

Penderels Trust Menu of Services

Set Up Package

Level	Description	Hours of support (up to)	Cost
Low	This level is suitable if you are using an agency for your care	5	£150
Medium	This level is suitable if you are going to employ someone and you have a PA in mind	10	£300
High	This level is suitable if you are going to employ someone and you need to recruit someone	20	£600

The set up package ends when the direct payment package is up and running (i.e. the agency is providing care or a PA is recruited and providing care and all appropriate paperwork is in place). Typically, this takes about 3 months.

Ongoing Support

Type	Hours of support per year	Cost
Block purchase of support	5	£150
	10	£300
	20	£600
Ad hoc support	As required in hours	£35/hour

Ongoing support can be via home visit, telephone, email or post. We can support with any aspects of managing the direct payment. Typically, this may include re-recruitment of staff, budgeting or management of staff issues. Hours of support must be used within the year.

Managed Account

Type	Cost
Basic (12 hours/year) Up to five transactions per month	£315 per year
Basic with pre-payment card (12 hours/year)	£350 per year
Enhanced (20 hours/year) Six or more transactions per month	£500 per year
Enhanced with pre-payment card (20 hours/year)	£545 per year
Ad hoc support (As required in hours)	£35/hour

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