23rd September 2024

Dear Direct Payment Recipient.

Recently, Ideal for All made you aware that Purple will be taking over as Sandwell Council’s Direct Payment Support Service provider from 6th October 2024. We would like to welcome you and reassure you that we are working hard to ensure that the transition to Purple is a smooth as possible.

You will no doubt have some questions on the transfer, so we put together some answers below to frequently asked questions.

**What happens to my Direct Payment funds and the managed account that I have with Ideal for All?**

From the end of this month, Sandwell Council will send all managed account funds to Purple. We will have an account for each Direct Payment Holder and the funds will be allocated to your specific account. You will receive a monthly statement of the account sent to you, via email where possible.

**What happens to the payroll for my employed PAs?**

The payroll will have been registered with HMRC when it was first set up. HMRC will be notified that Purple are now the authorised agent and we will continue to pay the employed PAs via the payroll and submit the returns to HMRC. Payslips will be sent, via email whenever possible, to PAs. Where we don't hold an email address, PAs will receive a paper copy, but we will endeavour to email as many as possible moving forward. To support us with this please ensure you or your PA complete the email address section on the timesheet.

**What about my PAs pension scheme?**

Nothing will change with the pension scheme. The contributions will remain the same for both employer and employee. The pension provider will be made aware that the delegate access will be changing from Ideal for All to Purple once Ideal for All has processed the final payroll. Purple will take over as delegate and continue to pay contributions into the same pension account.

**What if I have a self-employed PA or Agency support?**

In line with Ideal for All’s letter, please submit the invoices to Purple for payment for care and support delivered from 16th September 24 onwards.

The PA and/or Agency will be set up on our system, so please ensure all invoices are clear with all details, including the Service User’s name, completed so as we can allocate it correctly and ensure the payment is made without any delays.

**What happens if a timesheet or invoice is sent to Ideal for All in error?**

It is really important that the timesheets and invoices are all sent to Purple. If by mistake you send them to Ideal for All, don’t worry, just resend to Purple.

**How do I know when to send timesheets and invoices and when will they be paid?**

On the reverse of this letter there is a table explaining when the deadline to submit is and when paydays are. This is a continuation of Ideal for All’s schedule.

**What happens to my assessed client contribution/Non- Residential Care Charge?**

If you have this set up to pay by standing order with your bank you will need to cancel this following your final payment to Ideal for All in September 2024.

For payments for October 2024 onward, please can you complete the Direct Debit form included in this pack and return by email or post to Purple at your earliest convenience.

Please email your completed direct debit mandate to [accounts@wearepurple.org.uk](mailto:accounts@wearepurple.org.uk)

To post your completed direct debit mandate, please send it to:

Purple

BIC109, Arise Innovation Hub

Alan Cherry Drive

Chelmsford

Essex

CM1 1QT

It’s really important we get the contribution set up for your account as not paying this may result in payments to PAs or agencies being delayed. Purple also have to report back to Sandwell Council to inform them who is not paying their contribution.

If you are not currently expected to pay a contribution/Non- Residential Care Charge, please disregard this section of advice.

**What happens if I usually visit the Ideal for All office to drop off timesheets, documents or payments for my contribution/Non- Residential Care Charge?**

Purple will have an office space in the same building as Ideal for All. The only difference with be that Purple will have an appointment only system in place. This means you can be confident the person you need to speak will be available at your visit. Please bear in mind the staff will be working predominantly from home so please email your documents to the email addresses provided. You don’t need to scan them, you can take a photo and attach this to the email. We will be providing more detail around booking appointments in our next communication to you.

**What do I do if I need employment advice?**

Purple has a dedicated team providing Information/Employment Advice and Guidance, as well as support with PA recruitment and DBS Checks. The team will assist with hourly rate calculations for employed PAs, queries around having an employed PA and contracts.

**Will Purple be arranging Peer Group sessions?**

Yes, these will be continuing under Purple. Further details will be shared soon.

**How do I contact Purple?**

Purple can be contacted, as follows:

|  |  |  |
| --- | --- | --- |
|  |  | Phone number |
| Timesheets & Employed PAs pay queries | [sandwellpayroll@purple-dpss.co.uk](mailto:sandwellpayroll@purple-dpss.co.uk) | 0121 269 8465 |
| Invoices & Self Employed PA & Agency pay queries | [sandwellinvoices@purple-dpss.co.uk](mailto:sandwellinvoices@purple-dpss.co.uk) |
| Pension queries | [pension@purple-dpss.co.uk](mailto:pension@purple-dpss.co.uk) |
| Employment Advice and Guidance | [sandwell@purple-dpss.co.uk](mailto:sandwell@purple-dpss.co.uk) |

**Can I meet with Purple face-to-face?**

Yes, we will have an office at Castlemill, Burnt Tree, Dudley, DY4 7UF. If you wish to arrange an appointment, please contact a member of the team.

**An important reminder…**

Please remember to check the pay date submission deadlines to ensure you send your timesheets or invoices on time to the correct email address. You can scan a copy or take a photo of the document and attach to an email.

If you prefer to post them, please send to our Head Office:

Purple

BIC109, Arise Innovation Hub

Alan Cherry Drive

Chelmsford

Essex

CM1 1QT

Purple cannot be held responsible for lost post or delays in receiving post which can lead to late or missing payments. We would therefore encourage all documents to be sent by email wherever possible.

If you do have any other questions please direct them to the appropriate email address stated above.

We hope this has answered any questions you have, and we look forward to welcoming you to Purple soon.

Yours sincerely

Vicki Ivens

Head of Service