



An Introduction to **Direct Payments** Self Directed Support

Funded by Social Work Services

What is a direct payment?

A direct payment is money paid by the Council directly to an individual assessed as needing a social work service. This money can be used by the individual to arrange their own support.

It is for people who would like more flexibility, choice and control over their care so that they can live at home more independently. People can decide how, when, and who provides their care.

Who can receive a direct payment?

- Older people
- People with a disability
- People who need some mental health services support
- Parents of, or people with parental responsibility for, a child who has been assessed as needing children's services
- Attorneys and guardians, with welfare and financial powers to act on behalf of a person with reduced capacity.

Ways in which a direct payment can be used include:

- Employing a carer/personal assistant.
- Purchasing services from independent agencies, or the Council.
- Purchasing a short break.
- Purchasing equipment and temporary adaptations (within agreed limits).

A direct payment can also be used where Health and Social Work Services assess someone as having needs that require a health and social care provision.

Conditions attached to a direct payment

A direct payment can only be used for assessed needs. The Council will explain how the money can be spent.

A direct payment cannot be used to purchase services from close relatives, except in exceptional circumstances.

The Council charging policy applies whether or not a direct payment is used.

Information about charging is available in the leaflet “Information on Charges for Care at Home Services” which is available from Social Work Services.

What do I do next?

If you are interested in direct payments and are already receiving services arranged by the Council, contact Social Work Services to arrange for an assessment. Contact details for Social Work Services are available on page 10 of this leaflet.

If you are not in receipt of services but feel that you should be, you will be required to have an assessment of need. This is undertaken by Social Work. Contact Social Work Services and ask for an assessment. Tell them that you are interested in a direct payment.

Once your assessment is complete, you will be referred to the Borders Direct Payment Agency so that they can explain what support can be offered to you regarding the

management of a direct payment. The services of the agency are free to direct payment users. The agency will arrange to meet with you either at your home, their office or another mutually agreed place.

The Borders Direct Payment Agency offers ongoing support with:

- Budgeting your direct payment funding.
- Keeping records e.g. a separate bank account, timesheets, receipts etc.
- Drawing up job advertisements and job descriptions.
- Drawing up contracts of employment or working agreements.
- Prospective employee references and applications for Enhanced Disclosure checks.
- Legal requirements and responsibilities of being an employer e.g. liability insurance.
- Comprehensive payroll service.
- Health and Safety regulations.
- Training / support on being an employer.
- Training available for employees.
- Care agencies and respite/short breaks.
- Emergency staffing.

Borders Direct Payment Agency can also offer the above support to people who access Independent Living Funds (ILF) and Access to Work (ATW). There will be a charge for

providing a payroll service for both of the above funding streams.

Contact details for Borders Direct Payment Agency can be found on page 9 of this leaflet.

Before making a decision about having a direct payment it is advisable to discuss it with family, friends, your attorney and/or the Borders Direct Payment Agency.

These are some of the points you will need to consider:

- What your direct payment can be spent on.
- The amount of money you will receive.
- How much money you will be expected to contribute.
- When and how payments will be made.

Direct payments do not affect Social Security benefits and are not taxable.

If you decide to go ahead you and/or your representative will be asked to:

- Sign a service agreement between yourself and Scottish Borders Council Social Work Services. This document contains obligations which you will be required to adhere to.
- Open a separate bank account.
- Make your direct payment bank statements and other receipts available to Borders Direct Payment Agency for auditing purposes.

By accepting direct payments you and/or your representative take responsibility for managing the money and arranging your care services.

You are entitled to as much help as you need to manage a direct payment.

Using a direct payment for flexible short breaks

Flexible short breaks are for adults who need support due to health problems or disabilities.

A direct payment gives you and your carer more choice and control about when, where and how you want to take a break, either at home or away.

To find out if you are eligible for flexible short break funding contact Social Work Services or your District Nurse, Occupational Therapist or key health worker about an assessment.

The cost of flexible breaks will depend on your finances. Carer's finances will not be assessed.

More information about flexible short breaks is contained in the 'Need a Break?' leaflet available from Social Work Services.

Where can I get more information?

The Scottish Government has produced the following leaflets:

- 'Directing your own support – a user's guide to self-directed support in Scotland'
- 'National Guidance on self-directed support'.

These and other guides and information are available from:

- **The Self-Directed Support Team**
2ER St Andrew's House
Regent Road
Edinburgh EH1 3DG
Tel. 0131 244 4778 or 0131 244 3523
Website: www.selfdirectedsupport.org.uk

The Department of Health has produced "A parent's guide to direct payments". Telephone 08701 555 455 and quote 31213/A or email: doh@prolog.uk.com to get a copy.

Copies of the above booklets are also available from The Borders Direct Payment Agency.

If you are unhappy about any aspect of the service you receive from Social Work Services, you may make a complaint to:

- **The Customer Care Officer**
Social Work Services Department
Scottish Borders Council
Council Headquarters
Newtown St Boswells, Melrose TD6 0SA
Tel: 01835 825080 or
Freephone 0800 019 4490

If you are unhappy about any aspect of the service you receive from Borders Direct Payment Agency, a copy of a leaflet called "Putting things Right" will explain their complaints procedure. Contact the Borders Direct Payment Agency for more information on 01896 759700.

You also have the right to complain to:

- **Scottish Public Services Ombudsman**
SPSO FREEPOST
Edinburgh EH3 0BR
Tel. 0800 377 7330
Fax. 0800 399 7331
Email: ask@spsso.org.uk

Contact Borders Direct Payment Agency

- **Borders Direct Payment Agency**
Anderson's Chambers
Market Street
Galashiels TD1 3AF
(Registered Office)
Tel/Fax: 01896 759700
Email: borders.directpayment@virgin.net
Website: www.bordersdpa.org.uk

Accessible office open:

Monday to Friday - 9.30am to 3.30pm

Company Number 340729
Scottish Charity Number SC039514

Contact Social Work Services

For information and advice about all social work services, please contact us as follows:

Phone	0300 100 1800
Fax	01750 23165
Email	thehub@scotborders.gov.uk
Website	www.scotborders.gov.uk

Social Work offices are open:

Monday to Thursday **8.45am to 4.45pm**
Friday **8.45am to 3.45pm**

In an emergency and out of office hours, please telephone **01896 752111**.

Additional contact details

Local Social Work Offices	<ul style="list-style-type: none">• 14 Newtown Street, Duns TD11 3DT 01361 883050 sw.duns@scotborders.gov.uk• Rose Lane, Kelso TD5 7AP 01573 223501 sw.kelso@scotborders.gov.uk• 5-7 Lothian Street, Hawick TD9 9HD 01450 374545 sw.hawick@scotborders.gov.uk• Abbotsford Road, Galashiels TD1 3DS 01896 755365 sw.galashiels@scotborders.gov.uk• Chambers Institute, Peebles EH45 8AF 01721 722777 sw.peebles@scotborders.gov.uk
Learning Disability Service	<ul style="list-style-type: none">• West Grove Annex, Waverley Road, Melrose TD6 9SJ 01896 824630
Mental Health Team	<ul style="list-style-type: none">• The Stables, Huntlyburn, Melrose TD6 9DB 01896 827300
Children Affected by Disability Service	<ul style="list-style-type: none">• 10-12 Gala Park, Galashiels TD1 1EU 01896 661880

You can get this publication on tape, in large print, and various computer formats by contacting us at the address below. In addition, contact the address below for information on language translations, additional copies, or to arrange for an officer to meet with you to explain any areas of the publication that you would like clarified.

Social Work Services
Scottish Borders Council
Council Headquarters
Newtown St Boswells TD6 0SA
Tel. 01835 825080

Information on the full range of Social Work services is available on the Council's website at:
www.scotborders.gov.uk