

Audit Wales National Report – April 2022:

[Direct Payments for Adult Social Care / Taliadau Uniongyrchol ar gyfer Gofal Cymdeithasol i Oedolion](#)

#	Report Recommendation	Council action planned in response to the recommendations	Target date for completion	Responsible Officer	PIMS Ref No (TBC once updated)
To ensure people know about Direct Payments, how to access these services and are encouraged to take them up we recommend that local authorities:					
R1	Review public information in discussion with service users and carers to ensure it is clear, concise and fully explains what they need to know about Direct Payments	Develop new service and information packs in accessible formats. Update current fact sheets – in line with the Social Services and Wellbeing (Wales) Act. Review current Policy to ensure that it reflects the In-House service as the support provider for Direct Payments.	31 st December 22	Alun Jones / Alexis Powell / Paul Davies	
R2	Undertake additional promotional work to encourage take up of Direct Payments	Social Work update training on Direct Payments linked to R1. Develop public facing information to ensure that individuals are able to access information in appropriate format e.g. Easy read.	30 TH September 22	Joel Martin/ Alexis Powell/ Angharad Jenkins	
R3	Ensure advocacy services are considered at the first point of contact to provide independent advice on Direct Payments to service users and carers	Social Work update training and information on access to the new advocacy service framework to assist Service Users with independent advice.	30 TH September 22	Joel Martin /Angharad Jenkins / Lucy Brown	
To ensure Direct Payments are consistently offered we recommend that local authorities:					
R4	Ensure information about Direct Payments is available at the front door to social care and are included in the initial discussion on the available care options for service users and carers.	Updated information and training for key professionals involved with providing options for service users and carers. Development of a fact sheet linked to R1– this work will be developed by Social Work project group linked to the Direct Payments review.	31 st December 22	Alexis Powell /Joel Martin/ Angharad Jenkins	
R5	Provide training to social workers on Direct Payments to ensure they fully understand their potential and feel confident promoting it to service users and carers.	There is currently a training programme in place, however, this is being reviewed in line with the development work linked to R1, R2, R3, R4 and R7.	31 st December 22	Alexis Powell /Joel Martin / Angharad Jenkins	

#	Report Recommendation	Council action planned in response to the recommendations	Target date for completion	Responsible Officer	PIMS Ref No (TBC once updated)
and the Welsh Government:					
R9	Work together to establish a system to fully evaluate Direct Payments that captures all elements of the process – information, promotion, assessing, managing and evaluating impact on wellbeing and independence.	Implementation date for changes will be 31/3/23, therefore a full review will be carried out within 2023 -2024	31/3/24	Alison Watkins/Rhys Page	
R10	Annually publish performance information for all elements of Direct Payments to enable a whole system view of delivery and impact to support improvement.	This will be planned to enable a position statement for 31/3/23 and then yearly thereafter.	31/3/23 ongoing	Alun Jones	