**Name of local authority: Wokingham Borough Council**

**Contact details: 0118 974 6000**

**Section 1 – NUMBER AND VALUE OF DIRECT PAYMENTS YOU HAVE**

Please use the most recently available data to complete Table 1. *(Please state the time period you are providing data for)*

1. How many adults do you support that have a direct payment?
2. How many carers of adults receiving a direct payment in their own right as Carers?
3. How many children (parents/carers receiving on their behalf) a direct payment?
4. How many children (parents/carers receiving on their behalf) and adults do you have/support with an ISF – Individual Service Fund?

**Table 1**

|  |  |  |
| --- | --- | --- |
|  | Direct Payment | Individual Service Fund |
| Number of adults | 328 | 44 |
| Number of Carers of Adults | 94 | 0 |
| Number of Children / Parents / Guardians |  |  |
| **Total** |  |  |

1. Of this total number given in Table 1 receiving a direct payment how many contribute to their own care (topping up)?

*Please can we clarify that the reference to 'Topping Up' in question 5 does in fact relate to the financial contribution being made by the service user under the charging regime, not any payments made by them outside of the Direct Payments arrangements.*

**Table 2**

|  |  |
| --- | --- |
|  | Contributing to own care |
| Number of Adults | 129 |
| Number of Carers of Adults | 0 |
| Number of Children / Parents / Guardians |  |

1. Considering the total amount spent on Direct Payments by the local authority can you complete the following table please?

**Table 3**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year** | **Value in £** | **Value in £** | **Value in £ Modal payment** | **Value in £ Median (middle) payment** |
|  | *Local authority spend for direct payments* | *Amount the local authority ‘clawed back’ i.e., unspent funds from service user accounts budget figure clawed back through the pre-paid card/checking receipts* | *What is the most common level of Direct Payment made (without clawback)? Please give value* ***per week*** | *Please give value* ***per week*** |
| 2020/2021 | 6,861,130 | 1,046,923 | 440.78 | 277.13 |
| 2019/2020 | 6,764,382 | 1,111,623 | 465.15 | 269.28 |
| 2018/2019 | 5,854,933 | 749,433 | 797.85 | 236.01 |

**Section 2 - ABOUT THE PROVIDERS YOU USE TO ASSIST WITH DIRECT PAYMENTS**

**2.1: Pre-paid cards**

1. Of those above receiving a direct payment – how many are set up with a pre-paid card? (if none please state none)

**Table 4**

|  |  |  |
| --- | --- | --- |
|  | Set up with prepaid card | Provider of prepaid care |
| Number of adults | All | Prepaid Financial Services |
| Number of children | all | Prepaid Financial Services |

1. Do you use prepayment cards? Yes
2. If yes, with whom do you contract as providers of pre-paid cards e.g. prepaid financial services (PFS) etc? Please provide details in the table below

|  |
| --- |
| Prepaid Financial Services |

1. Please provide the specification for the service provided by the prepaid card provider listed above – please see separate document.

**2.2: Payroll**

1. What system(s) do you offer Direct Payments service users for payroll (and whether in-house or external provider)? Please describe and list all systems offered.

**Table 5**

|  |  |
| --- | --- |
|  | Please list systems used and provide the specification |
| Payroll – in house |  |
| Payroll - external | Pay Packet & Independent Payroll Provider Simon Asbury |
| Other – please state | Customers are signposted to both Payroll providers so they can make a choice which provider they want to go with. |
|  |  |
|  |  |
|  |  |

1. If external providers please list the main providers that your clients use e.g., Payroll Perfection, Penderells and the percentage of your clients that use each one

**Table 6**

|  |  |
| --- | --- |
| Direct payment payroll provider | % of direct payments clients that use this provider (please state if an estimate) |
| Pay Packet & Independent Payroll Provider Simon Asbury | Estimated at 55% |
|  |  |
|  |  |
|  |  |
|  |  |

**2.3: Insurance**

1. Do you assist clients finding insurance and are there any benefits to this? Yes

If yes, please provide brief details of any service or advice provided in the table below.

**Table 7**

|  |
| --- |
| Premier Care (Mark Bates) Ltd & Fish Insurance  Customers are signposted to both providers so that they can make a choice which provider they want to go with. |

**2.4: Personal Assistance (PA) support and ‘assistant finding services’**

1. If yes, please identify the services you provide that help service users and their carers find personal assistants along with the form this takes in the table below.

**Table 8**

|  |  |
| --- | --- |
|  | Yes / No |
| Placing advertisements e.g., on local authority website/shop windows/job websites/newspapers | Some customers may ask to post advertisements on the local authority website – this has happened no more than 10 times |
| Locally focused job matching website | NO |
| Keeping a register of personal assistants (internal to the local authority) | NO |
| Using an external IT based PA finder (which the local authority pays to use) | NO |
| Other – please specify  WBC have a Support with Confidence Service which Independent Carers/Small agencies can join. When customers are looking for support the members list is given to customers |  |
| Other – please specify |  |

1. If you use an external IT based PA finder please specify the system used

**Table 9**

|  |
| --- |
| N/A |

**Section 3 - PROCESS USED TO ADMINISTER DIRECT PAYMENTS**

**3.1: Virtual wallet**

1. Do you use a virtual wallet funding management system (by this we mean an IT based system – not a prepaid card)? No

If yes, please describe the service you offer or commission in the table below.

**Table 10**

|  |
| --- |
| N/A |

1. What provision does your Care Management IT system have for direct payments e.g., administers the payments, records the care plan. Please specify the name of your system and what it provides for direct payments

**Table 11**

|  |
| --- |
| Servelec – Mosaic  This is a care record system where customers provisions of care are recorded, Direct Payments are processed through this system:  Direct Payment agreements are generated through Mosaic  Direct Payment reviews are completed through Mosaic  Payment of Direct Payments are processed through Mosaic and are interfaced to our Corporate Payment system. |

1. Do you run a separate system for direct payments? No

If yes, please provide details, i.e., name of system, how does this work and what does it cover? Please specify

**Table 12**

|  |
| --- |
|  |