



# Guide to Managed Accounts

**Penderels Trust**  
Opening the Door to Independent Living

# Guide to Managed Accounts

## Who is Penderels Trust?

We support people who receive a direct payment, personal budget or personal health budget for their care. We are a not-for-profit organisation and we have been supporting people with disabilities since 1988.

## What is a Managed Account?

Our Managed Account is a financial management tool for people who may need or want additional support managing their care monies.

This could be a direct payment, personal budget or personal health budget.

## How does a Managed Account work?

If you have a Managed Account, the money from your care package (i.e. your direct payment, personal budget or personal health budget plus any contribution you make yourself) is received by Penderels Trust. We will arrange to pay all the agreed bills for your care (such as your 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.

## What happens if I decide to have a Managed Account?

If you think a Managed Account might be the right choice for you, please contact your nearest office (or our head office) who will be able to discuss the process with you. This will depend on which local authority area you live in and what other support you already receive.

Once the Managed Account is ready to start, our finance department will make arrangements with your local authority for your care money to be paid to us rather than directly to you. We will keep records on what money has been received and what has been paid out. We will check any agency bills and/or staff timesheets to ensure you are only paying for goods and services that you have actually received.

## Why choose the Penderels Trust Managed Account service?

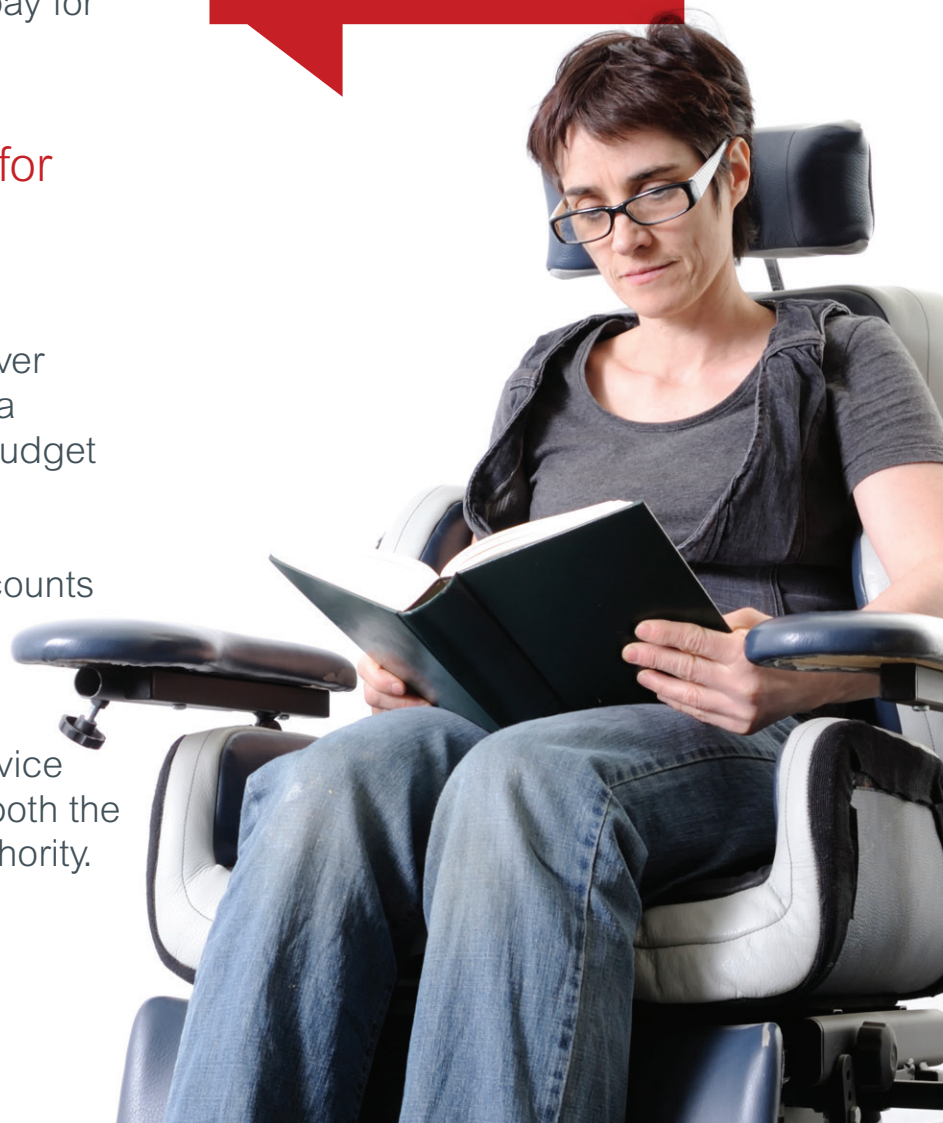
- We will receive money on your behalf from a number of different funding streams.
- We will receive all the invoices related to your care package and make sure they get paid correctly and on time.

- We will check what money is coming into your account and what is going out to ensure that you do not get overdrawn.
- We will monitor your account and we will highlight to you (or your nominated support person) if we notice anything unusual or unexpected happening with your care package e.g. unexpected invoices or an increase in the hours stated on a timesheet.
- We can produce a monthly account if you want us to, which we will give to you so you can see what's happening with your care money.
- Our charges are fair and straight-forward, you only pay for the service you need.
- We offer quick response times for new cases.
- We have the ability to pick up packages in crisis rapidly and effectively.
- We offer block purchase and spot purchase arrangements.
- Our Managed Account offer is not a 'one size fits all'; we offer a number of different options within a menu of services to ensure the package meets the need of the individual.

"I feel more relaxed, I don't have to worry about making sure everything is paid on time."

## Additional Information for Practitioners

- Penderels Trust currently manages the finances of over 6000 individuals receiving a direct payment, personal budget or personal health budget.
- Our Managed Account accounts are monitored closely by a dedicated team.
- Our Managed Account service minimises financial risk to both the individual and the local authority.



# Contact

## Penderels Trust Head Office

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Penderels Trust has a number of offices across England and Wales. Please contact us or go to our website [www.penderelstrust.org.uk](http://www.penderelstrust.org.uk) to get the local contact details for your area.

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



Charity number 1073513  
Company number 3560335

[www.penderelstrust.org.uk](http://www.penderelstrust.org.uk)

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