

Direct Payments Hub

Service Description: Direct payments (DPs) are monetary payments made by the Council and CCG to individuals in lieu of providing a service. They can be from either personal budgets (social care) or personal health budgets (health). This is for both adult and children's services. The DP Hub will be an information and advice service that explains how people can effectively use their DP. It will be staffed by a mixture of specialist DP advisers and experts by experience and is the first point of contact for people considering a DP. It will provide information and advice on what DPs are, how flexibly they can be used, what employment responsibilities are (if DP recipients employ their own staff), and links DP recipients together. It will also hold a PA register and provide advice and signposting (if needed) to on the ongoing support available for DP recipients.



Customer: People who have assessed eligible health or social care needs and who either have or are considering having a direct payment.

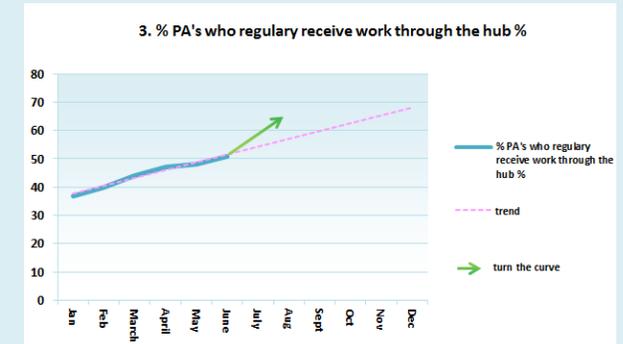
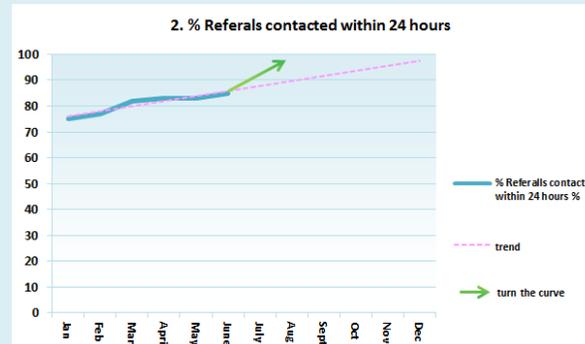
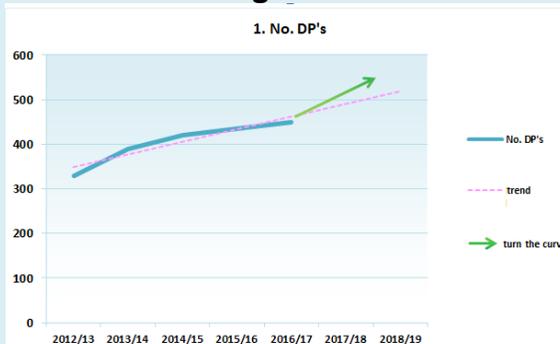
Performance Measures:

1. No. of new service users choosing a direct payment.
2. % of new referrals contacted within 24 hours
3. % of PA's who regularly receive work via the hub.

Data Development Agenda:

1. No. and % of users of the hub who report they are able to achieve their support plan goals because of their contact with the Hub.
2. % people who report a high level of satisfaction following contact with the hub.
3. Hub staff measures: workload ratio, staff turnover rate, staff morale, % staff fully trained
4. % of external staff who report an increased understanding and awareness of DPs and the support available in relation to DPs following contact with the hub.
5. No. and % of PA's who have regular work through their registration with the hub.
6. No. and % of people referred to the Hub who go on to need no further support with their DP after 12 months.

How are we doing? **



Story Behind The Baseline:

This hub has been established as there is currently no consistent point of information for DPs and there are different contracts in place across adults, children's and health. There is little choice available in what support you receive and it's difficult to make an informed choice between providers. We also know it's difficult to find and retain PA's and people can be put off having a DP because of the responsibilities they may take on as an employer.

Key Partners:

People with lived experience; direct payment support services; social workers; community nurses: CHC nurses; job centre: skills for care: VCS

What are we going to do to improve performance?

Improve links with professionals, VCS and private sector to promote DPs and the service; make sure people with lived experience are central to the Hub; develop clear information and advice on DPs and what support is available; develop accessible PA register, in consultation with PAs and DP recipients.

**NB. For the purpose of this report data is an example only, not actual