



# Self-Directed Support Services



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## About our Specialist Services

Independent living is about ensuring you have the choice, control and responsibility over your life. Equal Lives can support, advise and provide information through the following services – whether you are receiving funding from Norfolk County Council (Adult or Children’s services), NHS or funding your own support.

- Support Planning Service
- Employment Service (including our PA Register)
- Supported Account Service
- Payroll Service
- Complete Children and Families Service

These are known as our Specialist Services, they offer a wide range of support in various forms, from writing support plans to employment and payroll management.

Our aim is to offer you the best support and guidance possible. With our one-to-one adviser support we can guide you through processes that may initially seem daunting. You will have a dedicated named adviser who won’t just help in the beginning but will offer continued support.



We are committed to offering our service users the most beneficial and effective options for moving forward. As a not for profit organisation your care is our priority not our bottom line.

## Support Planning

Our Support Planning Service provides you with a dedicated adviser who will work with you to write your support plan. We work closely with a range of organisations to ensure your support plan considers all available options.

We continue to offer our support until the plan has been agreed and in many cases Equal Lives advisers may well continue supporting you with a range of other services.

A well written support plan can make a huge difference to your life offering a variety of support and activities to support your lifestyle.



## Employment Support

Employing someone can feel like a daunting process but in many cases it is the most effective way to ensure you are in control of your care.

Employing your own personal assistant allows you to choose when and how you want your care to work. We will support you throughout the whole recruitment process offering as little or as much support as you want.

We also offer packages to support you as an employer once you have successfully recruited including ongoing employment advice and payroll management.



## Supported Accounts

Direct payments can often seem complicated and making sure your money is effectively managed to pay for your care and other priorities is really important.

We offer a Supported Accounts service; this means we can receive your direct payment into an account and set up various payments from this account at your request. This will help you to manage your money to ensure you can pay for your care and other activities.

### Payroll

We offer a range of payroll services that allow you to employ someone without the hassle of having to work out their tax and national insurance contributions.

We'll liaise with Her Majesty's Revenue and Customs (HMRC) for you, make your payments and even provide the relevant paperwork for both you as an employer and your carer as an employee.

Often this service operates in conjunction with one of our employment packages ensuring you are safe in the knowledge that



you are managing everything correctly from sick pay to employment contracts.

## **Children and Families**

Our children's and families' advisers are experienced in working with young people of all ages as well as their families.

We are the chosen provider of direct payment services for all children with disabilities under the age of 18.

We work with the whole family to offer a range of services from support with employing carers and respite personnel to effectively managing your direct payments and payroll.



# Contact us

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