

**Soft Market Testing**

**Payroll, HR and Insurance services for Direct Payments**

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London Borough of Hackney is currently reviewing and transforming its direct payment service offer. The existing payroll service for managed accounts has been in place for some time and we are now in a position to review and update the offer.

Alongside this, Hackney’s direct payment team has dealt with HR issues for people with direct payments in house and we would like to understand what type of indemnified HR services might be available on the market.

We are also wanting to take the opportunity to look at insurance offers for people using Direct Payments.

For all services we would be seeking companies which:

* Have previous experience of working with Adult Social Care direct payment clients
* Offer excellent customer service

**Specifically for Payroll services:**

* Provide a first class payroll service making PA employment as simple and practical as possible, including:
* Statutory Sick Pay (SSP)
* PAYE deductions
* P11Ds, P60s and P45s
* Calculating holiday pay
* Statutory Maternity Pay (SMP)
* Shared Parental Leave (ShPL)
* Student loan deductions
* Other statutory payments
* Assist clients to manage their funds offering a Managed Account service.
* Complete individual finance returns for submitting to the local authority;
* Assist with any pay and related queries and questions

**Specifically, for HR Services**

* Access to qualified HR specialists
* Assist with contracts of employment; calculating affordable wage rates; identify equipment that may help you achieve your personal outcomes and keep up to date with all employment related legislation and regulation;
* Offer easily accessible support when clients need it – whether it’s adjusting contracts of employment; dealing with work related issues or providing support and assistance to client’s employees
* Assist you with pension duties for your staff.
* Access to legal insurance

**Volume of work:**

London Borough of Hackney (LBH) currently has approximately 180 people using our current payroll system. It is the strategic direction for the council to increase DPs and therefore we would anticipate at least a 10% increase year on year.

LBH does not currently contract out an HR service but if we did we would need the service to be able to offer a service for approximately 200 clients. Again this would increase we would anticipate at least a 10% increase year on year.

**Insurance Services**

Specifically, for insurance:

* Employers’ Liability and Public Liability
* Redundancy cover,
* personal accident cover
* theft cover.

Registering an interest

If you are interested in participating in the soft market testing exercise, please click the link to complete the following form:

[Payroll, HR & Insurance services for Local Authority Direct Payments](https://docs.google.com/forms/d/e/1FAIpQLSehgy8Dl_cxgdD-FF94xtX5jCfFLkNUB3ZG431ZgtFwiDUAUg/viewform)

**Closing date: 3rd October 2020**

**Disclaimer:**

This is not a full procurement exercise and London Borough of Hackney does not in any way commit itself to conducting one now or in the future. This questionnaire does not, and will not, form any part of any subsequent contract between the Council and any future Provider.

The Council may go out to competitive tender for the Services in the future. However, neither the issue of completing this questionnaire, nor any of the information presented within the questions, should be regarded as a commitment or representation on the part of the Council to go out to competitive tender or to enter into any future contractual arrangement.

Please note that whether you participate in this exercise or not, it will not have any bearing on you being part of any future procurement exercise or additional market testing, should the Council decide to pursue it. This is Without Prejudice to any future procurement opportunities with LB Hackney