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| Question | Response |
| Will the commissioners consider a technology enabled service? | Yes as long as there is an opportunity for individuals to have a face to face contact where required, in particular during the initial set up with their direct payment |
| How will the council be organising their payroll service? | Council: DPSS provider who offer a payroll service. There are also payroll service providers who are available through the virtual wallet. The DPSS provider will in the minimum offer this to those supported through a fully managed account and any others who wish to use it.CCG's: The DPSS provider will be expected to provide a payroll service in their offering. Based on first quarters activity, we estimate that there are approximately 2000 payslips issued per annum. |
| Will there need to be a front facing office in the region? | We have not stipulated an office though we would like for individuals to have access to a face to face service when required during office working hours covered in the contract regardless of where they are based in the county. This will need to be considered in the model. In particular it is a focus of the KPI's that a front loaded support is offered to ensure that the DP service user is provided with all the support they need to successfully go onto manage their DP reducing the chance of failure. |
| What are your requirements for service access? | That the service is accessible during working hours and that there is equity and flexibility in the way people can access the service. Individuals need to have access to someone during office hours, Monday to Friday. There also needs to be an out of hour contact, this will all be clearly set out in the specification. |
| Next steps | Any provider who wishes to engage with us in this pre-market engagement stage can contact us through the pro-contract portal prior to the 10th December after which we will be finalising the documents in preparation for the Tender to be published in January (please note provisional timescales on the slides. The Council will inform everyone through pro-contract if there are any changes to the timescales shared. |

Direct Payment Support Service – Market Engagement Event 11.11.20; Q & A session;