



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI727614151

Thank you for your request for information relating to Direct Payments and Support Services.

You have requested the following information:

Direct Payments – Uptake and Budget

• **What percentage of adult social care users in your authority currently receive direct payments?**

22%

• **How many individuals (numerically) are in receipt of direct payments?**

594

• **What was the total direct payment expenditure in 2024/25?**

15,777,394

• **What is the projected direct payment expenditure for 2025/26 (if available)?**

Not available.

Strategic Planning

1. **Does your authority have a strategy or target to increase direct payment uptake over the next 1–3 years?**

Yes.

2. **Are you working to reduce the cost of commissioned care by encouraging a shift to direct payment models?**

No.

3. **Are you planning to re-commission or review your current direct payments support model in the next 12–24 months?**

No.

Direct Payment Support Services

Who currently supports individuals in your area with:-

- **Direct payment setup and advice?**

Penderels Trust.

- **PA recruitment and employment support?**

Penderels Trust.

- **Payroll and budget monitoring?**

Penderels Trust.

- **Ongoing training and compliance?**

Coventry City Council & Penderels Trust.

- **Is this service provided in-house or by an external organisation?**

If externally provided:

- **What is the name of the provider?**

Penderels Trust.

- **Is the provider under a formal contract?**

Penderels Trust.

- **What is the value and end date of this contract?**

Value 250,570 per year end date 22/05/26.

- **Will this contract be re-tendered, and if so, when?**

Contract start date 22/05/2022 contract term is a 4 plus 2

Personal Assistant (PA) Workforce

1. **How many PAs are currently known or active within your local area?**

441.

2. **Do you operate a PA register or directory? If yes, is this publicly accessible?**

Yes. Penderels Trust operate a register but a log in is required.

3. **Do you offer any kind of digital or online matching service to connect PAs with direct payment users?**

Yes the online PA register with Penderels Trust.

Technology and Digital Innovation

Is your authority currently using or considering any digital solutions that offer:

- **PA matching and profile browsing?**

Penderels Trust.

- **Digital wallets or payment tools for personal budget management?**

Yes.

- **Health logging, scheduling, or care planning tools?**

No.

- **AI-assisted onboarding, safeguarding alerts, or monitoring tools?**

No.

- **Real-time oversight or service evaluation dashboards?**

Internal performance dashboards in place.

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Yours faithfully

Information Governance