



Information Governance Team

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05 January 2026

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI780223100**

Thank you for your request for information relating to Management of personal budgets and direct payments .

You have requested the following information:

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)?

The monitoring of direct payments are overseen by the Independent Living Team.

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?

Penderels Trust & SOLO.

a. If yes, what services do they provide?

Payroll support and managed account service.

b. When is the contract due to expire?

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

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?

Prepaid Cards.

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

Prepaid card financial services. The contract ends on the 30/11/2027.

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)?

Not applicable.

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

Direct Payments are paid into prepaid card accounts or bank accounts, or directly to Penderels Trust or SOLO who provide support with managed accounts.

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

Yes. Alistair Egginton (email: Alistair.Egginton@coventry.gov.uk)

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)?

No.

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

Penderels Trust 02476 511611.
coventry@penderelstrust.org.uk

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)?

Peter Fahy.

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)?

Kirstin Clarke.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance