Direct Payments
Service Data Annual Report
2018/2019

Children and Family Services

Together for Families Directorate
Introduction

This report contains the statistical data analysis of information collected for disabled children and young people receiving a service from the Personalisation Support Team from 1st April 2018 to 31st March 2019.

Data was collected across three area teams – East, Mid and West Cornwall.

Summary

During the financial year 1st April 2018 to 31st March 2019:

- There have been a total of 283 disabled children and young people in receipt of either a direct payment or a personal budget. The numbers change during the course of the year due to some young people reaching the age of 18, and some instances where a decision has been made to cease the provision.

- Total gross spend was £1,017,709.54

- There has been a slight increase in direct payment referrals received from teams across Children and Family Services for eligible children and young people.

- During the year, 34 referrals were received from teams outside of DCTS. Fourteen referrals in the East, fifteen from the Mid and five from the West.

- As of 31st March 2019, 15 children and young people were in receipt of direct payment provision from referrals received from teams outside of DCTS.

- There have been a total number of 24 direct payments that have been paid into a managed account.
Section 1 – Numbers of recipients

1.1 Numbers of Direct Payment and Personal Budget recipients by team area (March 2019)

Total number of recipients 217

<table>
<thead>
<tr>
<th>Area</th>
<th>Number of recipients</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>East</td>
<td>71</td>
<td>33%</td>
</tr>
<tr>
<td>West</td>
<td>53</td>
<td>24%</td>
</tr>
<tr>
<td>Mid</td>
<td>93</td>
<td>43%</td>
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</table>

Total: 217 recipients
1.2 Total caseload for Direct Payments and Personal Budgets

<table>
<thead>
<tr>
<th></th>
<th>Apr 2018</th>
<th>May 2018</th>
<th>Jun 2018</th>
<th>Jul 2018</th>
<th>Aug 2018</th>
<th>Sep 2018</th>
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</thead>
<tbody>
<tr>
<td>Total DP &amp; PB Recipients</td>
<td>241</td>
<td>235</td>
<td>232</td>
<td>231</td>
<td>231</td>
<td>229</td>
</tr>
<tr>
<td>New Referrals</td>
<td>6</td>
<td>6</td>
<td>4</td>
<td>10</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Awaiting start up</td>
<td>17</td>
<td>20</td>
<td>22</td>
<td>29</td>
<td>23</td>
<td>19</td>
</tr>
<tr>
<td>Caseload total</td>
<td>264</td>
<td>261</td>
<td>258</td>
<td>270</td>
<td>256</td>
<td>249</td>
</tr>
<tr>
<td>Monthly Costs</td>
<td>£88,416</td>
<td>£89,961</td>
<td>£87,097</td>
<td>£89,364</td>
<td>£89,679</td>
<td>£84,596</td>
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</thead>
<tbody>
<tr>
<td>Total DP &amp; PB Recipients</td>
<td>223</td>
<td>222</td>
<td>222</td>
<td>224</td>
<td>225</td>
<td>217</td>
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<tr>
<td>New Referrals</td>
<td>5</td>
<td>3</td>
<td>6</td>
<td>4</td>
<td>4</td>
<td>1</td>
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<tr>
<td>Awaiting start up</td>
<td>20</td>
<td>18</td>
<td>24</td>
<td>24</td>
<td>19</td>
<td>18</td>
</tr>
<tr>
<td>Caseload total</td>
<td>248</td>
<td>243</td>
<td>252</td>
<td>252</td>
<td>248</td>
<td>236</td>
</tr>
<tr>
<td>Monthly Costs</td>
<td>£86,849</td>
<td>£78,309</td>
<td>£88,354</td>
<td>£82,106</td>
<td>£73,817</td>
<td>£79,156</td>
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</table>

1.3 New referrals of children and young people signed up for Direct Payments

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<td>New Recipients</td>
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<td>5</td>
<td>4</td>
<td>3</td>
<td>4</td>
<td>0</td>
<td>5</td>
<td>6</td>
<td>1</td>
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</tbody>
</table>
### 1.4 Monthly numbers of Direct Payments and Personal Budget recipients for the last three years

**Monthly breakdown of Direct Payments Recipients**  
*April 2015 - March 2019*

|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
1.5 Numbers of Direct Payment & Personal Budget recipients between 1st April 1997 and 31st March 2019

1.6 Direct Payment & Personal Budget Trend lines
1.7 Direct Payments and Personal Budgets ceased cases

<table>
<thead>
<tr>
<th>Reasons DP Ceased</th>
<th>Totals</th>
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<tr>
<td>One-off payment ended. Case closed</td>
<td>1</td>
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<tr>
<td>Passed away</td>
<td>1</td>
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<tr>
<td>Young person reached 18</td>
<td>21</td>
</tr>
<tr>
<td>Outcomes achieved</td>
<td>8</td>
</tr>
<tr>
<td>DP provision no longer required</td>
<td>13</td>
</tr>
<tr>
<td>Family moved out of county</td>
<td>2</td>
</tr>
<tr>
<td>Alternative provision in place</td>
<td>9</td>
</tr>
<tr>
<td>Family's decision for DP to cease</td>
<td>11</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>66</strong></td>
</tr>
</tbody>
</table>

![Pie chart showing reasons for DP cessation]
Section 2 – Feedback and comments from children, young people, parents and carers

2.1 Comments from children and young people

"I like it when my PA comes"

"she's my friend".

"my favourite thing is the beach and the cinema and walks and feeding the ducks".

"my PA is nice and wonderful".

"I like going out with my PA’s and I have a fun time, I can’t wait for them to come"
2.2 Comments from parents and carers

"It’s amazing. Direct payments are really super helpful. The types of things the PAs do with my son are led by his interests. Like lots of children with disabilities, he gets a lot from adult company and less from his peers, so this type of support works best for him”.

"You can always hear her giggling and playing loud music in the shower and she always seems to enjoy PA’s company”.

"You can tell she likes her PA and she is very happy”.

"L finds it difficult to strike up conversation but you can see her chatting away as soon as she gets into PA’s car – PA’s just like a big sister”.

"PA is lovely, really lovely".

"L absolutely loves her and looks forward to her coming”.

"She does a fist pump and says "Yes!" when she knows her PA is coming”.

"The girls are lovely, they do what we ask; they are always on time and they don’t leave until the job is done”.

"In the last four years it's transformed things for us"

"We’re very close with PA now which is great and she is now like an extension of our family".

"It’s really nice to see H so happy and things would be very different without the support; he wouldn't go out and he would just sit in his room”.

"[PA] is my guardian angel", "she’s amazing" and "she keeps me calm”.

"It's good, L really loves her PA and they've got a nice relationship going"

"It's nice for L as she doesn't get invited to socialise or to parties".
"I couldn't do it without DP. At the moment I am with R 24 hours a day and seven days a week".

"S loves his PA; she's like his second mum"

"I don't know where I'd be without them, they're brilliant" and "S has such a good bond with PA's husband".

"The set up I've got is perfect".

"The benefits of 1:1 with a young guy who is cool and trendy are really great for J because of the 1:1 attention that he wouldn't get with two brothers in tow".

"We couldn't manage without DP and it works well for us as a family".

it makes such a difference".

"it's the only thing that's been of any help and made a real difference".

"the support is invaluable".

"if we hadn't had the support this summer E wouldn't have gone out"

DP support has "helped with E's independence and E's confidence"

"it gives me a chance to have a break, recover from illness and catch up with household chores".

"PA is like family, an extension of our family now" and "we can't thank the service enough – the support is really good".

"M has a different attitude and energy when she comes home from being with her PA."
"PA is invaluable and J has said that she couldn't do without her".

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"it works well because it's flexible and suits our needs as a family".

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"PA is able to push him out of his comfort zone with regards to J's anxiety and intolerance of other people and situations".

"I can't appreciate it enough"

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"we are really happy with the support we receive as a whole".

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"I don't know what we would do without DP"

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"PA is like part of the family and we are really grateful for the service".

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"It was the best thing when we needed it, worked very well, supported us as a family to enable us to be able to support O's learning and progress his life skills and it gave us a break"

"O was very happy with the PA’s and loved going out with them. His speech has improved and his confidence has grown so much. We owe you a big thank you and could not have asked for a more supportive Direct Payments support worker"

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"The Direct Payment have been a life saver, it’s kept our family together. I get time to do things like further my education."

"There has always been great support from the PST, Jackie is great. Thank you, it’s been great"

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"Direct Payments are a good thing for N as it gives her the chance to be supported by someone nearer her age; this has become more pertinent since she became a teenager and strives to be independent"
"perfect, it works well for D"

"Direct Payments are going really well at the moment; M wouldn't be able to access the riding without this support. I'm very comfortable with the arrangements and like the new Expenditure sheets which have rows for each PA".

"it's brilliant. A loves going out with them both; it's a nice routine for A in a busy family life'.

"it provides order, structure and consistency in L's life"

"I couldn't live without them, especially at present as F’s behaviour is often worse at this time of year and it works having an extra pair of hands".

"it's just brilliant, we appreciate it so much. it has helped C socialise with other adults and children. It is a huge support'.

"it worked really well for us, we wouldn't have coped without them, as we don't have family nearby and available".

"a godsend, especially in the last few months as F has had so many problems at school. We would not be where we are without the DP. The DP continues to develop as F develops. I get some breaks. It’s like having an extended family and having the PA to call on when things go to pot is amazing."

"it's absolutely brilliant, only bit of sanity I get. I get a break and the PA has been fantastic helping J to build on his confidence again. If it was not for the PA J would be reluctant to leave the house without me".

"the DP is saving my life, without it I would not cope, it's keeping me sane The DP is giving M the social interaction and support he needs. It's great for the family. I can get on and do what I need to do."
"DP is amazing I get my life back, I get a break, it's life changing"

"DP is working so well, it's so good, wish I had done it years ago. J gets so excited when he knows M is coming. I get to spend time with my husband".

"J loves the PA’s. His face lights up and he engages with the PA, who knows him well."

"DP is awesome, I love it. Giving me time with G and A gets to do things appropriate things for a teenager"

"absolutely amazing, it’s giving me that extra time to sort things out around the house and a have social life, see my friends. Just enough time to re-charge. It gives his brother some time from S. The support from the PST is great, the DP is better than I expected".

"J said DP is very good, PA brilliant, support systems are much better than I had before(Another LA). It will definitely be useful to us. PA is really positive and comes with idea. We are lucky to have him (new family)"

"DP is brilliant, a godsend, I don’t know what I would do without the DP or them (PA’s). They are on a mission with J".

"DP allows F to do things with a peer instead of me. It’s Fantastic, we could not do without it, more importantly it’s working for F. F would not be where he is without it and having access to a PA there is a better chance of him being able to integrate into society when he is older".
"it works perfectly, it’s always been no trouble at all and we get a break"

"It's great, if we have got things to do and we can do it or I can have lunch with L (partner), It’s lovely, we enjoy the break. Like heaven. We can go shopping in peace. We know we can trust the PAs"

"it is brilliant, a fantastic resource, as we get some time together and C enjoys himself"

"the DP is as fantastic as ever. More people need to be made aware of it. It’s a great help"

"very good, a godsend, we get some time without having to constantly sort him out. We get chance to go to the gym. J is an ex teacher so is good at getting him to do things across a range of subject. Definitely benefits K by improving his confidence and independence skills. His independence has grown and he is more socially aware. It provides him with time just for him."

"DP is fantastic, it’s great, J benefits from it and the whole family benefits. It’s great we can provide J with an opportunity to be as independent as possible. Thank you very much, we get a break and some personal time and his sisters have time with us. The overnights are great at Sue’s, as J does not sleep well so we get a chance to catch up on sleep".

"it’s the only thing that works for O, it’s keeping us together. I get a break and time for C(sister)"

"DP has been fantastic, there has been no problems with the Children's DP and we have received a perfect service from Children's and Family services and great support from the Direct Payment team. The DP and the PA, who was great, has made a big impact in G’s life, thank you"
"I knew once we got going it would be fine. Now we are up and running it’s really working well for us. Each of the kids are getting time. And I’m getting a bit of a break"

"It’s brilliant with the great PA’s we have. Sometimes I get a break to do other things."

"Would not and could not be without it. M would not manage without it. Allows her to experience what her peers do and be more independent. Having PAs gives her a safety net and she does not rely on mum. She has some street cred and makes her feel happier and less reliant on us"."
Section 3 – Recovery of unspent Direct Payments and Personal Budget funds

3.1 Total funds recovered between 1\textsuperscript{st} April 2018 and 31\textsuperscript{st} March 2019 for each area

The total amount of funds recovered countywide between 1\textsuperscript{st} April 2018 and 31\textsuperscript{st} March 2019 was £169,717.48

3.2 Total funds recovered

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds recovered from adults</td>
<td>£54,065.84</td>
</tr>
<tr>
<td>Funds recovered from health</td>
<td>£380.00</td>
</tr>
<tr>
<td>Total funds recovered from adults &amp; health</td>
<td>£54,445.84</td>
</tr>
<tr>
<td>Total funds recovered from families</td>
<td>£115,271.64</td>
</tr>
</tbody>
</table>
3.3 Funds recovered between 1st April 2018 and 31st March 2019 (month by month within each area)

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>East</td>
<td>£843.50</td>
<td>£3,238.97</td>
<td>£6,354.83</td>
<td>£2,354.55</td>
<td>£797.62</td>
<td>£3,812.00</td>
</tr>
<tr>
<td>Mid</td>
<td>£2,597.52</td>
<td>£7,029.43</td>
<td>£3,964.00</td>
<td>£6,360.00</td>
<td>£2,690.43</td>
<td>£6,524.67</td>
</tr>
<tr>
<td>West</td>
<td>£3,128.24</td>
<td>£880.00</td>
<td>£2,650.00</td>
<td>£1,955.50</td>
<td>£1,113.33</td>
<td>£1,220.00</td>
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<tr>
<td>Total</td>
<td>£6,569.26</td>
<td>£11,148.40</td>
<td>£12,968.83</td>
<td>£10,670.05</td>
<td>£4,601.38</td>
<td>£11,556.67</td>
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</thead>
<tbody>
<tr>
<td>East</td>
<td>£2,648.70</td>
<td>£2,629.70</td>
<td>£6,569.60</td>
<td>£12,266.26</td>
<td>£2,756.00</td>
<td>£5,496.41</td>
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<tr>
<td>Mid</td>
<td>£3,431.00</td>
<td>£8,764.31</td>
<td>£6,319.10</td>
<td>£10,878.00</td>
<td>£5,421.28</td>
<td>£33,656.56</td>
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<tr>
<td>West</td>
<td>£3,520.11</td>
<td>£4,700.00</td>
<td>£1,637.30</td>
<td>£435.31</td>
<td>£448.00</td>
<td>£625.25</td>
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<tr>
<td>Total</td>
<td>£9,599.81</td>
<td>£16,094.01</td>
<td>£14,526.00</td>
<td>£23,579.57</td>
<td>£8,625.28</td>
<td>£39,778.22</td>
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### 3.4 Funds recovered since 1st April 2009

<table>
<thead>
<tr>
<th>Financial Year</th>
<th>Total Direct Payment &amp; Personal Budget Funds Recovered</th>
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<tbody>
<tr>
<td>2009 / 2010</td>
<td>£36,559.14</td>
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<td>2010 / 2011</td>
<td>£74,045.02</td>
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<td>2013 / 2014</td>
<td>£153,827.70</td>
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<td>2014 / 2015</td>
<td>£144,787.82</td>
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<td>2015 / 2016</td>
<td>£201,235.40</td>
</tr>
<tr>
<td>2016 / 2017</td>
<td>£222,761.45</td>
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<td>2017 / 2018</td>
<td>£105,639.62</td>
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<tr>
<td>2018 / 2019</td>
<td>£169,717.48</td>
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<tr>
<td><strong>Total funds recovered</strong></td>
<td><strong>£1,370,838.35</strong></td>
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</tbody>
</table>

**Total amount of recovered Direct Payments & Personal Budgets funds**

![Graph showing the total amount of recovered funds per financial year]
Section 4 – Analysis of direct payments recipients

4.1 Age distribution

- Ages 0-4: 0% (0 individuals)
- Ages 5-10: 25% (55 individuals)
- Ages 11-15: 48% (105 individuals)
- Ages 16-17: 19% (40 individuals)
- Age 18+: 8% (17 individuals)

4.2 Gender split

- Male: 64% (139 individuals)
- Female: 36% (78 individuals)
4.3 Type of disability

- Learning disability: 145 (67%)
- Physical disability: 51 (24%)
- Sensory loss: 2 (1%)
- Emotional or behavioural: 2 (1%)
- N/A (outside of DCTS): 3 (1%)
- Multiple disabilities: 14 (6%)
Section 5 – Analysis of allocated hours, type of support and hourly payment rates

5.1 Types of support and rates paid as at 31st March 2019

- **Personal Assistant (£11.00/hr)**
  - 179
  - 82%

- **One off payments**
  - 2
  - 1%

- **Agency (£18.00/hr)**
  - 26
  - 12%

- **Childminder (higher rate £7.50/hr)**
  - 8
  - 4%

- **Combination of Rates**
  - 2
  - 1%
5.2 Countywide analysis of allocated hours per week as at 31st March 2019

There have been two one-off payments Countywide

**Countywide**, the average number of direct payment hours per week equates to **8.1 hours** per child or young person
In the West, the average number of direct payment hours per week equates to **6.5 hours** per child or young person.
In the Mid, the average number of direct payment hours per week equates to **8.5 hours** per child or young person.
Analysis of allocated hours per week – East (March 2018)

There has been one one-off payment in the East

In the **East**, the average number of direct payment hours per week equates to **9.0 hours** per child or young person
If you would like this information in another format or language please contact:

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Truro TR1 3AY  
Telephone: **0300 1234 100**  
Email: **equality@cornwall.gov.uk**  
Website: **www.cornwall.gov.uk**