



Reference: FOI1322

Request:

I wanted to find out more about your organisation's approach to Direct Payments, with respect to social care and so I have compiled the attached list of questions as a Freedom of Information request.

Direct Payments

Information obtained from Payments made W/C 03-06-19

Is there a social care transformation manager or personalisation lead or similar role? If yes please provide name(s), email(s) and telephone number(s).

No

How many direct payments do you currently have in place for children and young people?

66

Of these, how many are managed accounts, how many are paid into bank accounts and how many are paid onto pre-paid cards?

5 Prepaid Card Managed Accounts, 10 Personal Bank accounts and 51 Prepaid Cards

How many direct payments do you currently have in place for adults?

450

Of these, how many are managed accounts, how many are paid into bank accounts and how many are paid onto pre-paid cards?

175 Prepaid Card Managed Accounts, 94 Personal Bank accounts and 181 Prepaid Cards

If you have pre-paid cards, who is the manager with responsibility for prepaid cards? Please provide their name, position, email address and telephone number

Colin Strutt, Business Process Manager, Colin.Strutt@northtyneside.gov.uk, 0191 6437767

Please provide details of the name of the pre-paid card supplier

Prepaid Card Financial Services

What is the annual cost of the pre-paid cards?

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Our contract is based on transaction spend and is not one set fee, however the costs paid for the last Financial year are as follows:

2018/19	£49,343.58
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This includes charges for transactions where the Local Authority acts as Deputy, as this system is used for both and the charges are not disaggregated.

How many clients/families receive support (direct payment support) to keep detailed financial records and pay invoices for their care?

Managed accounts are supported by NTC, Client accounts with personal bank or client managed account are advised what information is required, but we do not hold the information as to how many use their direct payment to support their financial records.

Is this service provided by a third party organisation that is commissioned by the local authority?

N/A

If the service is provided by a third party organisation what is the name of the company?

N/A

If the service is provided by a third party organisation what is the annual cost to the Local Authority?

N/A

Do you provide an in-house managed account service?

Yes