

***Norfolk***  
***Self-Directed***  
***Support Service***  
***Directory***

This service directory sets out the organisations that have been accredited to deliver services to those people who use personal budgets and direct payments to manage their care. Each service profile sets out the things that each organisation will do and these should be read in conjunction with the price lists attached.

<b>Service/Provider</b>	<b>Page</b>
-------------------------	-------------

### **Payroll Services**

- Barrie Bookkeeping	5
- Care In Finance	6
- Enable Limited	7
- Equal Lives	8
- Great Yarmouth Community trust	9
- Heather Nunn Business Services	10
- Papworth Trust	11
- PCT Care Services	12
- The Rowan Organisation	13

### **Supported Accounts**

- Care In Finance	15
- Enable Limited	16
- Equal Lives	17
- Papworth Trust	18
- The Rowan Organisation	19

### **Employment Support**

- Equal Lives	21
- Great Yarmouth Community Trust	22
- Heather Nunn Business Services	23
- PCT Care Services	24
- The Rowan Organisation	25

### **Support Planning**

- Age UK Norfolk	27
- Equal Lives	28
- PCT Care Services	29
- Stonham(Home Group Ltd)	30
- The Rowan Organisation	31

**Which provider is right for me?**

	Carsers	Disability	Hearing impairment	Learning disability	Long term conditions	Mental health	Older People	Older people with dementia	Visual impairment	Other
Barrie Bookkeeping	x	x	x	x	x	x	x	x	x	
Great Yarmouth Community Trust	x	x	x	x	x	x	x		x	
Heather Nunn Business Services	x	x		x	x	x	x	x		
Care in Finance	x	x	x	x	x	x	x	x	x	Young People
The Rowan Organisation	x	x	x	x	x	x	x		x	
Equal Lives	x	x	x	x	x	x	x		x	
Enable Ltd	x	x	x	x	x	x	x		x	
PCT Care Services	x	x	x	x	x	x	x		x	Young People
Papworth Trust	x	x	x	x	x	x	x		x	
Age UK Norfolk							x	x		
Stonham (Home Group Ltd)	x	x		x	x	x	x			Young People

## Payroll Services

The service will provide payroll services to people who choose to employ a personal assistant/s through their direct payment or through their own resources. This will enable social care users to successfully manage the payments to their employees in order to maintain consistent support from their staff.

- Barrie Bookkeeping
- Care In Finance
- Enable Limited
- Equal Lives
- Gt Yarmouth Community Trust
- Heather Nunn Business Services
- Papworth Trust
- PCT Care Services
- The Rowan Organisation

<b>Name of Organisation</b>	Barrie Bookkeeping & Payroll Solutions Ltd
<b>Telephone number</b>	Freephone Number 0800 599 9353 or 01592 759001 / 01592 756713
<b>Email address</b>	<a href="mailto:lisa@barriebookkeeping.co.uk">lisa@barriebookkeeping.co.uk</a>
<b>Web address</b>	<a href="http://www.barriebookkeeping.co.uk">www.barriebookkeeping.co.uk</a>

### Service Description

Barrie Bookkeeping & Payroll Solutions Ltd (BBPS) provide bespoke services to those people who require assistance in managing payments and all payroll related matters, where carers, family members or friends are employed as part of their support.

Funds are either allocated directly to the individual, who then engages with BBPS to manage payments or the local council provider will allocate the funds to BBPS who manage the draw-down of funds and make payments for care and support, such as wages and PAYE.

Payslips are produced every time an employee is paid (weekly, fortnightly, 4-weekly or monthly), payments of wages and PAYE are facilitated, all necessary reports are submitted to HMRC, BBPS handle all HMRC enquiries, all documentation kept on record, all necessary easy to use records sent to client/council.

Opening Hours:

Monday to Thursday – 0900 – 1700 hours

Friday - 0900 – 1530 hours

<b>Name of Organisation</b>	Care in Finance Ltd
<b>Telephone number</b>	0845 241 0999
<b>Email address</b>	<a href="mailto:info@careinfinance.co.uk">info@careinfinance.co.uk</a>
<b>Web address</b>	<a href="http://www.careinfinance.co.uk">www.careinfinance.co.uk</a>

## Service Description

Care in Finance will:

- Register you as an employer with HMRC
- Calculate pay based on agreed hours
- Provide you with payslips for your employee(s)
- Provide summaries for your records
- Provide month end reports
- Provide advice and guidance
- Produce all required end of year returns

Opening Hours: Monday – Friday 9.00 am – 5.00 pm

<b>Name of Organisation</b>	Enable Ltd
<b>Telephone number</b>	0203 137 4406
<b>Email address</b>	info@enable-payroll.co.uk
<b>Web address</b>	www.enable-payroll.co.uk

### Service Description

If you choose to employ a Personal Assistant and opt to use our payroll service, we will process your employee's hours and provide you with payslips for your employee which advise you how much they should be paid. We will also tell you how much you need to pay to Her Majesty's Revenue and Customs (HMRC) to ensure that you are able to fulfil your obligations as an employer.

We also offer an on-line payroll service where you can submit your employee's hours, add new employee details and view and download payslips and HMRC information, there is also the option for you to register your employee so that they can view their payslip information on-line.

You can access our services; via telephone, fax or post or on-line and our team of Advisers will be on hand to support you every step of the way.

Opening Hours: Monday to Friday 8:30am to 5:30pm excluding Bank Holidays.

Our on-line service is available 24hrs per day 7 days per week.

Text Phone available

<b>Name of Organisation</b>	Equal Lives
<b>Telephone number</b>	01508 491210
<b>Email address</b>	info@equallives.org.uk
<b>Web address</b>	www.equallives.org.uk

## Service Description

We are a user-led organisation based in Norfolk, so our services are shaped by the people that use them. We have provided payroll support to people using direct payments since 1998 and currently provide the service to over 1800 people.

Our payroll service is available to run a payroll and provide you with the necessary information to pay your employee's wages and meet any tax requirements.

Our processes are straightforward and you just need to provide us with details of the hours your employees have worked and we will calculate their wages for you. You can do this in a variety of ways, including sending an email or posting us a timesheet.

Opening Hours: Monday to Friday, 8.30am – 4.30pm

Mini-com and text phone available



**Name of Organisation** Great Yarmouth Community Trust

**Telephone number** 01493 743006

**Email address** business.solutions@gyctrust.co.uk

**Web address** www.priorycentre.co.uk

## Service Description

Great Yarmouth Community Trust will:

- Assign a named Payroll Advisor, who will understand your individual needs.
- Provide clear details on payment structure, - pay as you use (per payslip etc), set up fees and fees for annual transactions.
- Ensure your employee receives their correct salary.
- Ensure that the tax and National Insurance contributions are correctly calculated and that statutory deductions to wages are made.
- Act as PAYE agent, liaising with HM Revenue and Customs on your behalf.
- Offer a choice and flexibility of producing payslips on a weekly, fortnightly, 4- weekly or monthly basis, in accordance with needs
- Offer guidance on statutory payment including: Statutory Sick Pay (SSP), Statutory Maternity Pay (SMP) etc.
- Issue P45's for employees leaving your employment.
- Help with all your HMRC reporting
- We will answer all queries by phone, and endeavour to resolve any issues/problems within 24 – 48 hours (during working week)
- Opening Hours: Monday - Friday 9.30am to 4.00pm

<b>Name of Organisation</b>	Heather Nunn Business Services
<b>Telephone number</b>	01760 440837 or 07979 264047
<b>Email address</b>	heather@hnbusiness.co.uk
<b>Web address</b>	www.hnbusiness.co.uk

**Service Description**

We offer a complete Payroll Service for Employers using Sage Line 50 Payroll software to suit your needs and ensure you comply with PAYE legislation. Weekly, four weekly or calendar monthly payroll runs with payslips and Real Time Information (RTI) reporting to HM Revenue & Customs.

We specialise in meeting a variety of different needs at a professional level, providing a comprehensive personal service and value for money. From timesheet to payslip, including end of year summaries, P45s, P60s and P11Ds.

Heather Nunn has a Payroll PM.Dip qualification from the Institute of Certified Bookkeepers (ICB).

The business has been offering Payroll services since 1983.

Opening Hours: Mondays to Fridays 9.00am to 5.00pm

If there are occasions when we cannot answer your call personally a message can be left at either of our numbers and we will contact you as soon as possible.

Please note Heather Nunn Business Services covers Breckland, Broadland, North Norfolk and South Norfolk.

<b>Name of Organisation</b>	Papworth Trust
<b>Telephone number</b>	0800 952 5000 or 0800 988 2578
<b>Email address</b>	info@papworth.org.uk
<b>Web address</b>	www.papworth.org.uk

**Service Description**

We can help you to employ a personal assistant by managing the payroll on your behalf. Our service can; set up payroll records for your employees; help you to record and log the hours your personal assistant works; help you pay your employee's salary and other expenses; provide you with payslips and HMRC documents to give to your employee; and provide instructions to pay tax on your behalf.

Opening Hours: Monday – Friday, 10.00am - 5.00pm

Can contact us via our website, leave a message, text or email at any time.

Text Phone: 07860021210

<b>Name of Organisation</b>	PCT Care Services Ltd
<b>Telephone number</b>	01953 602299
<b>Email address</b>	admin@pctcare.co.uk
<b>Web address</b>	www.pctcare.co.uk

### Service Description

PCT Care Services Ltd is a Norfolk based family company regulated by CQC to provide support to families, children and adults in the community. We also have a charitable ethos supported by our community team providing voluntary help to the people we support.

All the services we offer are managed by people who understand care as well as having key areas of expertise; enabling not just a service, but staff that appreciate your needs and circumstances so that you feel comfortable, supported and confident in the choices you make.

Opening Hours: Monday to Friday 9am – 5pm.

Out of hours telephone service provides 24 hour support.

Our community team provides 24 support 7 days per week.

Text phone available

<b>Name of Organisation</b>	The Rowan Organisation
<b>Telephone number</b>	02476 322860
<b>Email address</b>	info@therowan.org
<b>Web address</b>	www.therowan.org

### Service Description

The Rowan Organisation is a user led organisation (ULO) which provides services to older and disabled people which promote their independence and offer them choice and control in the way they live their lives. We can provide a Payroll Service which will calculate all payments to your staff and HMRC and deal with all associated correspondence on your behalf. This will include:

- Registering you with HM Revenue & Customs (HMRC) as an employer
- Dealing with all correspondence from HMRC including Real Time Information (RTI) and end of year submissions
- Calculate all payments to employees as required
- Provide payslips
- Calculate HMRC payments
- Retain annual leave records for employees

The service is user led and you will have choice and control over the support that you need which will include specifying weekly, fortnightly, four weekly or monthly pay periods .

Opening Hours: Monday – Friday 9.00 – 5.00

Mini – Com: 02476 374 439

Text Phone: 07818787111

### Supported Accounts

The service will provide a supported accounts service to direct payment holders and those people who fund their own care and support. This will enable social care users to successfully manage and pay for the services, activities and equipment they access to manage their health and social care needs.

- Care In Finance
- Enable Limited
- Equal Lives
- Papworth Trust
- The Rowan Organisation

<b>Name of Organisation</b>	Care in Finance Ltd
<b>Telephone number</b>	0845 241 0999
<b>Email address</b>	<a href="mailto:info@careinfinance.co.uk">info@careinfinance.co.uk</a>
<b>Web address</b>	<a href="http://www.careinfinance.co.uk">www.careinfinance.co.uk</a>

### Service Description

In summary we will manage all financial aspects of your Direct Payment:

- Collect your DP from your Authority
- Add to it any ILF or personal contribution
- Manage your fund in its entirety
- Calculate and pay your carers (PAYE)
- Make payments to HMRC
- Pay other invoices
- Provide you with statements
- Provide reconciliations to your LA

Opening Hours: Monday – Friday 9.00 am – 5.00 pm

<b>Name of Organisation</b>	Enable Ltd
<b>Telephone number</b>	0203 137 4406
<b>Email address</b>	info@enable-payroll.co.uk
<b>Web address</b>	www.enable-payroll.co.uk

### Service Description

If you would like support to manage your Personal Budget, our supported account service will hold funds on your behalf and make payments to Personal Assistants, agencies and/or providers. We will ensure that you have a monthly statement so that you can proactively manage your spending and purchase services.

In addition we will provide Norfolk County Council with all the paperwork necessary to complete your financial monitoring and support you to keep up to date with any personal contribution payments you are required to make.

You can access our services; via telephone, fax or post or on-line and our team of Advisers will be on hand to support you every step of the way.

Opening Hours: Monday to Friday 8:30am to 5:30pm excluding Bank Holidays.  
Our on-line service is available 24hrs per day 7 days per week.

Text Phone available



**Name of Organisation**

Equal Lives

**Telephone number**

01508 491210

**Email address**

info@equallives.org.uk

**Web address**

www.equallives.org.uk

**Service Description**

We are a user-led organisation based in Norfolk. Our services are shaped by the people that use them. We have provided this service to people using direct payments since 1998 and currently support over 2,500 people through this service.

Our supported account service can receive your direct payment monies on your behalf and hold it in an account for you. This saves you having to set up a separate bank account yourself.

Straightforward systems are in place for you to request payments from the account e.g. invoices for services you have purchased and the payment of your employee's wages, if appropriate. You can also nominate someone else to authorise payments on your behalf.

A statement is sent to you every four weeks to tell you what has gone into and out of your account. We also send information to Norfolk County Council on your behalf, supporting you to meet your direct payments monitoring requirements.

Opening Hours: Monday to Friday, 8.30am – 4.30pm

Mini-com and text phone available

<b>Name of Organisation</b>	Papworth Trust
<b>Telephone number</b>	0800 952 5000 or 0800 988 2578
<b>Email address</b>	info@papworth.org.uk
<b>Web address</b>	www.papworth.org.uk

### Service Description

We can help you pay for the services, activities and equipment you need by managing your account on your behalf. Our service can; set up a unique account; receive and pay invoices for you; pay your personal assistant on your behalf; provide itemised statements for you and tell you when your account balance is getting low.

Opening Hours: Monday – Friday, 10.00am - 5.00pm

Can contact us via our website, leave a message, text or email at any time.

Text Phone: 07860021210

<b>Name of Organisation</b>	The Rowan Organisation
<b>Telephone number</b>	02476 322860
<b>Email address</b>	info@therowan.org
<b>Web address</b>	www.therowan.org

### Service Description

The Rowan Organisation is a user led organisation (ULO) which provides services to older and disabled people which promote their independence and offer them choice and control in the way they live their lives. We can provide a Supported Account Service which will make all payments on your behalf and keep an account of all expenditure. This will include:

- Setting up an account on your behalf
- Receive all invoices, receipts and payment requests
- Make all authorised payments from your account
- Keep a full record of expenditure
- Provide statements of account
- Monitor all expenditure to ensure that it remains within your set budget

The service is user led and you will have choice and control over the support that you need.

Opening Hours: Monday – Friday 9.00 – 5.00

Mini – Com: 02476 374 439

Text Phone: 07818787111

## Employment Support

The service will provide practical support to personal budget holders and those who fund their own care to support them to employ personal assistants to provide care and support in order to meet their assessed social care needs.

- Equal Lives
- Great Yarmouth Community Trust
- Heather Nunn Business Services
- PCT Care Services
- The Rowan Organisation

<b>Name of Organisation</b>	Equal Lives
<b>Telephone number</b>	01508 491210
<b>Email address</b>	info@equallives.org.uk
<b>Web address</b>	www.equallives.org.uk

**Service Description**

We are a user-led organisation based in Norfolk, so our services are shaped by the people that use them. We have provided employment and recruitment support to people using direct payments since 1998. In the last year we supported over 400 people with their recruitment needs.

We can support you via home visits, phone or email with:

- Finding a carer or Personal Assistant, through use of an online PA register and advertising. We can act as a point of contact for advertisements so that your personal details are protected
- Background checks to make sure staff are suitable
- Getting the right employment paperwork in place
- Making sure you have the right insurance
- Keeping up to date with employment requirements and changes in the law
- Being a good employer and making sure you have the information you need
- Advice and support tailored to your situation if employment difficulties arise

Opening Hours: Monday to Friday, 8.30am – 4.30pm

We can sometimes provide home visits outside of these hours.

Mini-com and text phone available

<b>Name of Organisation</b>	Great Yarmouth Community Trust
<b>Telephone number</b>	01493 743006
<b>Email address</b>	Business.solutions@gyctrust.co.uk
<b>Web address</b>	www.priorycentre.co.uk

## Service Description

GYCT will offer the employer a service to support them to recruit and employ suitable employees based on their needs, they will do this by:

- Supporting with the writing of Job Descriptions and Person Specifications
- Providing advice and guidance with regards to their obligations as an employer
- Providing a support and advice service for the whole recruitment process including advertising the position, through to supporting with interviews if required, providing guidance on employing and inducting their new employee and all related administrative tasks if required.
- Supporting with writing contracts of employment and any other associated letters
- Providing on going employment advice and guidance to include; Terms and Conditions and Health and Safety matters as well as general, 'being a good employer' advice
- Opening Hours: Monday - Friday 9.30am to 4.00pm

**Name of Organisation**

Heather Nunn Business Services

**Telephone number**

01760 440837 or 07979 264047

**Email address**

heather@hnbusiness.co.uk

**Web address**

www.hnbusiness.co.uk

**Service Description**

We offer a complete Employment Support Service for Employers, taking you through the process of employing the right PA for your needs. We help you with a job description, recruitment packs, discerning suitable applicants and arranging interviews. We assist you comprehensively through the interview process to appointment, carrying out a DBS check on your selected applicant. We issue a Contract of Employment and other policy documents to help you to be a good employer.

We remain on hand to help you overcome any initial difficulties you or your new PA may encounter during the early stages of employment. When approaching the end of the probationary period we facilitate an appraisal meeting ensure that you and your PA are happy.

We specialise in meeting a variety of different needs at a professional level, providing a comprehensive personal service and value for money.

Heather Nunn has been offering Employment Support since 1983.

Opening Hours: Mondays to Fridays 9.00am to 5.00pm

If there are occasions when we cannot answer your call personally a message can be left at either of our numbers and we will contact you as soon as possible.

Please note Heather Nunn Business Services covers Breckland, Broadland, North Norfolk and South Norfolk.

<b>Name of Organisation</b>	PCT Care Services Ltd
<b>Telephone number</b>	01953 602299
<b>Email address</b>	admin@pctcare.co.uk
<b>Web address</b>	www.pctcare.co.uk

### Service Description

PCT Care Services Ltd is a Norfolk based family company regulated by CQC to provide support to families, children and adults in the community. We also have a charitable ethos supported by our community team providing voluntary help to the people we support.

All the services we offer are managed by people who understand care as well as having key areas of expertise; enabling not just a service, but staff that appreciate your needs and circumstances so that you feel comfortable, supported and confident in the choices you make.

Opening Hours: Monday to Friday 9am – 5pm.

Out of hours telephone service provides 24 hour support.

Our community team provides 24 support 7 days per week.

Text phone available



**Name of Organisation** The Rowan Organisation

**Telephone number** 02476 322860

**Email address** info@therowan.org

**Web address** www.therowan.org

## Service Description

The Rowan Organisation is a user led organisation (ULO) which provides services to older and disabled people which promote their independence and offer them choice and control in the way they live their lives. We can provide an Employment Support Service which will enable you to recruit and appoint suitable Personal Assistants (PAs) using your Direct Payment. This will include:

- Setting a budget
- Writing a Job description and person specification
- Free advertising through our website linked to Job Centre Plus
- Support with shortlisting, interviewing and appointment
- Advice and support with safeguarding checks
- Letters of appointment, contracts of employment and insurance requirements
- Putting a contingency plan in place to cover if things go wrong
- Ensuring that you are fully informed of your responsibilities as an employer

The service is user led and you will have choice and control over the support that you need.

Opening Hours: Monday – Friday 9.00 – 5.00

Mini – Com: 02476 374 439

Text Phone: 07818787111

## Support Planning

The service will provide practical support to personal budget holders to support them to develop outcome focused support plans that will meet their assessed social care needs and manage risk in a personalised way.

- Age UK Norfolk
- Equal Lives
- PCT Care Services
- Stonham(Home Group Ltd)
- The Rowan Organisation

<b>Name of Organisation</b>	Age UK Norfolk
<b>Telephone number</b>	01603 787111
<b>Email address</b>	<a href="mailto:linda.gill@ageuknorfolk.org.uk">linda.gill@ageuknorfolk.org.uk</a>
<b>Web address</b>	<a href="http://www.ageuknorfolk.org.uk">www.ageuknorfolk.org.uk</a>

### Service Description

The Support Planning Service will provide support to existing and new social care users, including those that pay for and arrange their own care and support, to develop a personalised Support Plan. This Service will be provided to older people with a range of social care needs.

Monday – Friday 9.00 – 5.00

Plus out of hours appointments by arrangement

<b>Name of Organisation</b>	Equal Lives
<b>Telephone number</b>	01508 491210
<b>Email address</b>	info@equallives.org.uk
<b>Web address</b>	www.equallives.org.uk

### Service Description

We are a user-led organisation and have been providing a support planning service since 2008. Our support is designed by people who use services themselves and is tailored to peoples' individual needs. We work with a wide range of people, supporting them to live more independently and to plan how to use their Personal Budget to get the best outcomes possible.

We can support you to create your support plan in whatever way suits you best. For example we have supported people to create their plans using photo boards, video, and written reports. We can help you to cost up the services you wish to buy and try to get the most out of your budget. This includes detailed support on planning for employing your own care staff, if that is what you wish.

Opening Hours: Monday to Friday, 8.30am – 4.30pm

We can sometimes provide home visits outside of these hours.

Mini-com and text phone available

<b>Name of Organisation</b>	PCT Care Services Ltd
<b>Telephone number</b>	01953 602299
<b>Email address</b>	admin@pctcare.co.uk
<b>Web address</b>	www.pctcare.co.uk

### Service Description

PCT Care Services Ltd is a Norfolk based family company regulated by CQC to provide support to families, children and adults in the community. We also have a charitable ethos supported by our community team providing voluntary help to the people we support.

All the services we offer are managed by people who understand care as well as having key areas of expertise; enabling not just a service, but staff that appreciate your needs and circumstances so that you feel comfortable, supported and confident in the choices you make.

Opening Hours: Monday to Friday, 8.30am – 4.30pm

We can sometimes provide home visits outside of these hours. Out of hours telephone service provides 24 hour support. Our community team provides 24 support 7 days per week.

Mini-com and text phone available

<b>Name of Organisation</b>	Stonham (Home Group Ltd)
<b>Telephone number</b>	0845 155 0390
<b>Email address</b>	<a href="mailto:HomestayNorfolk@homegroup.org.uk">HomestayNorfolk@homegroup.org.uk</a>
<b>Web address</b>	<a href="http://www.homegroup.org.uk">www.homegroup.org.uk</a>

## Service Description

Stonham is one of England's largest care and support providers. We work with people with a range of diverse needs, specialising in mental health and set high standards to ensure that we deliver quality, innovative and value for money services. Using national expertise at local level we deliver responsive and professional services whilst understanding the communities we work in.

We offer a support planning service to people in Norfolk utilising personal budgets. Our offer includes;

- Creative and innovative support planning using tools that suit you
- A dedicated support worker
- Flexibility - meeting your needs around location and time of appointments

We understand that your personal networks are important to you and will involve these people in your support planning if you wish them to be.

All of our clients can be involved in shaping our organisation locally and nationally through steering groups and local involvement meetings.

Our service is available for referrals Monday to Friday 9-5. Support can be offered at times that are suitable for the client

We are able to work with people with low or medium intensity needs

<b>Name of Organisation</b>	The Rowan Organisation
<b>Telephone number</b>	02476 322860
<b>Email address</b>	info@therowan.org
<b>Web address</b>	www.therowan.org

## Service Description

The Rowan Organisation is a user led organisation (ULO) which provides services to older and disabled people which promote their independence and offer them choice and control in the way they live their lives. We can provide a Support Planning and Brokerage Service which will enable you to use the resources which are being made available by Norfolk County Council to achieve the things that are important to you. This will include:

- Clarifying what you want to achieve (outcomes)
- Identifying the support you need and how this will be provided.
- Preparing a full budget breakdown within the resources available
- Ensuring that you have a choice of service providers.
- Ensuring that the plan is implemented and that appropriate arrangements are in place.
- Ensure that you have a contingency plan if something goes wrong.

The service is user led and you will have choice and control over the support that you need.

Opening Hours: Monday – Friday 9.00 – 5.00

Mini – Com: 02476 374 439

Text Phone: 07818787111