

Personalisation Services

The Disability Resource Centre offers a range of services to help disabled people and their families manage their care and support. This leaflet provides information on those services.

We are a local independent charity, with established partnerships and strong networks throughout Bedfordshire. We are run by disabled people for disabled people.

Since 1994 we have welcomed 80,000 visitors to our Dunstable office and have provided Direct Payment and Personalisation services since 1998. We also have offices in Corby and Northampton providing services throughout Northamptonshire.

We are recognised by the Department of Health as providing “best practise” in direct payment support.

We pride ourselves in offering a service tailored to meet your needs provided by named staff that get to know you and your requirements.



Our aim is to enable disabled people, their families and carers to employ or purchase support and other services funded by their local

council, ILF, other funders and their own resources without having to do more of the administration tasks than they feel happy with. We can do as much or as little as you want and you can choose extra services at any time.

The core services that we offer are set out below. These services are available to all disabled people regardless of whether they receive funding from the local council. All services are available throughout Bedfordshire and Northamptonshire and most of the surrounding area. Payroll and Holding or Managed Accounts services are available throughout the UK.

If you receive a Direct Payment from Central Bedfordshire Council, Luton Borough Council, or Northamptonshire County Council you may be able to receive some of these services without cost to you.

If you receive a Direct Payment another local council or funds from the ILF you should be able to pay our charges from that money.

We are flexible and will do our best to provide other services if you have a specific need. We do not charge VAT as long as the service is provided to support a disabled person to live independently.

Support Planning and Brokerage

We all need advice to help us to make the right decisions. Our support brokers will discuss your needs and, as importantly, your aspirations, involving your family and friends if you require. We'll then help you get the best services for your needs. For this service we charge £24 per hour.

Personal Assistant Recruitment and Matching Service

We will assist you to recruit carers and PAs. Where we can we will use our existing lists of suitable people. We will assist you with the whole process, including advertising, processing applications, interviewing and obtaining a Criminal Records Bureau (CRB) report. For this service we charge £389 for each time we recruit on your behalf. If we recruit more than one person for you at the same time for broadly similar roles we will charge you a reduced fee of £195 for

each additional recruit. If paid for advertising is required we will require you to pay for this in addition. There is an additional charge for each CRB report.

Direct payment support services

We will help you through all stages of the employment relationship with your PA or carer from recruitment to termination and everything in between. For this service we charge £24 per hour.

Payroll Services

When you employ people to help you, it's important you properly manage payments to them with adjustments for tax, national insurance, holiday pay and sick pay as well as other payroll related issues. Our payroll service will do this for you. This includes all routine HMRC paperwork and returns and the provision of payslips so that you can pay your staff. For this service we charge £124 per year for a 4-weekly or monthly payroll for up to two staff. For every additional two staff there is a charge of £50 per year. If you want to pay staff more frequently we can do this for an extra charge.

Holding or Managed Accounts

We can set up an independent account for you. This is called a Holding or Managed Account. We then receive the payments from the local council, ILF, other funders and you and make all the payments on your behalf. We also deal with the accounting returns required by the funders. We keep the money safely segregated in a designated Clients Account. For this service we charge £300 per year.

There are no set up charges or hidden extras. We will always advise you of fees and expenses before we start work for you. Where we have to travel to visit you, conduct interviews, or another reason, we will charge you 45 pence for each mile we travel. Payroll services are provided for a minimum period of one year. We will ask for payment in advance for some services. All services are provided solely on the basis of our published terms and conditions, which will be provided to you. All information is current as at February 2012.

You can contact us in whatever way suits you –

The Disability Resource Centre

Poynters House, Poynters Road

Dunstable, LU5 4TP

Tel 01582 470900

Fax 01582 470959

Textphone 01582 470968

Email personalisation@drcbeds.org.uk

www.drcbeds.org.uk

Please tell us if you require this information in
larger print or another format – telephone

01582 470900

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