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| Question  | Response |
| What end user engagement has been carried out? | In terms of the project to retender - we have looked at the responses from the annual service user feedback. We have asked for and found a volunteer for the direct engagement with the specification and tender evaluation.Other feedback that has impacted on the development of this specification is from the overarching work done on direct payments and the annual adult care survey. |
| Who is the incumbent supplier? | Penderels Trust are the incumbent Provider. They won the tender in 2015. |
| The documents state that the premises should be accessible? | The main reason for this is to ensure that the Provider has a local presence and there is scope for the intensive support. It is again about the social value. We are open to solutions that will offer the best outcome for Lincolnshire. |
| Is Social Value an important aspect of the service  | There is a 10% built in to the contract to aid  |
| What is a virtual wallet? Has it been used elsewhere for this purpose? | The Council is keen to offer a range of support models for recipients of direct payments (DPs) according to their requirements, ability, appetite, preference and safeguarding needs. Currently DP recipients can opt for an individual bank account, a pre-paid card or a managed account with our DPSS provider. The Council is in the process of implementing a fourth method – a Virtual Wallet. Further information is available on separate attachment.  |
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DPSS Market Engagement (LCC only) – Q&A's – 19.11.19