

You said

We did

Perceived lack of trust by social services	ADKC said they can help us with better communication and information for service users - how do we start doing this? Could we work together to do a customer journey map and improve our information and guidance documents? A DP team member will attend PB user group meetings when required, where possible, and given advance notice (queries to be sent by ADKC in advance).
Workers, not individuals making decisions that control of their lives	We are aware this was an issue. The new DP team is now focused on personalised support planning. Training to be delivered to all ASC teams to ensure DP packages are in a person-centred way. A DP team member will attend PB user group meetings when required, where possible, and given advance notice (queries to be sent by ADKC in advance).
Struggle to recruit / retain good workers due to PA pay rate	We are reviewing our offer and are in the process of completing a benchmarking exercise to learn from other local authorities. This project is being managed by Vicky Swann.
Can't take on self-employed workers unless via Curam	We are reviewing our offer and once we have further information, Vicky Swann will feedback to you.
Support only for care basics, not quality of life/ wellbeing	We promote creative use of DPs and continued working using a personalisation approach. A DP team member will attend PB user group meetings when required, where possible, and given advance notice (queries to be sent by ADKC in advance).
Restrictions on use of DP or no opportunities/ information to encourage flexible/innovative uses of Direct Payments	As above
PA pay rates / terms and conditions	As above
Training for PAs / Employers	We are reviewing our training offer and would like to hear feedback from your user group if they would like to have training on how to manage a DP.
Restricted number of hours / no overnight support (and not truly outcome-focused)	When assessments are completed, we work collaboratively with our health and OT colleagues to explore all options and ensure any care needs are always taken into consideration, including the consideration of alternative support possibilities. The most appropriate care will be provided to ensure the service users' needs are met.
Poor commissioned agency support means people feel no choice but to take DP - even if they wouldn't have chosen it or felt unable to manage.	All our commissioned agencies have good CQC ratings, all receive training and are closely monitored by our commissioning and quality assurance teams. DP is one of the choices that is given to a service user, which is part of our personalisation approach.
People classed as "mis-spending" as they don't understand the support plan budget	We are reviewing our training offer and would like to hear feedback from your user group if they would like to have training on how to manage a DP.