

Freedom of Information – Response – 26730

I would like to make the following FOI request please regarding adult social care:

1. Who oversees the management of personal budgets and direct payments and what are their contact details? – i.e. name(s), email(s), and telephone number(s)?

We don't have a singular person who oversees the management of personal budgets and direct payments, as this responsibility is managed across different levels within the organisation. It forms part of our wider governance approach, and it is considered a shared responsibility across teams to ensure consistency, quality, and appropriate oversight.

2. Does the LA provide an in-house managed account service for personal budgets?

No

3. Does the LA work contract with or recommend external direct payment support services and with which organisations?

a. If yes, what services do they provide?

SCC works with several direct payment support services, as chosen by the adult who receives a Direct Payment.

These services offer a range of employment-related and practical support, including:

- recruiting Personal Assistants (PAs)
- payroll
- budgeting
- employment law guidance (e.g., contracts, holiday entitlement, statutory obligations)
- managing employer responsibilities (insurance, record-keeping, HMRC requirements)
- advice on safe recruitment and DBS processes
- ongoing support with PA issues or changes in care needs

b. When is the contract due to expire?

N/A. There is no contract in place.

4. Does the LA use third party solutions to assist with the delivery and budget management of personal budgets, direct payments, or integrated budgets? e.g. pre-paid cards, eWallet solutions, digital software?

Yes

a. If yes, what solution is used?

Pre Paid Card Account

b. Who is the provider and when is the contract due to expire?

allpay

31st October 2027

c. If no, is this something that you are considering and who in the LA is the person to contact about this and what are their contact details - i.e. name(s), email(s), and telephone number(s)?

N/A

5. How does the council pay direct payments and grants – i.e. bank accounts, pre-paid cards?

- Pre-Paid Card accounts
- Holding accounts (managed as part of a DPSS offer)
- Bank accounts (by request, when Pre-paid card accounts are unsuitable)

6. Does the LA offer the option of ISFs (Individual Service Funds) and if so, who oversees this and what are their contact details?

The council have a small number of ISF's. We don't have a singular person who oversees the management of ISF's. Like with DP's It forms part of our wider governance approach, and it is considered a shared responsibility across teams to ensure consistency, quality, and appropriate oversight.

7. Does the LA have a directory of Personal Assistants and if so, who is the person at the LA who is responsible for this and their contact details - i.e. name(s), email(s), and telephone number(s)?

Not currently

8. Who oversees the provision of personal assistants and what are their contact details - i.e. name(s), email(s), and telephone number(s)?

N/A

9. Who is the current Director of ASC within the LA and what are their contact details i.e. name(s), email(s), and telephone number(s)?

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10. Who is the current Assistant Director of ASC within the LA and what are their contact details i.e. name(s), email(s), and telephone number(s)?

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