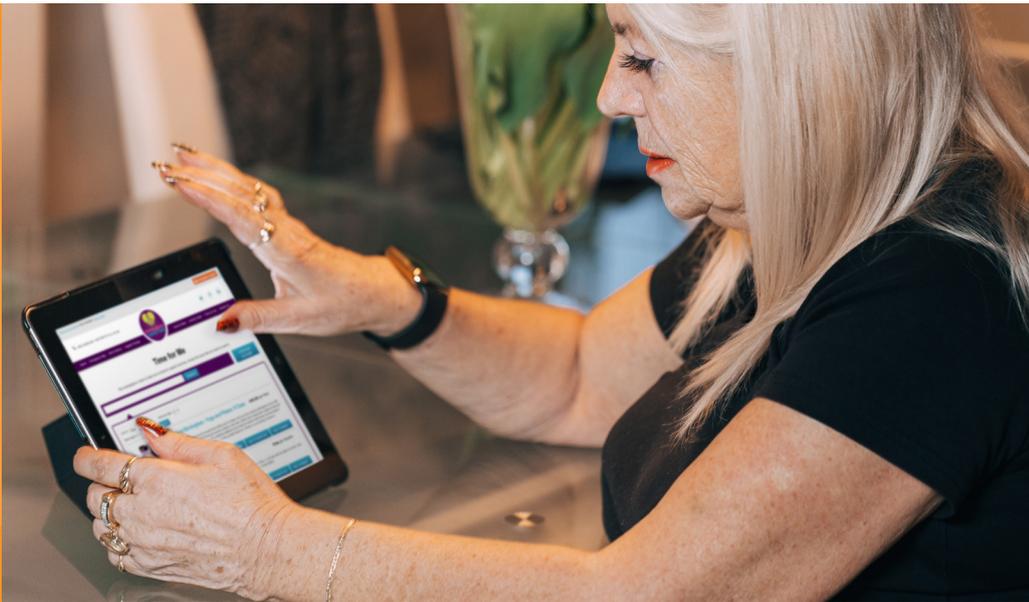


## Meeting Carers Wellbeing Needs: A Virtual Wallet Solution



PCG Technology Solutions has developed an innovative new solution enabling more effective and efficient management of Short Break grants and respite hours for carers.

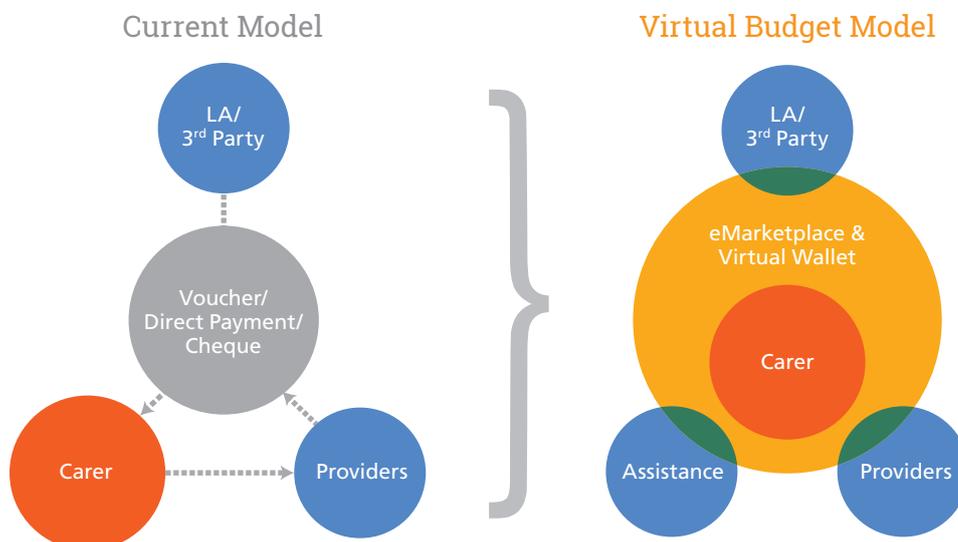
Many local authorities are reporting challenges in managing their voucher, pre-payment card or direct payment schemes for carers' short breaks and respite hours, including:

- Cumbersome processes with administration costs outweighing value of grants
- No visibility over what the money is spent on with anecdotal evidence pointing towards it not being spent on wellbeing activities
- Carers unsure of local provision and what to spend the money on
- Complex internal audit processes and difficulty obtaining receipts
- No evidence in terms of outcomes

**Our Virtual Wallet solution eradicates these challenges, enabling local authorities to meet their Care Act duties – whilst delivering a better service for carers.**

The simple and cost effective platform allows carers to apply for a wellbeing grant online. Once their application is accepted, carers are then allocated a virtual sum of money which they can use to buy services and book activities online via a diverse eMarketplace.

The local authority then has access to rich data and reporting on an individual and collective level showing what the money has been spent on and the associated outcomes. Commissioners also have visibility over the whole market and can easily identify gaps in provision.



The eMarketplace can be populated with a diverse range of services, including day trips, short breaks, leisure activities, complementary therapies, sitting services and home help such as handyman and gardening services.

## How does the Virtual Wallet work?

Once a carer’s application for funding is approved, the awarded sum of money (usually in the region of £150-£250) is transferred from the local authority to PCG Care Solutions who hold this on behalf of the individual in a client account. The individual selects services from the eMarketplace which are deducted from their Virtual Wallet, and PCG then processes bulk payments to the provider.

## Key Benefits

Local Authority/Third Party Carers Service	Carer	Providers
Low admin and low cost delivery model	Funding can only be spent on activities benefiting carer’s wellbeing	Increased customer base
Online applications, including option for automated validation & integration with RAS	Simple, online application process – potential for immediate notification of award	Low admin, activities and services booked online
Ability to include full online self-assessment for carers & integrate with case management systems	Range of service provision to choose from and access to user ratings & feedback	No risk – providers paid upfront by PCG on order
Control over the marketplace	No need to send in copies of receipts	Ability to market broader provision via online ‘store’
Full audit trail and rich reporting on spend, outcomes and market provision	Can access information, advice and other services for carers at the same time	Flexibility for ‘offline’ purchases if needed
Automated clawback for underspend	Hassle free – PCG manages all the money and payments to providers	PCG provide hassle free onboarding service for providers to get them on the eMarketplace
Safe and secure platform	Negotiated discounts for carers	Provider demo and training

## Case Study

This technology was first piloted for Birmingham City Council providing a web-solution to manage wellbeing grants for carers.

In the first phase of the pilot, 647 carers used the platform resulting in more than £90,000 of spend.

“Our carers do an amazing job every day, completely unpaid, and the small grants are a lifeline for many enabling them to get a much deserved break, however across the city there was little knowledge and data on what carers wanted to spend their grants on and what difference it was making to them and their ability to carry on caring.

“In partnership with Birmingham City Council and PCG Care Solutions we have developed an innovative solution that not only delivers a more effective and efficient way of managing carers grants – but also ensures a better service and better outcomes for carers.”

*Simon Fenton, CEO, Forward Carers*

## About us

PCG Care Solutions has been delivering award-winning web-based solutions across health and social care since 2008 helping organisations meet the challenges of Personalisation, the Care Act, Children and Families Act and NHS Direct Payments Regulations.

Much more than just technology or software providers, PCG Care Solutions works in true partnership with clients to help empower and enable people to be more independent, improve people’s overall wellbeing and help build more connected and resilient communities.

Its suite of flexible and configurable solutions include care, support and community directories, eMarketplaces, information, advice and guidance platforms, personal budget and direct payment management, self-serve tools, data solutions and business intelligence and reporting systems.

To discuss how our Virtual Wallet solution can help your local authority deliver carers grants more efficiently and effectively, contact us today at [info@publicconsultinggroup.co.uk](mailto:info@publicconsultinggroup.co.uk) or on **0333 600 6330**.

