

**Enquiry Number - FS50858476**

## Request and Response:

Under the freedom of Information Act 2000 I seek information about your adults carer's grants/direct payments:

1. What case management system do you use for adult social care?

Liquid Logic Adult System (LAS)

2. When is the contract for the case management system up for renewal?

2026

3. Do you have a directory of services/eMarketplace for adult social care?

Yes

4. Is this directory / eMarketplace developed in-house or by an external provider? If an external provider please provide the name of the supplier, value of contract and contract renewal date

This has been developed in house.

5. Name, email and telephone of the manager responsible for carer's services

Sam Hay, Commissioning Manager, 0121 569 5744

sam\_hay@sandwell.gov.uk

6. What is the current process for carers completing a carer's assessment?

Carers request an assessment for support via our contact centre or are identified during the assessment / support planning / review process of a person whom they care for.

7. Is there the ability for carers to do/request this online?

No but ASC are currently exploring the citizen / customer portal functionality within their social care system and are looking into the options of developing an online carer assessment as part of the configuration.

8. Do you offer carer's grants? What is the eligibility criteria?

No.

9. If you do not provide grants is provision for carer's wellbeing available as a direct payment if eligible for support? If yes, how many carer's currently have a direct payment and what is the average amount?

We do have a Carers Offer, which includes direct payments to carers. compliance with the Care Act 2014

There were 179 carers provided with a one off annual direct payment during 16/17

£100 payment = 45

£200 payment = 61

£400 payment = 73

10. Are there plans to review / change the policy for provision of carer's grants and/or direct payments? If so what are these plans?

No

11. If yes, please provide details of amount of grant available per person and total value of grants issued for 2016/17- Duplicate of 9?

N/A

12. What is the total budget available for carers' grants if different to above?

N/A

13. Is this managed in-house or via a third-party organisation? If a third-party organisation please provide name of supplier, total value of contract and contract end date

It is managed in-house.

14. What is the process for carers applying for a grant? Are there any restrictions on what the grant can be spent on and is there a requirement for carers to submit receipts?

N/A.

If you wish to receive further information in regards to this request or wish to submit a Freedom of Information Request please forward your request to [info\\_management@sandwell.gov.uk](mailto:info_management@sandwell.gov.uk) or Information Management Unit, Sandwell Council House, Freeth Street, Oldbury, West Midlands, B69 3DE.