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**Doncaster**

**Direct Payment Support Service**

**Payment Services Start Up Pack**

**Managed Account and Payroll**



# Welcome to Purple

Purple one of Doncaster Council’s approved provider for the Direct Payment Support Services contract, providing payment services, Information, Advice and Guidance, support planning and support with the employment of Personal Assistants (PAs).

Purple aims to change the conversation on disability from one of disadvantage, to one of value. Purple provides new and innovative support services to disabled people as well as an offer to businesses to support them to become disability confident. You can find out more about Purple here:

[www.wearepurple.org.uk](http://www.wearepurple.org.uk/)

Purple’s DPSS offer to both adults and children includes:

* Payroll and Purchase Ledger
* Information, Advice and Guidance
* Recruitment

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# Our Payment Services

Our Payment Service team understand Direct Payments and are here to support you with the paying of your PAs – whether employed directly or via agencies.

We offer a range of payroll and invoicing services, which means less paperwork and hassle for you, and the peace of mind that your PAs will be paid on time, correctly and in compliance with all relevant law, e.g. NI, tax and pension contributions.

This pack contains all the forms you will need to begin working with Purple. A guide to these can be found on page 5.

# Your chosen service: Managed Account & Payroll

For this type of service, we hold your Direct Payment funds in an account at Purple. You will send us timesheets for each of your PAs, and we will:

* Register you as an employer with HMRC and register Purple as your Agent
* Make the right calculations for your PAs wages, including any tax, national insurance and pension contributions
* Make these payments to your PAs and HMRC on your behalf
* If you have care or support from an agency, we will ask them to send us the invoices and we will pay them on your behalf
* If you pay client contributions, we can set up a direct debit with you each period for the right amount
* Send you pay slip’s to distribute to your PAs
* Send you a quarterly e-statement of your Direct Payment account
* Complete monitoring information and send directly to Hertfordshire County Council

As a customer, you agree to:

* Top up your account with any contribution agreed with Hertfordshire County Council
* Ensure your PAs timesheets reach us by the deadlines set out in the Pay Day Timesheet Schedule which is included in this pack (see page 5 for a guide to everything included in this pack)

Under the Pensions Act 2008, every employer in the UK must put eligible staff into a pension scheme and contribute towards it. This is called 'automatic enrolment', and this law applies to those who receive a Direct Payment and employ their own PAs. It is your responsibility to set this up – for further information, please visit:

<http://www.thepensionsregulator.gov.uk/en/employers>

# Monitoring information

Purple understands it is important you retain control of your Direct Payment and have the necessary information to understand your outgoings.

Purple will provide you with:

• Quarterly e-statements of your Direct Payment account

In addition, we would advise you retain copies of the hours submitted on your PAs timesheets.

You should keep these payroll records for seven years in accordance with HMRC regulations.

For all general enquiries, such as timesheet queries and pay day deadlines, you should contact the **Payment Services** using the details provided in the **Contact Us section** **on Page 7** of this pack.

# What you need to do next

* Read through this pack and contact your named EAG Advisor if you have any questions or are unsure about anything
* Complete the forms detailed on the next page of this pack. These should either be scanned in and returned to us via email to [doncaster@purple-dpss.co.uk](mailto:doncaster@purple-dpss.co.uk) or posted to Purple,

# Forms to be completed

In order for us to set up your Payment Service support, we require you to complete and return to us a few forms as set out below.

|  |  |
| --- | --- |
| **Customer (Employer) Registration Form** | Purple needs this form to begin supporting you with your payment services.  Please complete all the boxes and sign this form.  If you have a representative who you are authorizing to act on your behalf, please complete this box as well. |
| **DPSS Checklist** | This is for the discussion between you and your EAG advisor to be recorded. |
| **Customer Agreement** | This is the agreement between Purple and yourself. |
| **Authorizing Your Agent Form** | This form allows you to appoint Purple to contact HMRC on your behalf to discuss tax relating to your payroll service.  Please complete the name, signature and date boxes, as well as the personal details box. |
| **Data Protection Form** | This form This form gives us permission to store your information and share with other agencies where appropriate, in full compliance with the terms of the Data Protection Act 2018. |
| **New PA/Carer**  **(Employee) Form** | You need to complete this form with your PAs. Should you require additional forms, they are available to download from our website [(](http://www.wearepurple.org.uk/cambridgeshire)[www.wearepurple.org.uk](http://www.wearepurple.org.uk)[)](http://www.wearepurple.org.uk/cambridgeshire) or you can contact us on the details provided on the following page to request copies.  You will need to complete Section 1, and your PA will need to complete Section 2. Both of you will then need to sign and date at the end. |
| **P46 Form (Starter Checklist)** | This allows Purple to apply the correct tax deductions to employees’ pay.  All new PAs will need to complete a P46 form, regardless of whether they have a P45 from their previous employment.  Please ensure that all the details are completed, and your PA has ticked box A, B or C. |
| **Direct Debit Form** | You need to complete this so Purple can take your contribution payment. |
| **Employers Liability Insurance** | This needs to be completed and signed off to agree for Purple to insure yourself and for the insurance company to hold your details |
| **Self-employed Statement Form** | This only needs to be completed by your PA if they are self-employed.    If this applies, please ask your PA to complete all the boxes and sign this form. |
| **Timesheet** | This is the form your PA needs to complete, setting out the hours they have worked in a four-week period, for us to pay them. This needs to be signed by both you and your PA. |

Other documents included within this pack:

|  |  |
| --- | --- |
| **Timesheet Guidance** | This document sets out how and when your PAs timesheets should be submitted. |
| **Pay Day Timesheet**  **Schedule** | This is the schedule of pay dates and deadlines for the year. |
| **Employing a PA toolkit** | This toolkit will provide you with all the statutory information you will need to ensure you can be a good employer |
| **Health and Safety Checklist** | A template checklist. |
| **Safeguarding**  **Guidance** | This document sets out Purple’s commitment to safeguarding, guidance on financial abuse, and what to do if you have a safeguarding concern.    We strongly advise you share this document with your family, wider support network and PAs. |

# Contact us

## Payment Services

For queries regarding your Payment Services, and to send us timesheets, please contact us on:

|  |  |
| --- | --- |
| **Email:** | **doncasterpayroll@wearepurple.org.uk** |
| **Telephone:** | **01302 245721** |
|  |  |

**All timesheets must be sent to the Doncaster payroll team via email by the deadline to ensure your PA / carer is paid on time.**

## Information, Advice and Guidance Service

If you would like further information, advice or guidance on your Direct Payment or support with the recruitment of PAs please contact us on:

|  |  |
| --- | --- |
| Address: | BIC109, Innovation Hub, Alan Cherry Drive, Chelmsford CM1 1QT |
| Email: | [doncaster@purple-dpss.co.uk](mailto:doncaster@purple-dpss.co.uk) |
| Telephone: | 01302 245721 |
|  |  |

## Compliments and Complaints

Compliments, comments, suggestions, concerns and complaints can be sent to one of the following addresses, made via phone, or raised with a member of Purple staff:

|  |  |  |
| --- | --- | --- |
| Address: |  | BIC109, Innovation Hub, Alan Cherry Drive, Chelmsford CM1 1QT |
| Email: |  | hello@wearepurple.org.uk |
| Telephone: |  | 01245 392300 |
| Website: |  | www.purple-dpss.co.uk |

Purple’s Compliments and Complaints Policy is available on our website [(](http://()[www.wearepurple.org.uk/contact-us)](http://www.wearepurple.org.uk/contact-us), or on request in other formats.