, their office premises or at a venue of your choice. Rosekel are happy to meet you and share how they can support you, and your support network, with no obligation to take their services.

When you choose Rosekel they will:

- Allocate you a dedicated contact who will handle all of your direct payment support needs
- Manage your care budget via a new dedicated bank account
- Help you quickly find the right personal assistants to provide the care and support you need
- Provide you with support and guidance about how to be an employer
- Handle the production of all invoices, payslips, HMRC returns and pension matters relating to your care

Rosekel is a local organisation that has been delivering support across Nottingham and Nottinghamshire for the past 10 years.

Rosekel will support you with all aspects of your Personal Health Budget/Direct Payment and tailor their support to meet your needs.

For a hassle-free service that gives to the independence you desire contact Rosekel today

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Provider Name: Solo Support

Contact Name: Jenna Woodhouse / Direct Payments Team

Email: directpayments@solosupportservices.co.uk

Phone: 0345 241 5565

Website: www.solosupportservices.co.uk

Referral contact details: dpssenquiries@solosupportservices.co.uk

Telephone: 0345 241 5565, option 2.

Address: 20 Central Avenue, West Bridgford, Nottingham, NG2 5GR.

Solo Support Services was established in 2011 following our late Directors experiences after a spinal injury and we now work with clients all over England who receive a personal budget from Health and / or Social Care.

We are a CQC registered alternative to a domiciliary care agency and we provide a range of services for individuals who have a budget for care and support and require assistance to live independently at home. Support can be for personal care, household chores, mobility or more complex health related conditions and we work with you to find your own Personal Assistant (PA) or team of Personal Assistants (PAs) allowing you to live safely and comfortably at home assisted by a team of people who you know and trust. Your PAs can also help you get out and about to pursue hobbies and interests, be with you on holiday or when visiting friends and family.

When you work with us you will get a caring, ethical and professional service that is tailored directly to you and your individual circumstances. We...

- Respect that you have knowledge and expertise
- Listen to you and work in partnership with you
- Take pride in being approachable and adaptable
- Always go the extra mile, opposing complacency and apathy
- Offer a positive, 'can-do' service

