**To accompany Direct Payment Strategy on consultation Website**

**INTRODUCTION**

Surrey County Council has produced a draft Direct Payments Strategy 2023 – 2028.

We asked an external social enterprise research company to undertake a co-production exercise by engaging and consulting with people with lived experience of Direct Payments, user-led organisations and partner agencies, representing both adults and families to identify the challenges and issues people face having a Direct Payment from Adult Social Care and Children with Disabilities, to gather their views on what works well, what could be better and their ideas for change / improvement.

The outcome of this co-production exercise has significantly influenced the drafting of the Direct Payment Strategy.

The co-production found that that there have been some inconsistencies in the way Direct Payments have been promoted, managed, and communicated. This draft strategy outlines how we intend to address these concerns.

Please take this opportunity to look at the draft Direct Payment Strategy and let us know what you think by completing the questionnaire.

Click on the link to see the Draft Strategy – [Draft Direct Payments Strategy](https://www.surreycc.gov.uk/adults/professionals/information-and-resources/commissioning-strategies/direct-payments-strategy)

The questionnaire will be open until **Sunday 29th October 2023**.

Alternative versions of the Direct Payments Survey are available below in the related documents section.  If you need a hard copy of any of the alternative formats, please contact us using details provided on this page.

If you have any queries or comments you can contact us by email

* **Telephone:** [**0300 200 1005**](tel:%200300%20200%201005)
* **Email:**  [DPstrategy@surreycc.gov.uk](mailto:DPstrategy@surreycc.gov.uk)
* **Textphone (via Relay UK):** 18001 0300 200 1005
* **Text (SMS):** 07527 182 861 (for the deaf or hard of hearing)
* **VRS**: [**Sign Language Video Relay Service**](https://www.surreycc.gov.uk/council-and-democracy/contact-us/british-sign-language)

**QUESTIONNAIRE**

Q.1 How well do you feel that the draft Strategy explains what Direct Payment are and the proposals for making improvements ?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very Clear | Reasonably Clear | Neither Clear or Unclear | Somewhat Unclear | Very Unclear | No Opinion |
|  |  |  |  |  |  |

Add any comments

Q.2 In the Strategy we have identified 6 key objectives that set out the improvements needed to make the offer of Direct Payments better. How clear do you feel these objectives are set out.

Objective one: Ensuring there is clear, accurate and accessible information

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very Clear | Reasonably Clear | Neither Clear or Unclear | Somewhat Unclear | Very Unclear | No Opinion |
|  |  |  |  |  |  |

Objective two: Ensuring quality support from social workers

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very Clear | Reasonably Clear | Neither Clear or Unclear | Somewhat Unclear | Very Unclear | No Opinion |
|  |  |  |  |  |  |

Objective three: Ensuring equitable access and support in establishing a Direct Payment

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very Clear | Reasonably Clear | Neither Clear or Unclear | Somewhat Unclear | Very Unclear | No Opinion |
|  |  |  |  |  |  |

Objective four: Ensure streamlined systems and administration

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very Clear | Reasonably Clear | Neither Clear or Unclear | Somewhat Unclear | Very Unclear | No Opinion |
|  |  |  |  |  |  |

Objective five: Developing the Provider Market

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very Clear | Reasonably Clear | Neither Clear or Unclear | Somewhat Unclear | Very Unclear | No Opinion |
|  |  |  |  |  |  |

Objective six: The development of a Direct Payments communications plan

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very Clear | Reasonably Clear | Neither Clear or Unclear | Somewhat Unclear | Very Unclear | No Opinion |
|  |  |  |  |  |  |

Add any comments

We are particularly interested to know your thoughts on the proposed Governance framework to oversee the Direct Payments Strategy and the Improvement Proposals.

Q.3: How satisfied are you with the proposed Governance framework for the management of change noted in the Direct Payment strategy:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very  Satisfied | Reasonably Satisfied | Neither Satisfied or Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied | No Opinion |
|  |  |  |  |  |  |

Add any comments

Are there any other comments you wish to make:

THANK YOU