

**Public Summary of an Exempt (confidential) matter on which a decision will be taken on or after 16 December 2011**

**Request for Approval to Tender re: Direct Payment Support Service**

**Recommendation**

The Portfolio Holder is asked to give approval to tender for the Direct Payment Support Service, on the basis set out in the exempt (confidential) report.

The full report and decision is not open to the public as it relates to financial matters and is therefore exempt by virtue of paragraph 3 of Schedule 12A of Part 1 of the Local Government Act 1972.

**1.0 Summary**

Direct payments are a powerful tool for empowering people to arrange support that suits them best. Paid as cash instead of directly provided services, Direct Payments give the customer or family carer the flexibility to look beyond what is available through the Council's services and consider options that may include employment, education and leisure activities as well as personal assistance to meet assessed needs.

The People Group are currently reviewing arrangements for Direct Payment Support Services with a view to tendering for a different model based on a new service specification.

A customer consultation conducted in September 2011, revealed that people wanted the service to incorporate:

- a) Information & Advice
- b) Management & Support
- c) Recruitment and Employment of Personal Assistants and
- d) Payroll.

Several models of potential service delivery have been identified and market testing is currently being carried out to help inform any decision regarding the most appropriate option to tender.

**2.0 Consulting with customers**

This took place on Tuesday 13 September 2011, at the Bulkington Village Centre. In total, 41 people attended the consultation; this consisted of 25 existing Direct Payment customers and 15 potential customers (Assembly members) and 6 Personal Assistants.

The feedback & comments received from the consultation event will inform the revised service specification for the future Direct Payments Support Service.

The decision maker has been provided with the business case, evaluation criteria and costings.

## Background Papers

Direct Payment Support Service Consultation Meeting 13 September 2011
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