DIRECT PAYMENT SUPPORT SERVICE SURVEY RESULTS 2018
What are direct payment support services contracted to do?

What are they actually doing?

What do they want to do?
Responses

1. What area or borough(s) are you referring to when you make your response?

There were 66 validated responses across the country:

<table>
<thead>
<tr>
<th>Area</th>
<th>Responses</th>
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<tbody>
<tr>
<td>London</td>
<td>13</td>
</tr>
<tr>
<td>South East</td>
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<td>South West</td>
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<td>East</td>
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<td>East Midlands</td>
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<td>West Midlands</td>
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<td>Yorkshire and the Humber</td>
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<td>North West</td>
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<td>North East</td>
<td>7</td>
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<td>Wales</td>
<td>2</td>
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</table>
Responses

What role do you do or what service do you work in?

- A service that supports people receiving a direct payment: 60.00%
- Local Authority officer but not in a direct payment support service: 0.00%
- CCG officer but not in a direct payment support service: 0.00%
- Support Planner but not part of a direct payment support service: 0.00%
- In a voluntary sector organisation but not part of a direct payment support service: 10.00%
- Commissioner: 20.00%
- Social worker: 30.00%
Responses

There was a pleasing if somewhat surprising response from commissioners and other local Authority/CCG staff.

We’d hoped more Social Workers might respond.

We were pleased some independent support planners seemed to have responded.

We discounted some responses as they were incomplete and skewed the data. We kept a trail of this though.

We got more than one response from different types of worker in some areas.
Most respondents were providing information and advice, a significant minority weren’t being paid to and wanted to do more around the range of options.
An unsurprisingly large proportion provided practical setup and management support, the picture was less clear on support planning. A good number don’t want to provide more specialist services.
Range of services provided

Services do a lot of the legwork for people around employment but a significant minority were happy not to provide this support.

There was a surprisingly high proportion of support around employment law being provided.
Methods of providing support

Virtually all respondents visit 1:1 at home face to face. A surprising mixed picture on peer support and advocacy. Services signpost to rather than provide training.
A minority of services provide this kind of support and are happy to signpost.

This may indicate just how complex this area is.
A surprising minority provide a PA register and those that don’t are happy not to
Services don’t appear to be recognised by statutory services for their expertise. Respondents provide almost exclusively in Adult Social Care.
Expertise and niches

There was a strong indication services did not want to support PA’s directly. Budget pooling may be a poorly understood area
Most respondents were either involved in or want to be involved in or support wider campaigning and influencing.
Supporting DP users to be in consultations & co-production
Coordinate a ‘market’ event - agencies, insurers, payroll etc.
Support people to prepare for assessment
Operate a texting service to communicate and provide info to people
These areas divided people, with a tendency towards not wanting to get involved in providing this kind of support.
Nearly two thirds of services provided support in this area.

Prepayment cards divided opinion
Support around DBS checks was reassuringly high
Further comments?

34 further comments were received.

Broadly, they talked about:

- A desire to be more involved in support planning, this came from externally commissioned rather than Local Authority internal services
- A frustration with Local Authority partners that their service could do things differently but they were constrained and prevented from developing this by the existing contract
- Having commissioned or thinking about re-commissioning a service
- A social work view and experience of working with DPSS’s, which was mixed
Further comments?

“We have wanted to provide support planning for many years but the Local Authority is not interested and continues to do it via social workers”

“Indicative Budgets have confused the situation for social workers, no real clarity regarding rates vs. indicative budget from Council.”

“Key areas for future development are peer support and development of a PA register.”

“We are a community interest company and have very limited funds. We have experience in most things related to setting up a direct payment and using it, but tend to be overlooked by the local authority. Would love to offer training and be more involved with the local authority, but have financial constraints with the first, and possibly feelings of mistrust for the second.”
Conclusions

Doing more

• 12% of respondents were providing all aspects queried but not being paid to do so
• 10% wanted to but couldn’t because of time or money pressures
• The system is getting ‘added value’ and could get more provision

Doing things differently

• Information and advice
• Support planning
• Methods of providing support
• Help with finances
• PA registers
• Being recognised for expertise and knowledge
• Awareness around pooling budgets