

Direct Payment Support Services from WECIL

The West of England Centre for Inclusive Living



As one of the first providers of user-led Direct Payment support services in the UK, WECIL has more than 20-years' experience of empowering and supporting disabled people to manage and make the most of their Direct Payments.

Our focus is on making a distinct and positive difference for our clients. Our direct payments support services are carefully shaped by our board of trustees, some of whom receive direct payments, as well as by our members and clients.

By choosing WECIL, you also help us run many other projects - all of which can be accessed for **FREE**:

- **Peer support:** Offers social opportunities to meet and share experiences with other disabled people, including: monthly trips, monthly drop-in groups across Bristol, and regular events and activities - such as sports or creative arts groups
- **Disabled people's helpline:** Offers information and advice on disability related welfare enquiries, and a weekly drop-in at our office for face-to-face advice.
- **Advocacy** (available to Bristol County residents): Our advocates offer support with local council care assessments. The service includes home visits to discuss client's needs, communicating and liaising with social services, attending meetings related to care funding, support with financial assessments and support challenging decisions if necessary.
- **Benefits advice service** (available to Bristol County residents): Our experienced welfare benefits advisers offer support to complete disability related benefit forms and challenge decisions if necessary.
- **Services for young disabled people:** Fun and informal evening and weekend groups at youth centres in various locations.
- **'Create my support plan' website:** Our online support planning tool that creates care and support plans. You can access it now at:



www.createmysupportplan.co.uk

WECIL also offers many training courses for clients employing PAs, such as human resources and employment law, as well as training for PAs, such as our PA apprenticeship programme and short courses to increase PA competency - funded by Skills for Care.

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Direct Payment set up

Our Direct Payment set up services support and empower clients to confidently manage their Direct Payments. Understanding the necessary actions and responsibilities ensures that their Direct Payment will run smoothly.

FREE introductory visit

FREE joint visit with social workers at the point of assessment to support explaining Direct Payments and answer any questions

FREE visit to any Direct Payment recipient using another support provider

Agency set up

For people new to Direct Payments who want to use an agency, our agency set up includes:

- ✓ Introductory telephone consultation: to explain the set up process, answer any questions and make sure basic early set up steps are in place before arranging an initial visit.
- ✓ Home visit to set up Direct Payments: Full introduction to WECIL and Direct Payments - family and friends welcome.
- ✓ Direct Payment budgeting - making sure support plans are affordable.
- ✓ Assistance completing any Direct Payment paperwork or contracts
- ✓ Support finding an agency
- ✓ On-going office-based support during Direct Payment set up
- ✓ **Cost £280¹**

Employer set up

For people new to Direct Payments who want to use Personal Assistants (PAs), our employer set up includes:

- ✓ Everything in Agency Setup plus a second home visit
- ✓ Explaining client's responsibilities as an employer - best practice managing and supervising employees
- ✓ Introduction to payroll, providing an awareness of PA wages, pensions, tax liabilities and employer's insurance
- ✓ Assisting with contract of employment and setting mutual understandings - employer boundaries.
- ✓ 6-Month review
- ✓ **FREE** PA Matching service - see page 3
- ✓ **Cost £480¹**

PA Recruitment

New clients might also be interested in our PA Recruitment service. See page 4.

¹ Subject to withdrawal fees - see page 6

On-going support

"DPSS team is always helpful, knowledgeable and patient."

WECIL client

Inclusive in all our support packages²

We believe that a support package should include as much as possible. That's why - no matter which package - there's no fee for support from our specialist advisors with:

- ✓ **FREE:** HR support, including: dismissals, disciplinary procedures, and changes in terms and conditions.
- ✓ **FREE:** Financial support, including: budgeting and managing Direct Payment finances.
- ✓ **FREE:** Bespoke support with any problem relating to Direct Payments.
- ✓ **FREE:** Office-based follow-up, liaising with clients, social workers, agencies, PAs, etc.

Basic support

The best option of support for Direct Payment recipients using agencies, includes:

- ✓ WECIL Direct Payment helpline: Available Mon-Fri, 9am-5pm, by phone and email
- ✓ Responsive office-based support
- ✓ Yearly check-up
- ✓ WECIL Community membership
- ✓ **Cost £200** per year³

Responsive support

The best option of support for Direct Payment recipients employing PAs, includes:

- ✓ Everything in basic support
- ✓ Up to 3 home-visits per year lasting up to an hour each
- ✓ **Cost £300** per year³

Planned support

The best option for Direct Payment recipients who might need extra support, includes:

- ✓ Everything in responsive support
- ✓ Up-to 12 home-visits per year lasting up to an hour each
- ✓ **Costs £630** per year³

Comprehensive support

Combining planned support with a WECIL managed account for less than the total separate cost: comprehensive support assigns a dedicated case worker and is the best option for Direct Payment recipients who need a temporary period of intensive support to regain control of their Direct Payment.

Costs £850 per year³

² Inclusive services subject to fair use: Clients requiring excessive specialist support may be required to pay a support top-up fee.

³ See page 7 for quarterly and weekly costs

'On-Behalf-Of' (OBO) accounts

For Direct Payment recipients that have difficulty opening bank accounts or need extra support to ensure that funds are used appropriately and timely payments are made; our 'on-behalf-of' (OBO) accounts service - will.

- ✓ Receive and track Direct Payments funding from local authorities
- ✓ Receives and tracks personal contributions
- ✓ Hold client funds securely
- ✓ Settles wage payments and invoices on the client's behalf in a timely manner
- ✓ Issue regular account statements
- ✓ Facilitate and empower clients to maintain their control over their Direct Payment
- ✓ **Cost £350 per year**

PA recruitment

“It was so useful, it saved me time, paperwork, and stress.”

WECIL client

FREE PA Matching service

From mid-2015 WECIL will offer an online PA matching service **FREE** to all WECIL clients. Matching Direct Payment recipient's needs with registered PAs, WECIL clients can browse their PA matches - including details such as location, availability and skills.

PA Recruitment

WECIL's recruitment service supports and empowers Direct Payment recipients to find and recruit new PAs. The support is highly personalised to the client's needs, ranging from advice and occasional assistance to undertaking the work ourselves. Whatever the support, WECIL will ensure the entire process is legal and that the client retains control and choice in finding the right PA.

Recruitment for new referrals

For clients new to Direct Payments we recommend our full recruitment package. The support familiarises clients with recruitment, whilst also making sure their Direct Payment gets off to the best start.
Cost £350

For clients who are experienced with Direct Payments and feel comfortable running parts of the recruitment process themselves, WECIL offers the following recruitment options:

Writing support

Advice and support in writing the documents needed to start the recruitment process. Includes: job descriptions, person specifications, job adverts, customising application forms. **Cost: £75**

Application handling

If clients prefer not to disclose their personal contact details to applicants, WECIL can handle all contact with applicants. **Cost: £50**

Shortlisting

Advice and support in shortlisting applicants, selecting the most appropriate to interview. **Cost: £50**

Interviewing

Support and advice in preparing and holding interviews - either at WECIL or at the client's home. **Cost: £125 for 3 candidates**

Induction

Essential support in completing contracts and establishing the working-relationship between clients and their PAs. We strongly recommend that every client receives this support for the long-term benefits it offers.
Cost: £75

Probationary review

Advice and support conducting a 6-month probationary review for the new PA to identify any further training needs. **Cost £75**

Payroll service

Our payroll service supports Direct Payment recipients by calculating their PA wages and advising on tax, national insurance and pension deductions. In addition to the Direct Payment support line, our payroll team is always responsive and accommodating in supporting clients with any payroll related queries or problems.

Payroll set up

Our payroll set up service will:

- ✓ Register the client as a sole trader with HMRC
- ✓ Set the client up on our payroll and invoicing systems
- ✓ Set up any PAs on our payroll system
- ✓ Process first timesheets
- ✓ One-off cost of **£35**⁴

On-going payroll service

Our on-going payroll service includes:

- ✓ Helpful and friendly support and guidance by phone and email with any part of the payroll process
- ✓ Checking monthly timesheets and resolving any errors
- ✓ Calculation of PAYE and national insurance costs - cost now includes quarterly RTI charges
- ✓ Statutory calculations: sick pay, maternity/paternity pay
- ✓ Calculation of annual leave allowance
- ✓ Preparation of monthly payslips
- ✓ Calculation of redundancy pay
- ✓ Calculation and monitoring of employee pensions
- ✓ End of year processing - P60s
- ✓ **Cost: £8.54**⁵ per timesheet, charged per quarter
- ✓ Plus an RTI charge of **£42**⁵, charged at £10.50 per quarter

⁴ All payroll fees include VAT - (all other support fees are currently VAT exempt)

Ceasing Direct Payments

Supporting clients throughout their whole Direct Payment experience; our leavers service will ensure that clients are supported in finalising their Direct Payment and makes sure all legal and financial responsibilities are resolved. As one-offs - these services reduce our on-going support costs and means that clients are not paying for them year on year.

Agency leavers

For Direct Payment recipients using agencies, our agency leaver service provides guidance and support completing the steps necessary to:

- ✓ End contract with care agency
- ✓ Resolve any financial responsibilities
- ✓ Return remaining Direct payment funding
- ✓ One-off cost of **£25**

Employer leavers

For Direct Payment recipients employing PAs, our employer leavers service provides guidance and support completing the steps necessary to:

- ✓ Meeting with PAs to explain and initiate the redundancy process
- ✓ Support with redundancy process
- ✓ Resolve any financial responsibilities
- ✓ Return remaining Direct Payment funding
- ✓ Calculating notice period and redundancy pay for all PAs
- ✓ Issue P45s, calculate final amounts owed in tax, national insurance contributions and pensions for all PAs
- ✓ Ceasing client's status as a sole trader
- ✓ Advise clients of steps they might need to take - now or in the future.
- ✓ One-off cost of **£60**

Withdrawal fees – New referrals

For whatever reason, people can sometimes change their minds about Direct Payments and withdraw from the set up process. WECIL will make sure their Direct Payment set up is cancelled and will return any payment for WECIL services less the fees below.

	New referral withdrawal charge
Between referral and initial visit (agency or employer set up)	£75
After initial visit (agency or employer set up)	£150
After second visit (employer set up)	£200

Our fees are based on the work done - rather than the duration of the case, which could be more expensive. If a person re-applies to receive Direct Payments, a £75 discount will apply to their set up cost.

WECIL Services – Prices at a glance

- ✓ No extra costs
- ✓ Profit for purpose - any profit we make gets put back into the charity
- ✓ Separate set up and leavers fees - so clients don't keep paying for them every year
- ✓ Focus on quality and value of service - bespoke to the needs of DP recipients and funding organisations

One-off cost	Quarterly cost	Weekly cost
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New referrals	DP Set up – Agency	£280	-	-
	DP Set up – Employer	£480	-	-

PA Recruitment	Full recruitment	£350	-	-
	Writing support	£75	-	-
	Application handling	£50	-	-
	Shortlisting	£50	-	-
	Interviewing	£125	-	-
	Induction	£75	-	-
	Probationary review	£75	-	-

On-going support	Basic support	-	£50	£3.85
	Responsive support	-	£75	£5.77
	Planned support	-	£157.50	£12.12
	Comprehensive support	-	£212.50	£16.35
	OBO	-	£87.50	£6.73

DP Leavers	Agency leavers	£25	-	-
	Employer leavers	£60	-	-

Payroll (includes VAT)	Set up	£35	-	-
	Per timesheet	£8.54	-	-
	RTI Charge	-	£10.50	-
	Pension auto enrolment	TBA		

Contact details

For more information about WECIL and Direct Payments, please contact:

Direct Payment Support Line

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