

St Mary's Community Centre  
Bramall Lane  
Sheffield  
S2 4QZ  
Office: 0114 4786000  
Payroll: 0114 4786001  
[payroll@ibkinitiatives.com](mailto:payroll@ibkinitiatives.com)  
Company No. 5602851

## **IBK Terms and Conditions:**

### **Managed Account Including Payroll Support**

This contract is between IBK and .....

Its purpose is to set out how we manage your Managed Account and Payroll.

It outlines what you and IBK are agreeing to do.

The contract will run continuously unless agreed otherwise. One month's notice should be given by either side to terminate the contract.

### **What you can expect from IBK**

#### **Payroll Support**

We will process your PA timesheets, checking these correspond with your support plan.

We will aim to process your payroll within 5 days of receipt of your timesheets.

We will generate and distribute payslips for your PA(s) and pay wages into their nominated bank account(s).

We will process PA holiday and/or sickness pay.

We will provide you with PA starter forms for your new PAs to complete.

We will provide you with PA leaver forms for PAs who are leaving you and process their P45(s).

We will administrate pension payments in line with the Pension's Regulator.

We will produce P60's for your PAs at the end of each financial year.

We will make any HMRC payments that are due within appropriate HMRC timescales.

We will administrate Employer's Liability Insurance on your behalf.

Please Note; No representation, express or implied, is or will be made and no liability is or will be accepted by Sheffield City Council in respect of IBK and in respect of, or in any way arising out of the provision of, failure to provide services by IBK.

### Contacting IBK

If you contact IBK, we aim to get back to you within 48 hours of receiving your enquiry.

If we identify any queries regarding your managed account, payroll or invoices, we will contact you within 24 hours.

### IBK Fees

Details of our fees can be viewed on our website at [www.ibkinitiatives.com](http://www.ibkinitiatives.com) or you are welcome to request a copy. Any fees charged by IBK related to the support we are providing for you, are detailed in your support plan and the direct payment funding you receive should cover these costs.

### Data Protection

Your details will be confidential and will not be shared with a third party without your permission. All data will be stored securely and IBK will adhere to GDPR regulations and data protection. Our privacy policy can be viewed on our website at [www.ibkinitiatives.com](http://www.ibkinitiatives.com) or you are welcome to request a copy.

### Complaints and Compliments

IBK values feedback from our customers about the services we provide. If you would like to make a comment or a complaint, please let us know.

Our Complaints and Compliments policy can be viewed at our website [www.ibkinitiatives.com](http://www.ibkinitiatives.com) or you can request a copy. You are also welcome to leave feedback via our website.

### Accessible Information Adjustments

We will endeavour to make any adjustments you require to make information more accessible, e.g., large font or easy read versions. Please refer to our Accessible Information statement on our website at [www.ibkinitiatives.com](http://www.ibkinitiatives.com) or you are welcome to request a copy.

### Managed Account Statements

We will provide regular statements which will summarise payments received into and paid out of your managed account and a balance of the funding we hold on your behalf.

### Contributions to your Care and Support

IBK will inform you if you are required by Sheffield City Council to make a contribution to your care and support and we will provide you with instructions on how to make these payments to your managed account. We will also tell you if we find out your amount has changed.

If you do not keep up to date with contribution payments, we will need to report this to Social Care and the Direct Payments team within 2 weeks of non-payment and this could affect your care and support.

## **What IBK expects from you**

### Accessible Information Adjustments

You will let us know if there are any adjustments you require, so we can make information more accessible for you, e.g., large font or easy read versions.

### Payroll

You will submit timesheets for each of your PAs, by an agreed date in order for us to process your payroll and to make wage payments.

Timesheets will be verified by yourself and your PA(s), either by your signing of the timesheet(s) or emailing an electronic copy from your email address.

Please note: Timesheets will not be accepted if sent from PA email addresses unless agreed in advance and signed by yourself and your PA(s).

You will supply details of any holiday and/or sickness dates taken by your PA(s) on the timesheets.

You will manage your PA(s) holiday entitlement. If you require support, you will let us know; your Insurance Provider may be able to help with this and with your PA contracts.

You will arrange for your PAs to complete starter forms when they join your employment; and leaver forms if they are leaving your employment and ensure these are sent to IBK.

You will tell us if there are any changes to your PA staff or their working hours.

### Contributions to your Care and Support

If you have been assessed by Sheffield City Council as being able to afford to pay towards your care and support, you will arrange a regular payment, called a contribution, to IBK's managed bank account.

You will ensure that you do not owe any outstanding contribution amounts and if for any reason you are unable to make a payment, you will tell us straight away.

### Direct Payment Changes or Closure

You will inform us if there are any changes to your direct payment, you no longer require a payroll service, or if your direct payment ceases.

Please Note; No representation, express or implied, is or will be made and no liability is or will be accepted by Sheffield City Council in respect of IBK and in respect of, or in any way arising out of the provision of, failure to provide services by IBK.

**Your Signature**

**IBK Signature**

**Date**

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