



List of Approved Providers for Direct Payments Advice and Support Services January 2023

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 NHS, some may benefit from additional help.

To help customers and patients find the advice and support they need, Hillingdon Council and Hillingdon Clinical Commissioning Group 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 - e.g. 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 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 authority's requirements.

The Approved Providers on this List have demonstrated to the Council and NHS 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 NHS, any charges can be paid using your Direct Payment or Personal Health Budget.

Community Life Choices Unit 8 Navigation Business Village, Navigation Way, Ashton On Ribble, Preston, Lancashire, PR2 2YP Main Contact: Alan Frew T: 01772 804088 E: alan.frew@communitylifechoices.co.uk W: www.communitylifechoices.co.uk/	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.
Payroll Service	£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
Managed Account	Individual Programme Set Up Per Programme £150.00 Account Management Fee Per Card/Account Per Month £50.00 Please note that we do not have access to the Hillingdon EML Portal.
Curam Main Contact: Deanna Salmon T: 01387 730766 E: info@curamcare.com W: www.curamcare.com	Curam is a tech platform enabling self-employed carers/ PAs and clients to connect. An innovative technology platform & 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.
PA Finding Service	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.
PA Hub	Curam is an introductory health-tech platform connecting self-employed PA's and carers with service users across the UK. 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. 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.
David Howard Payroll 1 Park Road, Hampton Wick, Surrey, KT1 4AS T. 0208 977 3559 F. 0208 943 2820 W: www.dhdirectpayments.co.uk E: payroll@davidhoward.co.uk	Dhpayroll is a specialist payroll bureau providing professional payroll and managed account services to Direct Payments and Personal Health Budget recipients in the UK as well as payroll services to small and medium sized businesses. We will get everything set-up for you and provide secure online payslips and reports, as well as dealing with auto-enrolment pension matters. Our payroll team are here to help you every step of the way, giving advice, guidance and clear, easy to read paperwork and online solutions. Our experienced staff understand the requirements of direct payments users and local authorities. We are here to make your life easier!
Payroll Service	Costs are dependent on the number of PA's that you employ. For 1 PA, the cost is (exclusive of VAT):

	£8.00 per payslip £60.00 Annual Admin Fee (HMRC submissions, starters/leavers, P60 certificates) Total = £156.00 per year
Managed Account	Annual Total Managed Account for Payroll for 1 PA (exclusive of VAT): £276.00 Payments only (agency invoices) = £180.00 per year (plus VAT). Additional fees (exclusive of VAT): £30.00 set up fee £20.00 closure/transfer fee

DD Payroll Services Ground Floor, 12 Pride Point Drive, Pride Park, Derby, DE24 8BX Main Contact: Avtar Raju T: 01332 293612 E: avtar.raju@ddpayroll.co.uk W: www.ddpayroll.co.uk/	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.
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. Please note that we do not have access to the Hillingdon EML Portal.

Independent Lives (Disability) Ground Floor, Southfield House, 11 Liverpool Gardens, Worthing, BN11 1RY Main contact: Direct Payment Information & Advice team. T: 01903 219482, Ext: 301 E: advice@independentlives.org W: www.independentlives.org	Independent Lives is a user-led charity working with disabled people, people with support needs, and carers, to enable people to lead full, active and independent lives. We work directly with disabled people of all ages, and parents and carers of disabled children: Providing a Direct Payments support service to help people arrange and manage their own personalised care and support. We offer banking, payroll, and recruitment services so people can manage their own budgets and personal assistants.
Employ a named personal assistant	Included in our Payroll Plus offer Payroll £29.00 per month Unlimited DP advice and support, £55.00 per month
Ongoing support to employ a personal assistant	Included in our Payroll Plus offer Payroll £29.00 per month Unlimited DP advice and support, £55.00 per month
Payroll service	£29.00 per month
Managed account	£9.95 per week. Please note that we do not have access to the Hillingdon EML Portal.

National Payroll Services (NPS) Meadow Springs House, Decoy Road, Ormesby, Nr. Gt Yarmouth, Norfolk NR29 3LG Main Contact: Stephen Palmer, Partner, T: 01493 733334 E: steve@nationalpayroll.co.uk W: www.nationalpayroll.co.uk	Payroll Bureau
Payroll Service	No charge for setting up of payroll. Processing Charges: 1 employee - £11.90 per payroll run 2 employees - £17.10 per payroll run 3 employees - £21.70 per payroll run 4 employees and above Run charge £16.50 plus £2.80 per employee

	Tax Year Annual Charges: Tax year annual charge (2019/2020 tax year) - £23.00 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 Any additional support will incur a charge per hour or part hour. Any statements sent over and above the first statement will incur a £10.00 charge per additional statement. Minimum charge 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 up to the end of the tax year. Examples: Payroll Charges from April 2019 Examples of annual charge assuming a full tax year processed and no changes during the tax year (monthly payroll): One employee processed monthly - £166.80 per annum Two employees processed monthly - £229.20 per annum Three employees processed monthly - £284.40 per annum Four employees processed monthly - £356.40 per annum Five employees processed monthly - £390.00 per annum Six employees processed monthly - £423.40 per annum Seven employees processed monthly - £457.20 per annum Eight employees processed monthly - £490.80 per annum
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	annum Nine employees processed monthly - £524.40 per annum Ten employees processed monthly - £558.00 per annum Work Place Pensions (Auto Enrolment) There are additional charges for carrying out work place pensions (auto enrolment) duties. These are available on request.
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PayPacket Ltd 4th Floor, The Hub, 40 Friar Lane, Nottingham, NG1 6DQ Main Contact: Jas Hayer T: 0800 848 8998 E: jas.hayer@paypacket.co.uk W: www.paypacket.co.uk	Providing Payroll Services for recipients of Direct Payments.
Payroll Service	£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 calculation for 3 Carers etc 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. In addition Value Added Tax (VAT) is payable on those charges at the standard rate. Charges with VAT 1 Carer £12.00 2 Carers £14.40 etc Year End Charge £24. Auto Enrolment (Pensions) Pricing NEST (National Employment Savings Trust) 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 NOW and PEOPLES Pensions 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
Managed Account	£50 per annum set up and administration fee (£60 including VAT) Agency Invoices at £3.00 per invoice. Please note that we do not have access to the Hillingdon EML Portal.

Pay Partners Ltd Lancastrian Office Centre, Talbot Road, Manchester, M32 0FP Main Contact: Stephen Moreton T: 0161 667 3650 E: stephen.moreton@pay-partners.co.uk W: www.pay-partners.co.uk	Provision of Payroll and managed account services to recipients of direct payments and personal health budgets.
Payroll Service	All Payrolls, £60 + VAT annual admin fee, PLUS Weekly: £2.50 + VAT per timesheet processed 4 Weekly/Monthly: £3.50 + VAT per timesheet processed Year End: £15.00 + VAT per PAYE scheme Auto Enrolment (NEST only) £10.00 + VAT set up with NEST £10.00 + VAT Declaration of Compliance filing £1.00 + VAT admin fee per payslip deduction
Managed Account	£35.00 + VAT per month. Includes payroll processing (any number of timesheets) and/or third party invoice processing. Please note that we do not have access to the Hillingdon EML Portal.

The Rowan Organisation Eliot Park Innovation Centre, 4 Barling Way, Nuneaton, CV10 7RH Main Contact: Deborah Houghton T: 02476 322860	Direct Payment, Health Budget, Payroll, Managed Accounts Information Support.
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E: debbie.houghton@therowan.org W: www.therowan.org	
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 the [Hillingdon Care & Support Directory](#) or contact them directly for their most up to date price.