# Surrey County Council logoYour feedback please on Surrey County Council’s Direct Payments Strategy 2023 to 2027

## Overview

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 following 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)

## Closing date

The closing date for the survey is on **Sunday 29 October 2023.**

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)

## Survey questions

**Question 1. How well do you feel that the draft Strategy explains what Direct Payment are and the proposals for making improvements?** Please select one answer:

* Very Clear
* Reasonably Clear
* Neither Clear or Unclear
* Somewhat unclear
* Very Unclear
* No Opinion

**Please state your answer**:

**Question 2. In the Strategy we have identified 6 key objectives that set out the improvements needed to make the offer of Direct Payments better. For each objective, how clear do you feel these objectives are set out.**

**Question 2a Objective one: Ensuring there is clear, accurate and accessible information:**

Please select one answer:

* Very Clear
* Reasonably Clear
* Neither Clear or Unclear
* Somewhat unclear
* Very Unclear
* No Opinion

**Please state your answer**:

**Question 2b Objective two: Ensuring quality support from social workers:**

Please select one answer:

* Very Clear
* Reasonably Clear
* Neither Clear or Unclear
* Somewhat unclear
* Very Unclear
* No Opinion

**Please state your answer**:

**Question 2c Objective three: Ensuring equitable access and support in establishing a Direct Payment:**

Please select one answer:

* Very Clear
* Reasonably Clear
* Neither Clear or Unclear
* Somewhat unclear
* Very Unclear
* No Opinion

**Please state your answer**:

**Question 2d Objective four: Ensure streamlined systems and administration:**

Please select one answer:

* Very Clear
* Reasonably Clear
* Neither Clear or Unclear
* Somewhat unclear
* Very Unclear
* No Opinion

**Please state your answer**:

**Question 2e Objective five: Developing the Provider Market:**

Please select one answer:

* Very Clear
* Reasonably Clear
* Neither Clear or Unclear
* Somewhat unclear
* Very Unclear
* No Opinion

**Please state your answer**:

**Question 2f Objective six: The development of a Direct Payments communications plan:**

Please select one answer:

* Very Clear
* Reasonably Clear
* Neither Clear or Unclear
* Somewhat unclear
* Very Unclear
* No Opinion

**Please state your answer**:

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

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

Please select one answer:

* Very Satisfied
* Slightly Satisfied
* Neither Satisfied or Dissatisfied
* Slightly Dissatisfied
* Very Dissatisfied
* No Opinion

**Please state your answer**:

**Question 4. Have you any other comments on the Direct Payments Strategy?** Please state your answer:

## Submitting your answers

If you are completing this survey electronically, it can be returned to:

[DPstrategy@surreycc.gov.uk](mailto:DPstrategy@surreycc.gov.uk)

## Further information

If you have any questions or you would like the survey in a different format, please contact Adult Social Care as follows:

**Telephone:** 0300 200 1005

**Textphone (via Relay UK):** 18001 0300 200 1005

**Text (SMS):** 07527 182 861 (for the deaf or hard of hearing community)

**British Sign Language**: [www.surreycc.gov.uk/bsl](http://www.surreycc.gov.uk/bsl)

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