

Gwynedd Council Direct Payments

Take up of Direct Payments in Gwynedd was low, due to an inflexible and inaccessible system, with minimal autonomy for either recipients or the social workers who supported them; the focus was on financial compliance rather than effective outcomes.

To improve the service, the Council set up a task group of service users, carers and staff, to consider what they wanted from a Direct Payments service. The task force engaged all existing users in surveys, ran focus groups and training events, and developed a set of principles to underpin the new policy.

The difference co-production made:

The Council now have a Direct Payments scheme that supports people to design a care package that's right for them; flexible, personal and easily adapted as circumstances change.

In addition, through involving service users the Direct Payments policy was reduced from over a 100 pages to a simple to use 4 page booklet.