

8 July 2019  
Our ref: 5371828

Thank you for your request received on 6 June 2019, for the following information:

**Direct Payments**

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

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

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

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

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

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

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

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

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

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

**Do you provide an in-house managed account service?**

We have processed this request under the Freedom of Information Act 2000.

**Response**

The council holds the information requested and the answers to your questions are below

***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).***

Our Head of Transformation is Will Hammond - [will.hammond@barnet.gov.uk](mailto:will.hammond@barnet.gov.uk)

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

There are 104 individuals who receive a Direct Payment between the age of 18 and 25.

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

963

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

a. 58 receive a Payroll service,

b. 38 have Prepaid Cards

c. 767 have Direct Payments paid into their bank accounts.

***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***

Head of Care Quality and Customer Finance - Sam Raffell –  
sam.raffell@barnet.gov.uk

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

PFS

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

Our Direct Payment spend for 2018/19 was £10.4m

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

Barnet Direct Payment Team provide information and advice in relation to monitoring of Direct Payments .

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

No

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

No

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

None

***Do you provide an in-house managed account service?***

No

## **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

## **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

## **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.