

Response to Request for Information

Reference FOI 003648
Date 6 June 2019

Direct Payments

Request:

Direct Payments

Is there a social care transformation manager or personalisation lead or similar role?
If yes please provide name(s), email(s) and telephone number(s).

[The post in question is named Head of Adults' Improvement. The role is currently vacant and in the process of being recruited to.](#)

How many direct payments do you currently have in place for children and young people?

[56](#)

Of these, how many are managed accounts, how many are paid into bank accounts and how many are paid onto pre-paid cards?

[No managed accounts or payment into bank accounts; all pre-paid cards.](#)

How many direct payments do you currently have in place for adults?

[475](#)

Of these, how many are managed accounts, how many are paid into bank accounts and how many are paid onto pre-paid cards?

[Managed accounts = 45](#)

[Bank accounts = 0](#)

[Pre-paid cards = 430](#)

If you have pre-paid cards, who is the manager with responsibility for prepaid cards?
Please provide their name, position, email address and telephone number

[David Drayton-Green](#)

david-drayton-green@wolverhampton.gov.uk

[Direct Payments Service Manager](#)

[01902 556623](#)

Please provide details of the name of the pre-paid card supplier

[Pre-paid Financial Services \(PFS\)](#)

What is the annual cost of the pre-paid cards?

Your request for information has now been considered and the City of Wolverhampton Council is not obliged to supply the information you requested for the reasons set out below.

Section 17 of the Freedom of Information Act 2000 requires City of Wolverhampton Council, when refusing to provide such information (because the information is exempt) to provide you, the applicant with a notice which:

- (a) states the fact,
- (b) specifies the exemption in question and
- (c) states (if that would not otherwise be apparent) why the exemption applies:

In relation to your particular request, the following exemption applies:

Section 43 – Commercial interests

The information you requested is being withheld as it falls under the exemption in section 43 of the Freedom of Information Act 2000, which relates to Commercial interests.

This requires the Council to conduct a public interest test to balance the factors for and against disclosure of the requested information (the public interest here being defined as something of benefit to the public rather than something the public may be interested in).

Disclosure under the Act's provisions should also be considered as being made to the wider world and not to a particular individual for a particular purpose.

When applying the public interest test in respect of commercially sensitive information, the Council has considered:

- Prejudice or detrimental effect of disclosure
- Specific circumstances of the case
- Effect of disclosure on the wider world/public

In such cases the public interest factors for disclosure include:

- Demonstrating accountability of public money being spent
- Protection of the public from unsafe practices or rogue traders
- Circumstances in which the information was received
- Competition issues

Further consideration also needs to be given to:

- Whose interests will be prejudiced?
- How will those interests be prejudiced?
 - Usefulness of information/detail
 - Degree of similarity
 - Effect on competition

- Effect on the market
- Timing of the request and response
- Can sensitive information be redacted?
- Where is the public interest?
- Is the information commercial in nature? (For this element the information needs to relate to a commercial activity, either of the Council or the Contractor.)
- Is the information subject to confidentiality provided by law?
- Is the confidentiality provided to protect a legitimate economic interest? (This condition is satisfied if disclosure would adversely affect a legitimate economic interest of either the Council or Contractor the confidentiality is designed to protect and harm would be caused to a legitimate economic interest, not just a potential risk that harm might occur.)

A key consideration in the application of this exemption is the fact that a bidder's tender submission in response to a competitive procurement process relates to how the bidder undertakes their commercial activity.

The information requested in this respect can be used by the wider world to establish capacity and which could be used to determine market opportunities and commercial advantage.

Decision:

Having considered the public interest factors in this particular instance and given the adverse effect the release of this information to the wider world would have, it has been decided not to release the information being requested.

How many clients/families receive support (direct payment support) to keep detailed financial records and pay invoices for their care?

Financial records held on PFS portal with helpline available; All clients have access to care support organisation

Is this service provided by a third party organisation that is commissioned by the local authority?

Yes

If the service is provided by a third party organisation what is the name of the company?

Ideal For All and Barrie Bookkeeping

If the service is provided by a third party organisation what is the annual cost to the Local Authority?

£30,000 for Ideal For

Do you provide an in-house managed account service?

No

[NOT PROTECTIVELY MARKED]