



scottish  
consortium  
for learning  
disability

Building respect in the  
Scottish community

# An easy guide to direct payments in Scotland

**giving you choice and control over your social work services**



# Welcome

This book is from the Scottish Consortium for Learning Disability.



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The Scottish Executive wants to make sure as many people as possible get the chance to have direct payments.

Some things in this book might be new ideas or hard words. If you are not sure about some of these words or ideas, ask a friend, supporter or your nearest People First group.



# About this book

This book is for people who want to know more about direct payments.

Direct payments are a different way of getting the support you need.



This book tells you the most important things about direct payments. It tells you about some new rules to do with direct payments. The new rules started in June 2003.



We hope this book will help you work out if direct payments might be right for you.

We have tried to make this book fun and easy to use. Sometimes there is a space for you to write or draw your own ideas.



# Direct payments can mean two things



This book is about direct payments you can get to pay for your own support. This is not direct payments for your pension or benefits.

The other direct payment is to do with benefits. Instead of using an order book to get benefits, they get paid straight into a bank account or post office account. This book is not about the kind of direct payments to do with benefits.



# Meet the people in this book

Here are some of the people you will meet in this book.



James gets a direct payment



Morag is James' Personal Assistant



Adam likes to tell people about direct payments



Justin is not happy with the Social Services he uses



Alice is a Social Worker or Care Manager



John is a boss at the council



Samira and Janet are thinking about getting a direct payment



# About direct payments

A direct payment is money your Social Work Department can give you. It is a different way of getting the support you need. You use it to buy the support you want.



Social Work will assess your support needs. They will give you the option of having the money instead of a service. You spend the money on getting the support you need.

Most people who use Social Work Services from their council could get a direct payment. Your Social Worker or Care Manager should talk to you about direct payments when they look at what care you need.



From June 2003 all councils must tell people if they can get direct payments. This is a new rule.



# About support

Support can mean different things. Here are some of the types of support you might know about.



Support from a place or team of people like a day centre, community team or staff where you live.



Support with personal things like having a bath, washing or getting dressed.



Support to live in your own house like help with money, cooking or cleaning the house.



Support to get out and about like supporting you to see friends, helping you to join in things with other people, or someone to go on holiday with you.

What type of support do you need?  
You can write or draw your ideas here.





# How direct payments work



The government gives money to councils all over the country. This money pays for services – things like day centres, places to live and other types of support.

These services are run or paid for by the Social Work department – a part of the council.



All Social Work departments get money to spend on services for people with learning disabilities.

When you get a service from Social Work, it is paid for by this money.





Some people are not happy with the support they get from Social Work .

Some people want to do new or different things.

Now they can choose to have a direct payment instead of using services.



Social Work must tell you if you can get a direct payment.

If you say yes to a direct payment, you get money to spend on getting support.

You must spend it on support that Social Work agree you need.



# Things you should know



Most people who use Social Work services from a council could get a direct payment. There are only a few times when councils won't let people have a direct payment.

Councils can't make you have a direct payment if you don't want one.



Direct payments are a good way of you being the boss of your own life. You are in charge. You choose what services you use, when you use them and who you get them from.

Being a boss means being in charge of people. It is important that you treat people fairly.

You must have a bank account for the direct payment. If you don't have one now, it is easy to set one up.



You will need to write down how you spend your direct payment. Lots of people get someone called a book keeper to help with this. A book keeper is someone who works out things to do with money for you.



You could use an agency. An agency is a business that sells you care services, like support staff.

Most councils have set up direct payments support to help people use direct payments. They can help you understand and run your direct payment. They sort out some of the hard things with you.



# Cliff's direct payment



James lives in his own house. He gets a direct payment instead of a service. He uses the money to pay for his own supporter called a Personal Assistant.



James' Personal Assistant is called Morag. He interviewed and chose her. He is Morag's boss.



James does a lot of things for himself. But he needs support with some things – like money...



...and shopping. Today he is going to the supermarket with Morag. First they check to see what food James needs for the week.



Then they write a shopping list together.



Morag has her own car. This makes it easier for her to give James the support he needs.



Now it's time to do the shopping! James gets support for all sorts of things...



...like doing things in the day, going for check-ups at hospital and sorting out paperwork. James is in control of the support he gets.

# Things people do



The way James uses direct payments is just one way of doing it. He uses his direct payment to buy support to live in his own home.

People use direct payments in lots of other ways.  
You could use a direct payment to:

Pay someone to  
support you in a job



Pay someone to  
support you at college







Get support with personal care – things like having a bath, washing or getting dressed



Get support with cooking or cleaning your house



Get support to do sport or leisure activities



Get support for a short break





You can get support during the day instead of going to a day centre.

You can get support to live in your own home instead of living in a care home.

A direct payment can also be used to buy support to live in supported accommodation (like a group home) or to live with your parents.

You can get your own support worker, sometimes called a **Personal Assistant**, instead of using services.

The council will let you know what you can and can't spend the money on.

You need to tell them your plans for buying services. If you still want to use some Social Work services the council might be able to sort out a mix of direct payments and social work services.



# Is it right for you?

Not everyone wants a direct payment. It's important to work out if it might be right for you. You don't have to do this on your own.

You can talk to your friends, family, supporters, your local support organisation or your Social Worker or Care Manager. There might be other people you could talk to like a community nurse or advocacy group. They can help you work out what you want. Here are some things you could think about:



Are you unhappy with the social work services you use?



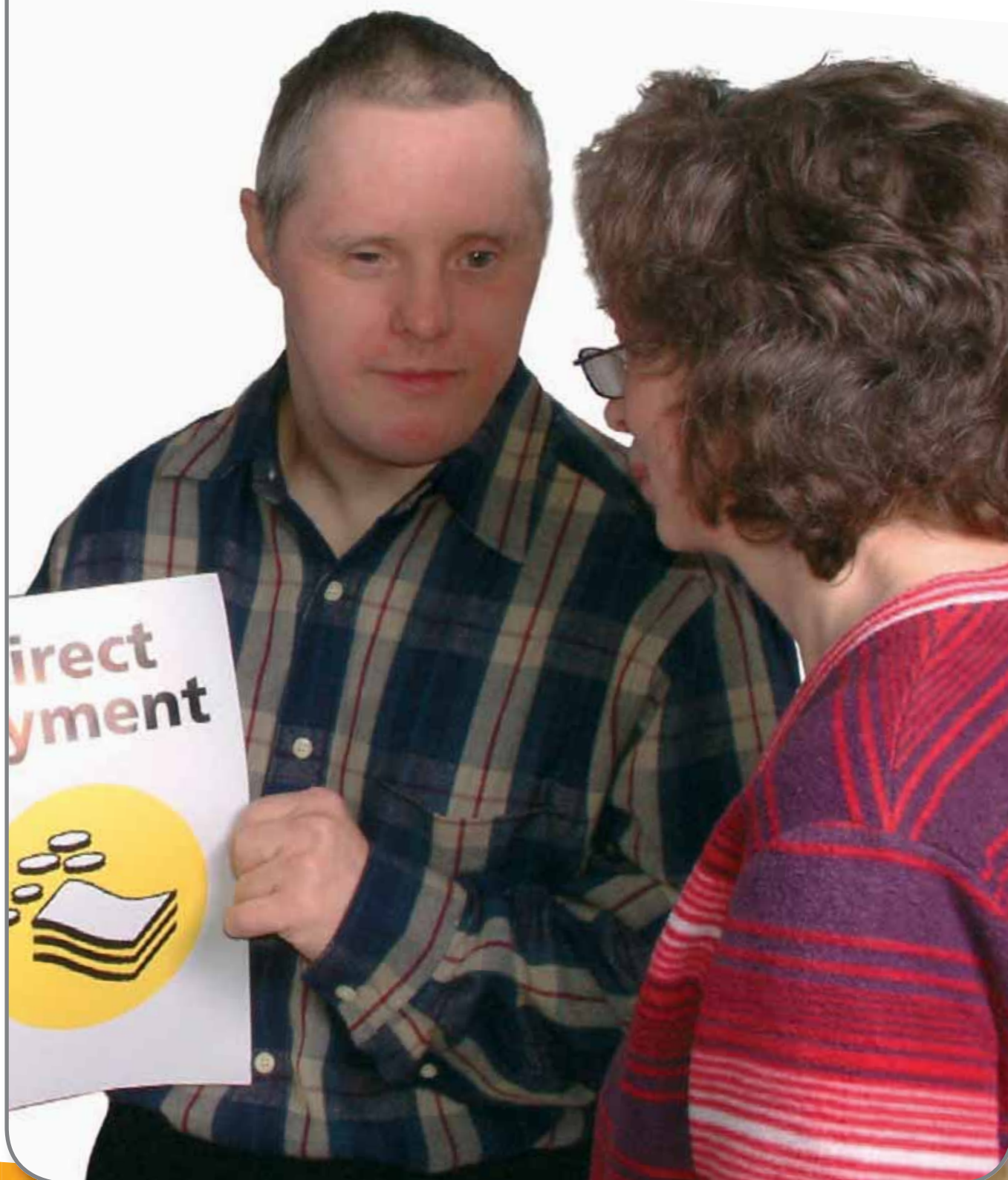
Do you want to be more in control of who supports you?



Would you like to be more independent?



If your answer to any of these questions is YES, then direct payments could help you get support that meets your needs better.



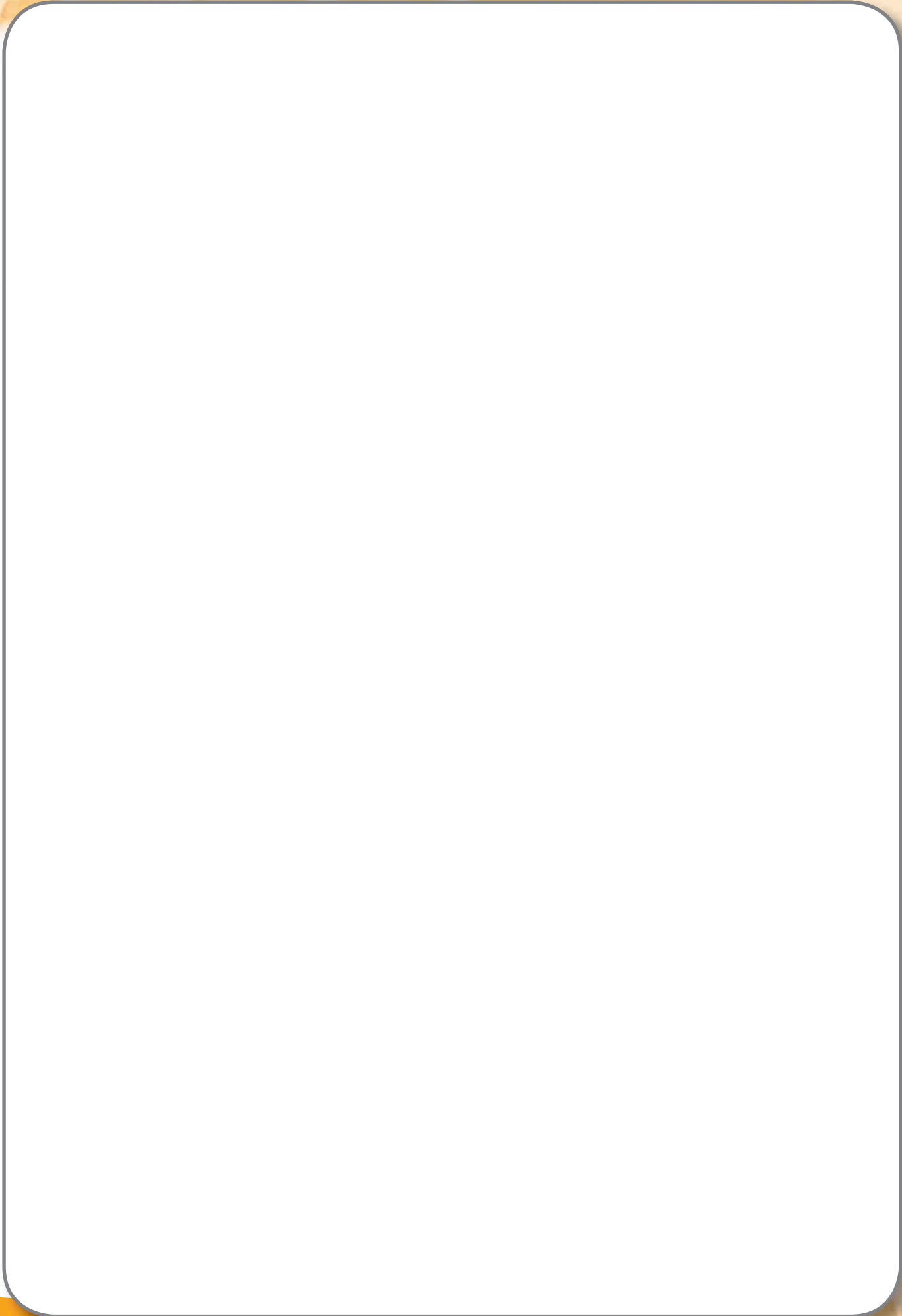
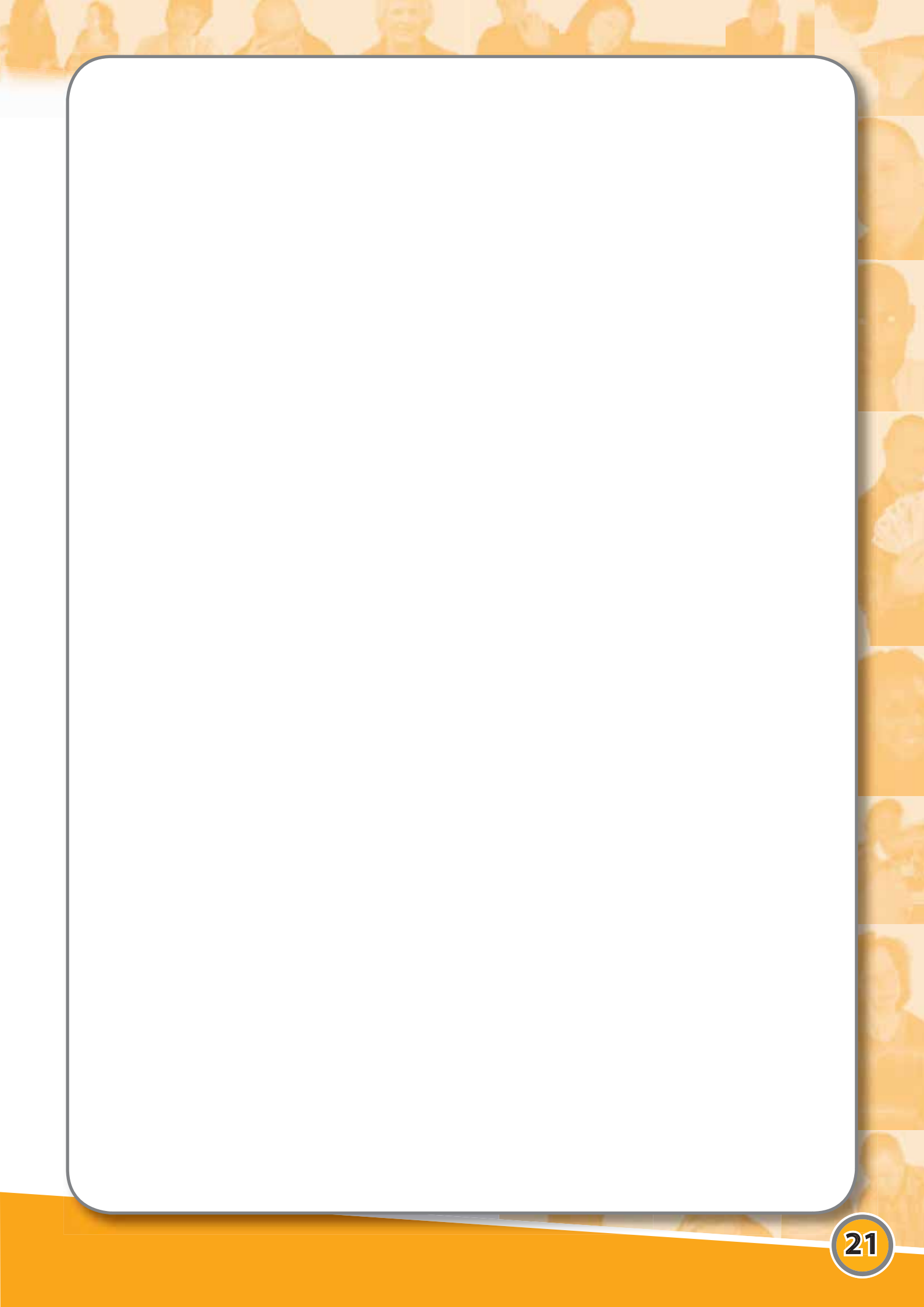


# What would you use a direct payment for?

You can write or draw your own ideas here.







# Getting direct payments

If you decide you would like a direct payment, here are some things you could do next:

## Talk to your council



If you already use Social Work services, you should speak to the person you usually speak to about these services. If you have a Social Worker or Care Manager, you should speak to them.



If you don't have a Social Worker or Care Manager, but want to speak to one, you could phone or write to the Social Work Department.

Ask your council if there is local direct payments support to help you understand direct payments and help you prepare for your assessment.

## Assessment



Your Social Worker or Care Manager will need to spend time with you to find out what support you need. This is called an **assessment**.



Before your assessment it is a good idea to keep a diary for a week or two to see what help and support you need each day. Some councils ask you to fill out a form before your assessment.

## Decision time

If Social Work Services say you need support, they must give you the choice of direct payments instead of council services. It's up to you if you say YES or NO to a direct payment.



## Setting it up



There will be lots of paperwork that needs doing. But you don't need to do this on your own.

Ask your council if there is local direct payments support to help you run your direct payment. They can sort out hard things with you.



You need to show the council that the services you want to buy with your direct payments money will give you enough support.



It is up to you to set up your own support services. You will also need to show how you are spending the money. Your local direct payments support organisation can help you with this.



If you have direct payments and want to change your mind, that's OK. You just need to tell your council. Ask them to stop your direct payment and sort out services instead.



## That's the end of the book

We hope it helped you find out about direct payments. On the next page are some useful contacts of groups that can help you find out more.



# Useful contacts

## **Scottish Consortium for Learning Disability (SCLD)**

SCLD was set up to help make 'The same as you?' happen. They do lots of different kinds of work like training, producing booklets, helping people to find out about the things that are important to people with learning disabilities and their families.

Scottish Consortium for Learning Disability,  
Adelphi Centre Room 16, 12 Commercial Road, Glasgow, G5 0PQ.  
Tel: 0141 418 5420  
Email: [administrator@sclcd.co.uk](mailto:administrator@sclcd.co.uk) Website: [www.sclcd.org.uk](http://www.sclcd.org.uk)

## **Direct Payments Scotland**

Direct Payments Scotland is a national organisation offering information, advice and contacts for direct payments support in Scotland. They have produced a wide variety of information on direct payments including newsletters, factsheets and a video, which are all available on their website.

Direct Payments Scotland  
27 Beaverhall Road, Edinburgh EH7 4JE  
Telephone Helpline: 0131 558 3450  
Fax: 0131 558 5201 Minicom: 0131 558 5202  
E-mail: [info@dpscotland.org.uk](mailto:info@dpscotland.org.uk) Website: [www.dpscotland.org.uk](http://www.dpscotland.org.uk)

## **Your People First group**

There are People First groups all over the country. These are groups run by people with learning difficulties. People support each other to speak up and stand up for their rights. You can find out if there is a local People First in your area by getting in touch with People First Scotland.

People First Scotland, 77-79 Easter Road, Edinburgh, EH7 5PW.  
Tel: 0131 478 7707

## **Your council**

You can find out the details of your local council by contacting Direct Payments Scotland or the Scottish Consortium for Learning Disability or from your local telephone directory.

## **National Centre for Independent Living**

National Centre for Independent Living provides information and contacts on direct payments. They have an employer's toolkit, publications and a discussion forum on their website.

National Centre for Independent Living  
250 Kennington Lane, London SE11 5RD  
Telephone: 0207 587 1663 Fax: 0207 582 2469  
Email: [ncil@ncil.org.uk](mailto:ncil@ncil.org.uk) Website: [www.ncil.org.uk](http://www.ncil.org.uk)

## **Values into Action**

Values into Action have produced books, leaflets and a video about direct payments for people with learning difficulties.

Values into Action  
Oxford House, Derbyshire Street, London E2 6HG  
Telephone: 0207 729 5436 Fax: 0207 729 7797  
E-mail: [general@viauk.org](mailto:general@viauk.org) Website: [www.viauk.org](http://www.viauk.org)

## **SPAEN (Scottish Personal Assistants Employers Network)**

SPAEN provides information and support, training, advice, advocacy and disclosure checks. Their code of practice helps with good employment and staff management.

SPAEN  
Unit 10 Motherwell Business Centre,  
130 Coursington Road, Motherwell, ML1 1PR.  
Tel: 01698 250280 Fax: 01698 250236  
E-mail: [info@spaen.co.uk](mailto:info@spaen.co.uk) W: [www.spaen.co.uk](http://www.spaen.co.uk)



## **Local support organisations:**

### **Aberdeen City**

Cornerstone, 233 Birkhall Parade, Aberdeen AB16 5QT

Tel: 01224 663 474

### **Aberdeenshire & Moray**

Direct Payments Caledonia, The Gateway, 1a Millburn Road,  
Inverness IV2 3PX

Tel: 01463 224 740

Fax: 01463 243 045

Email: [enquiries@dpcaledonia.org.uk](mailto:enquiries@dpcaledonia.org.uk)

Website: [www.dpcaledonia.org.uk](http://www.dpcaledonia.org.uk)

### **Angus & Dundee**

Dundee Direct Payments Support Service  
Princess Royal Trust Centre, Telephone House,  
21 Ward Road, Dundee DD1 1ND

Tel: 01382 200 422 Fax: 01382 227 990

Email: [centre@dundee.carers.net](mailto:centre@dundee.carers.net)

Website: [www.dundee.carers.net](http://www.dundee.carers.net)

### **Clackmannanshire, Falkirk and Stirling**

Forth Valley Direct Payments Support Service  
Dundas Resource Centre, Oxbang Road  
Grangemouth FK3 9EF

Tel: 01324 508 794 Fax: 01324 504 312

Email: [directpayments@fsmail.net](mailto:directpayments@fsmail.net)

### **Dumfries & Galloway**

Dumfries and Galloway Direct Payments  
Support Service Partnership,  
166 St Michaels Street, Dumfries DG1 2PR

Tel: 01387 240 000

Email: [dgdpsupportservice@btconnect.com](mailto:dgdpsupportservice@btconnect.com)

### **East, North & South Ayrshire**

Ayrshire Independent Living Network (AILN)  
Eglinton Disability Resource Centre  
Pavilion 9, Ayrshire Central Hospital, Kilwinning Road  
Irvine KA12 8SS  
Tel: 01294 272 260 Fax: 01294 311 528  
Email: [mail@ailn.org.uk](mailto:mail@ailn.org.uk) Website: [www.ailn.org](http://www.ailn.org)

### **East Dunbartonshire**

East Dunbartonshire Direct Payments Support Service  
Suite 1, Enterprise House, Southbank Business Park  
Kirkintilloch G66 1XQ  
Tel: 0141 776 2219 Fax: 0141 776 2219  
Email: [directpayments@eddpss.co.uk](mailto:directpayments@eddpss.co.uk)

### **Edinburgh, East Lothian, West Lothian, Midlothian.**

Lothian Centre for Integrated Living (LCIL)  
Norton Park Centre, 57 Albion Road, Edinburgh EH7 5QY  
Tel: 0131 475 2350 Fax: 0131 475 2392  
Email: [lcil@lothiancil.demon.co.uk](mailto:lcil@lothiancil.demon.co.uk)  
Website: [www.lothiancil.org.uk](http://www.lothiancil.org.uk)

### **Fife**

Fife Direct Payments Support Service  
Talbot Cottage, Station Road, Leven KY8 4QU  
Tel: 01333 592 656 Fax: 01333 592 304  
Website: [www.fife.gov.uk](http://www.fife.gov.uk)

### **Glasgow**

Glasgow Centre for Inclusive Living  
117 - 127 Brook Street, Bridgeton, Glasgow G40 3AP  
Tel: 0141 550 4455  
Email: [gcil@gcil.org.uk](mailto:gcil@gcil.org.uk) Website: [www.gcil.org.uk](http://www.gcil.org.uk)

### **Orkney**

Independent Living Project

Orkney Carers Centre, Anchor Buildings, 6 Bridge Street,  
Kirkwall, Orkney KW15 1HR

Tel: 01856 870 500 Fax: 01856 873 167

Email: [orkney@carers.net](mailto:orkney@carers.net)

### **Perth & Kinross**

Perth & Kinross Association of Voluntary Services

The Gateway, North Methven Street, Perth PH1 5PP

Tel: 01738 567 076 Website: [www.pkavs.org.uk](http://www.pkavs.org.uk)

### **Renfrewshire**

Renfrewshire Direct Payments Information Network

Direct Payments Support, Renfrewshire CVS

c/o SCVO, 67 - 71 George Street, Paisley PA1 2JY

Tel: 0141 848 9210 Email: [Rendpin@aol.com](mailto:Rendpin@aol.com)

### **Scottish Borders**

Borders Direct Payments Agency

Anderson Chambers

Market Street, Galashiels TD1 3AF

Tel: 01896 759 700 Fax: 01896 759 700

Email: [borders.directpayments@virgin.net](mailto:borders.directpayments@virgin.net)

Website: [www.bordersdisabilityforum.org.uk](http://www.bordersdisabilityforum.org.uk)

### **West Dunbartonshire**

West Dunbartonshire Independent Living Support Service (WDILSS)

The Beardmore Business Centre

9 Beardmore Street, Dalmuir, Clydebank G81 4HA

Tel: 0141 951 4840 Fax: 0141 951 4840 Email: [info@wdilss.co.uk](mailto:info@wdilss.co.uk)



**Support agencies in the Western Isles:**

Cobhair Bharraigh

Kentangaval, Castlebay, Isle of Barra HS9 5XD

Telephone: 01871 810906

**Harris Voluntary Service**

Room 2, Old Hostel

West Tarbet, Harris HS3 3BG

Telephone: 01859 502 171

**Tagsa Uibhist**

East Camp

Balivanich, Benbecula HS7 5LA

Telephone: 01870 602 111

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You can get this booklet on tape or CD. Audio versions of the booklet are available in English, Urdu, Punjabi and Cantonese. If you would like more copies of the booklet or an audio version, please get in touch with

Scottish Consortium for Learning Disability

Tel: 0141 428 5420 Email: [administrator@sclد.co.uk](mailto:administrator@sclد.co.uk) Website: [www.sclد.org.uk](http://www.sclد.org.uk)