



**REQUEST 17326**

I am submitting a Freedom of Information (FOI) request to gather information about the council's management of Direct Payments and related services. Please could you provide the following information:

**Outsourcing of Services**

- 1a. Does the council currently outsource the following services?
- i. Direct Payments Support Services (e.g., assisting individuals to manage direct payment funds and ensuring compliance with relevant regulations).
  - ii. Direct Payment Payroll Services (e.g., managing payroll for personal assistants or carers paid through direct payments).

- 1b. If outsourced, please provide:
- i. Whether this is via a framework or sole supplier.
  - ii. The name of the provider(s).
  - iii. The start and end dates of the contract(s).
  - iv. The annual cost of each contract.

**Functions Offered as Part of the Direct Payments Process**

- 2a. Does the council offer the following functions as part of its Direct Payments process?

**RESPONSE**

- 1a.
- i. Yes, we have three different providers that can support a DP recipient with managing their DP funds and three insurance companies that we use to offer Employment law support.
  - ii. The providers that support with managing funds also provide payroll services.
- 1b.
- i. Sole supplier
  - ii. **Payroll providers** - Disability Direct, NR Barton and PayPacket.  
**Employment Insurance Providers** – Mark Bates, Surewise, Fish.
  - iii. We don't currently have contracts in place with these insurance providers as it is the individual recipients choice.
  - iv. N/A

- i. Pre-paid card function for managing direct payment funds.
- ii. Independent Service Fund (ISF) option for managing direct payment funds.
- iii. Appointeeship scheme.

3b. If yes, please specify:

- i. Whether these functions are managed in-house or outsourced.
- ii. The name of the provider (if outsourced).

- i. We don't have a pre-paid card function for managing direct payments, but recipients can choose to open a private bank account solely for the DP use, which acts similarly to a pre-paid card.
- ii. We don't currently have any Independent Service Funds.
- iii. We do offer an Appointee scheme but allocated through need by a social worker.

- i. The appointee scheme is managed in-house.
- ii. N/A

### Service Delivery Details

If the above services or functions are delivered in-house, please provide:

3a. The internal team or department responsible for delivering:

- i. Direct Payments Support Services.
- ii. Direct Payment Payroll Services.
- iii. Pre-paid card functions (if applicable).
- iv. Independent Service Fund management (if applicable).

Direct Payment team provides support services.

Personal assistant recruitment service £75k

3b. The annual budget allocated for these services and functions.

In the Financial Year 2023/24 we spent £180,250 on payroll services

### Procurement and Contracting

4a. How does the council procure these services and functions?

The majority of the functions are provided in house, or we provide a range of providers and the client chooses which to pay and then an invoice is paid.

If procured through a framework agreement, please provide:

- i. The portal or website where the opportunities are advertised.
- ii. Whether the council has any plans to re-tender these services.

We have direct tender for the Personal Assistant Recruitment service. Contract ends Nov 2025 and this will be reviewed as to future tender opportunities.

If procured through a direct tender process, please provide:

- i. The date of the most recent tender issued for these services.
- ii. Any plans or timelines for future tender opportunities.

### Contact Information

5a. Could you provide the name, job title, and contact details of the person(s) responsible for:

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07966 155264

- i. Commissioning Direct Payments Support Services.
- ii. Commissioning Direct Payment Payroll Services.
- iii. Commissioning pre-paid card or ISF functions (if applicable).
- iv. Procurement or contract management of these services and functions.