

Payroll and Managed Account Service

Penderels Trust is a not-for-profit organisation that has been supporting people with disabilities to live independently for over 30 years. This leaflet details the services we offer to people who receive a direct payment in Durham.

Our Payroll Service

Our Payroll Bureau offers a specialist service for people who employ their own personal assistant or carer. We support over 8000 employers, helping them to pay their staff accurately and on time.

We offer two different levels of payroll service: our standard service and our BACs (direct debit) service.

	Standard Service	Direct Debit (BACs)
Processing timesheets	✓	✓
Issuing pay slips for each member of staff	✓	✓
Liaison with HM Revenue and Customs (HMRC)	✓	✓
Calculation of statutory sick pay and maternity pay	✓	✓
Production of P60s and P45s	✓	✓
Electronic submission of end-of-year returns to HMRC	✓	✓
Auto enrolment of staff into a workplace pension	✓	✓
Attachment of Earnings	✓	✓
Repayment of student loans	✓	✓
Calculation of quarterly payment to HMRC	✓	✓
Quarterly payment made directly to HMRC	✗	✓
Electronic transfer of wages to employee's account	✗	✓

Our services in Durham

Whichever service you choose, we will:

- Provide you with all the paperwork you need including timesheets, our easy-to-read reference guide and a payroll planner.
- Keep you updated on any changes in legislation.
- File P45s/P60s electronically and communicate other changes (e.g. tax codes) by email, saving time and paperwork.
- Be contactable by phone & email from 9.30 a.m. to 4.30 p.m. Mon-Friday.
- Keep your records securely in line with data protection law.

We can also offer a telephone/video conference helpline which will be managed by our local team of experienced independent living advisers.

Our Payroll Prices

A) Standard Payroll Service

Item	Cost
Set up fee (one off fee per employer)	£40
Employer administration fee for auto enrolment	£30 per year
13 payslips per year (4 weekly wages) at £6 per payslip plus annual administration fee	£98 per year
If personal assistants are auto enrolled into the workplace pension	£40 per year
Telephone/video conferencing support (optional)	£260 per year or £25 per hour

B) BACs (Direct Debit) Payroll Service

Item	Cost
Set up fee (one off fee per employer)	£40
Employer administration fee for auto enrolment	£30 per year
13 payslips per year (4 weekly wages) at £7.25 per payslip plus annual administration fee	£114.25 per year
If personal assistants are auto enrolled into the workplace pension	£70 per year
Telephone/video conferencing support (optional)	£260 per year or £25 per hour

Our services in Durham

Our Managed Account Service

Our Managed Account service is a financial support service for people who want or need additional support to manage their care monies.

If you have a managed account, the money from your care package (i.e. your direct payment plus any contribution you make yourself) is received by Penderels Trust. We will arrange to pay all agreed bills for your care (such as staff wages or care agency invoices) from the money we hold on your behalf. You will still have responsibility for all your own personal money.

We will check what money is coming into your account and what is going out to ensure you don't go overdrawn. We will monitor your account and let you know if we notice anything unexpected happening e.g. unexpected invoices or an increase in the hours stated on a timesheet.

If you have a pre-payment card, we can make payments using that card on your behalf.

Our Managed Account Prices

The charges for our managed account service are listed below.

Item	Cost
Managed account service (standard)	£290 per annum
Managed account service (pre-payment card)	£330 per annum
Telephone/video conferencing support (optional)	£260 per year or £25 per hour

If you employ someone and use our payroll services, you will need our BACs level service.

Item	Cost
Set up fee (one off fee per employer)	£40
Employer administration fee for auto enrolment	£30 per year
13 payslips per year (4 weekly wages) at £7.25 per payslip plus annual administration fee	£114.25 per year
If personal assistants are auto enrolled into the workplace pension	£70 per year

Our services in Durham

Our Contact Details

For more information and to discuss how we can support you, please contact our team who will be happy to help you.

For our payroll service, please contact our Payroll Bureau on:

Email: payroll@penderelstrust.org.uk

Tel: 02476 511611 (Option 3)

Address: Penderels Trust
Resource House
1A Brandon Lane
Coventry
CV3 3GU

For our managed account service, please contact our Hartlepool office on:

Email: durham@penderelstrust.org.uk

Tel: 01429 268659

Address: Penderels Trust
3 Tower Street
Hartlepool
County Durham
TS24 7HH

If you would like this information in a different format, please contact us and we will do our best to meet your requirements.