

**Specification overview for Direct Payment Support Services specific to**

**Managed Accounts, Payroll, Third-Party Employer Services and Recruitment Support**

1. **Introduction**

* 1. A Direct Payment is money paid to Individuals’ who have been assessed as having eligible needs (under the Care Act 2014 or within the policy on Direct Payments for health care), or someone else acting on their behalf (representative / nominee). Direct Payment Support Services are the advice and administration that people need to manage their Direct Payments to meet their care and support needs.
  2. Personal Health Budgets, as used in continuing healthcare for adults and children eligible for NHS continuing healthcare funding for example, can also be taken as a Direct Payment.
  3. Oxfordshire County Council and Oxfordshire Clinical Commissioning Group wish to continue to support people who choose to have their individual budget as a Direct Payment. The Council and the Clinical Commissioning Group are committed to developing the personalised support services required to maximise access to Direct Payments for all who are eligible and choose to use Direct Payments.
  4. The Council’s preferred option for Direct Payment recipients is to have an online account/pre-paid card. Providers on the Approved Provider List will be expected to have systems that are compliant with the requirements of the pre-paid card service and be able to maintain this compatibility for the life of their appointment to the Approved Provider List.
  5. Direct Payments Support Services are split into 4 Lots:

Lot 1: Managed Accounts

Lot 2: Payroll

Lot 3: Third-Party Employer Services

Lot 4: Recruitment Support

**2 The purpose of the Approved Provider List is:**

(1) To give Individuals’ the opportunity for greater choice and control to manage Personal Budgets & Personal Health Budgets as a Direct Payment, to encourage individuals’ to take up Direct Payments and, where needed, to access support with the administration of Direct Payments and the purchasing of care and support, in particular the recruitment of Personal Assistants,

(2) For the Council to establish a list of Service Providers assessed by the Council as meeting the minimum criteria to provide this/these service(s),

(3) For the price to be on a pre-agreed basis upon which such services may be offered,

(4) To form the basis on which a Direct Payment recipient/Self Funder can choose their preferred Provider to support them with their Managed Account, Payroll and Recruitment support needs.

**Overview of Approved Provider List**

**3.1** The Council and the Clinical Commissioning Group require effective, efficient and economical services for Managed Accounts, Payroll and Recruitment Support to ensure that flexible, high quality support is available for recipients of Direct Payments.

**3.2** The overall aim of creating an Approved Provider List for the provision of the availability of these services is to give Individuals’ the opportunity for greater choice and control to manage Personal Budgets & Personal Health Budgets, as a Direct Payment, to encourage individuals’ to take up Direct Payments and, where needed, to access support with the administration of Direct Payments and the purchasing of care and support, in particular the recruitment of Personal Assistants.

**3.3** The delivery of the Direct Payment Support Service to Individuals’ will involve a strong emphasis on outcomes. The Council and the Clinical Commissioning Group through its health care provider, Oxford Health NHS Foundation Trust will develop a support plan with each Person based on outcomes for that Individual, and Providers will be expected to work with the Individual to achieve these outcomes.

**3.4** The Approved Provider List will be accessed by a variety of people including older people, adults and children with a physical disability, learning disability or mental health problem. In addition, the Approved Provider List will need to support people in receipt of Personal Health Budgets.

**3.5** The Direct Payment support will be defined by individual outcomes, and will take into account the following objectives:

* Provide person-centred, tailored help and support to enable each Person to manage their own Direct Payment
* Enable the Person to live independently for as long as possible, and for children and their families to maintain community links and maintain their own lives in the community
* Support the Person’s rights as a valued member of society, promoting choice, flexibility and control
* Support Individuals with caring responsibilities to continue in their role and to have a life outside caring
* Acknowledge that people have the right to take risks and to enjoy a lifestyle of their choice whilst ensuring protection for those who need it
* Ensure dignity and respect for individuals’ personal, physical, cultural and religious needs
* We are a Council committed to putting residents first by providing the best possible value for money services to our local community.

1. **Service volume**

The majority of Individuals’ requiring support with Managed Accounts, Payroll Third-Party Employer Services and Recruitment Support will be people new to Direct Payments. We are expecting that the focus of support will be around supporting people to manage their accounts, to make payments to Personal Assistants/Carers and advice for those who are recruiting Personal Assistants.

Figures for April 2019- March 2020 in Oxfordshire

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| Annual number of people new to Direct Payments | 377 people (31 per month) |
| Average number of people receiving a Direct Payment Support service in Oxfordshire | Approximately 1011 |
| Average number of People with Managed Account Support | 700 people |
| Average number of People with Payroll Support | 104 people |
| Average Number of People with Managed Account and Payroll Support | 179 people |
| Annual number of people requesting recruitment support | 54 people |

* The Service Providers will be expected to give flexible support to Individuals and to provide as much support as needed to enable People to effectively manage their account, payments and recruitment needs.
* The average monthly number of Individuals receiving a Direct Payment Support service in the period from April 2019 – March 2020 was 1011, and we are expecting this number to remain stable.

**5.** **Service outcomes**

**5.1** This Service Specifications set out the key outcomes for Providers appointed to the Approved Provider List in offering services directly to end user beneficiaries. Effective support services that enable people to manage a Personal Budget can transform the experience of care and support for individuals, leading to higher quality services that respond to what people want. People will have control over their own budget and their own care and support plan and are empowered to choose the care and support that best enables them to meet their goals and aspirations.

**5.2** The key outcomes for the Support Services are that Individuals report:

* I can get the advice and support I need when I need it and I can trust it to be accurate (recruitment support)
* I feel confident to employ people if I want to, but I know there are other options I can use which still give me choices (specialist recruitment advice/support)
* I feel that I have had the opportunity for greater choice, flexibility and control over the support I have been assessed as needing (measured by customer satisfaction survey)
* I have control over my own Personal Budget and my own care and support plan and am empowered to make decisions to choose the care and support that best enables me to meet my goals and aspirations (measured by customer satisfaction survey)