



# Support to Manage your Direct Payments

This leaflet explains the options available to you if you would like some help to manage your Direct Payment account.

## Managing a Personal Assistant

If you choose to employ your own personal assistants, you will be responsible for:

- Registering as an employer with HMRC—the organisation that deals with tax and national insurance.
- Paying tax and National Insurance on behalf of your PA.
- If your PA makes payments from their salary such as pension contributions, paying these on behalf of your PA.
- Working out how much holiday your PA is entitled to and making sure they use it.
- Making sure you have Employers Liability Insurance (this is sometimes included with home insurance, and recommended providers also offer free HR guidance and support)
- Giving your PA a detailed payslip each time you pay them.
- Keeping accurate records of the above.

If you choose to do this yourself, our Personal Assistant Noticeboard can help you to understand your responsibilities, and support you at every stage of becoming an employer. For information call 023 9243 7896 or visit [www.portsmouthpan.co.uk](http://www.portsmouthpan.co.uk).

Alternatively, a **Payroll Service** can fulfil all of these responsibilities for you.

## Using a Payroll Service

If you choose to use a Payroll Service, they will take care of all the maths and paperwork involved in paying your PA. You simply pay the provider, and they arrange to pay your employees and other relevant organisations such as HMRC.

There is a charge for using a payroll service, and you can use your direct payment to pay for this. We will discuss the latest charges with you before you choose.

Options that may affect the cost include:

- How many personal assistants you employ.
- How you choose to pay your PAs, and how often.
- Which provider you choose, and whether you choose to purchase any extra services offered by the provider.

If you use your direct payment for other support services, or you feel you need more support, you may wish to consider a **Managed Account** (see overleaf for details).

## What are Direct Payments?

A direct payment is an agreed amount of money given to you to organise the care and support that you need.

Instead of having your services arranged for you, you will receive the money to arrange your support yourself.

It is an option for people who are eligible for funding for their care and support at home.

Direct Payments are not currently available for people living in residential or nursing care.

## How do I get Direct Payments?

Simply speak to your Social Worker or Independence Support Assistant.

If you do not have a named worker, or you do not have their direct phone number call the Adult Social Care Helpdesk on 023 9268 0810.

## Using a Managed Account

A managed account takes care of all the payments and paperwork involved in using Direct Payments.

Different providers may offer slightly different services, but are likely to include:

- A payroll service, if you employ your own Personal Assistants.
- Making payments to your care and support providers, such as day services, care agencies, or respite.
- Making other payments related to your care and support, such as insurance.
- Receiving the bills and invoices from these providers.
- Managing the paperwork for your Direct Payment account.

The managed account service can make sure:

- All of your care and support services are paid for correctly and on time.
- Your direct payment is only used for services agreed in your care and support plan.
- Your direct payment is managed in accordance with the law, and Adult Social Care policies.

The managed account is not able to support with any other aspects of your care and support, such as day-to-day management of your PAs. Please see Useful Contacts for a list of other support services.

There is a charge for using a Managed Account service. We will discuss the latest charges with you before you choose.

Options that may affect the cost include:

- Which provider you choose
- Whether you employ PAs—if your Managed Account will include a payroll service, the options overleaf will also affect the cost.

## Useful Contacts

Adult Social Care  
023 9268 0810

Learning Disabilities  
023 9268 4600

Carers Centre  
023 9285 1864

PA Noticeboard  
023 9243 7896

ACAS  
0300 123 1100

Skills for Care  
0113 241 1275

## Self-Funding

Payroll and Managed Account services are also available for private customers.

You can also use the Personal Assistant Noticeboard as a private customer to employ your own PA.

Contact us for more information using the contact details above.

## Getting the Support You Need

For more information about these options, or to use one of the services, please contact the Direct Payments Support Team by emailing [fsu@portsmouthcc.gov.uk](mailto:fsu@portsmouthcc.gov.uk) or call 023 9243 7853.

The Direct Payments Team can provide details of the current service providers available in the city, their prices, and how to access the service.

You can get this Portsmouth City Council Information in large print, Braille, audio or in another language by calling 023 9268 8317.

