

Self Directed Support

National Self Directed Support Standards



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Standards - The Background

In April 2021 the Scottish Government, in partnership with Social Work Scotland, introduced the national Self Directed Support Framework of Standards.

Initially the Framework consisted of 11 Standards, with a 12th added in August 2022 and a 13th Standard added more recently, in late 2024.

Whilst the Framework of Standards is not a mandatory quality assurance mechanism, the expectation is that Local Authorities and Health and Social Care Partnerships (HSCPs) will work together with national and local organisations to achieve the Standards as a mark of good practice.

“The Self Directed Support Framework of Standards consists of a set of standards (including practice statements and core components) written specifically for local authorities to provide them with an overarching structure, aligned to legislation and statutory guidance, for further implementation of the Self Directed Support approach and principles” (Care Inspectorate)

Full details about the national Self Directed Support Standards Framework can be read at: <https://www.gov.scot/publications/self-directed-support-framework-standards-including-standard-descriptor-practice-statement-core-components-practice-guidance-updated-2024/>

East Dunbartonshire HSCP, following a significant self-evaluation, can confirm that through its action, activities, practice and processes, most of the core components within the Standards are or will be met soon. However, there remain a few core components that without national resource being made available, will not be achieved by the Local Authority and HSCP.

1. Independent advocacy and support

People are offered independent advice, support and advocacy to have choice and control over their social care and supported to exercise their human rights.

Core Components

- *The right to independent support, community brokerage and advocacy for people and carers who need it is upheld under Self Directed Support legislation and the Children and Young People (Scotland) Act 2014 and supported through the articles of the UNCRC and principles of GIRFEC.*

- *People feel confident that the independent support they receive is right for them and is tailored to their needs with specialist provision being available for specific vulnerable groups.*

- *Independent support, community brokerage and advocacy are inclusive, accessible and address communication barriers.*

HSCP and Local Authority Activities

There are dedicated advocacy services available to people living in East Dunbartonshire including children and young people.

There are also a variety of third sector organisations who provide non-formal advocacy support.

A HSCP Local Advocacy Plan is in place.

Independent information, advice and support is available for people living in East Dunbartonshire from a variety of third sector organisations.

Advocacy and support organisations tailor their services to individual people's needs and specific customer and carer groups.

Core Components

- *Independent support, community brokerage and advocacy are provided as early as possible and for as long as is needed to support the processes of good conversation, assessment, planning and review, and to support Personal Assistant employers.*

- *Independent support, community brokerage and advocacy play a role in working with people, their carers and workers to identify outcomes and to help to inform or co-produce the person's plan.*

- *Independent support, community brokerage and advocacy operate within clear frameworks and guidelines to ensure consistent practice throughout Scotland.*

HSCP and Local Authority Activities

The HSCP and third sector organisations work collaboratively to ensure ease of referral between the different organisations and work together to promote the availability of independent advice, support and advocacy in the local area.

All the third sector organisations offering information, advice, support and advocacy in East Dunbartonshire are established services, who have built strong and trusting relationships with the HSCP, customers and carers. This ensures that the organisations are working together for the best outcomes for the service users.

The local Advocacy Service operates under the Principles and Standards of Independent Advocacy (Scottish Independent Advocacy Alliance).

<https://www.siaa.org.uk/information-hub/>

Advocacy staff work within the relevant legislative framework principles (Adults With Incapacity, the Association for Scottish Public Affairs, Mental Health Act, Self Directed Support, Human Rights and Equalities) and undertake the Professional Practice Award in Independent Advocacy.

The independent Self Directed Support information and advice service is a disabled persons' organisation and they adhere to set quality standards.

2. Early help, family support and community support

Early help, family support and community support are available to all people who need it.

Core Components

- *Early help, family support and community support are available to meet a range of needs before becoming critical. This helps to maintain people's independence and wellbeing, addressing loneliness and social isolation and helps people to feel connected.*

- *Supports identified build on a person's own strengths, talents and assets, wider family and natural networks, technological and digital supports and community resources.*

- *Early help, family support and community support give people and communities a voice, and support the trusting relationships that are needed to co-produce the care and support that people want.*

- *Early help and community support is creative and responsive, and is adaptive to changing circumstances.*

HSCP and Local Authority Activities

Throughout East Dunbartonshire there are a variety of third sector organisations and community partners who provide information, advice, support and community resources, all of which do not require any eligibility criteria to be met for access. There is a Community Assets Map which is hosted by one of the third sector partners on behalf of the HSCP: <https://www.eastdunassets.org.uk/>

The HSCP and its partners work with individuals to identify their own strengths and assets. This is promoted through the HSCP's Fair Access to Community Care Services Policies which takes an asset-based support planning approach.

<https://health.eastdunbarton.gov.uk/services/a-z-of-services/adults-older-people/fair-access-to-community-care-adults-policy-june-2023/>

<https://health.eastdunbarton.gov.uk/services/a-z-of-services/children-families/fair-access-to-social-care-support/>

The HSCP undertakes activities to identify individuals at earlier stages in their journey in order that early help and community support can be accessed. Routes into the advocacy approach seek to provide opportunities for people to access support at times outwith crisis. All third sector partners make concerted efforts to identify potential service users at the early stage.

All third sector partners endeavour to run a variety of activities that are responsive and creative including peer support, drop in cafes, stakeholder sessions etc. The HSCP also explores alternative ways to provide early help and community support i.e. Community Asset Map, Meet the Services Events, Health and Wellbeing Workers and Local Area Co-ordinators.

3. Strength and asset-based assessment, planning and review

Trust-based relationships and good conversations between workers and people are at the heart of assessment, planning and review. Outcomes are agreed based on what matters to the person or in achieving a child and young person's potential.

Core Components

- *People's strengths, assets and talents, human rights, existing networks and community supports are recognised and included in a child or young person's plan, adult support plan, young carer's statement or adult carer's support plan.*

- *What matters to a child, young person, family, supported person or carer is central to co-producing outcomes which are developed in the plan.*

- *When a child or adult is assessed as requiring an intervention or additional paid-for support then this must build on, protect and support existing networks and arrangements.*

- *The Self Directed Support options are considered and explored with children, young people, families, supported people and carers. Decisions taken are based on how much choice and control a person or carer wants to have over their arrangements.*

- *Regular reviews ensure that people continue to be able to achieve their personal outcomes.*

HSCP and Local Authority Activities

Assessment, Support Plan and Review templates have been reviewed and adapted to ensure outcome-focussed, asset-based, and good conversation activities.

Good conversations aide memoire toolkits are available and have been included in the HSCP's Self Directed Support Information booklet.

Social Work practitioners received Good Conversations training delivered by an external training consultant which is also now a feature of the asset-based support planning training.

The HSCP provides training to all Social Work practitioners on the method of asset-based support planning, utilising tools which identifies networks, circles of support, existing arrangements and builds on those which are working for the customer/carer.

The 'Just Enough Support' training explores people's own strengths and resources as part of the support planning activities.

Independent advocacy works alongside Human Rights and Equalities legislations and the routes into advocacy model works to ensure that they connect individuals into community supports and look to provide peer support opportunities.

The HSCP runs on a regular basis, multi-agency training about Self Directed Support. This training is also provided to the Local Authorities' Finance and Shared Services teams, procurement, commissioning and legal services.

Dedicated Social Work practitioner training takes place on a regular basis to ensure smooth implementation of the customer's or carer's chosen Self Directed Support option/s.

There are clear Assessment and Support Management procedures in place. These are utilised by Social Work practitioners when undertaking assessment and review activities. Referrals are made to relevant third sector organisations i.e. Advocacy, Carers Link and Self Directed Support information service where applicable and approved by the customer/carer.

4. Meaningful and measurable recording practices

Conversations about what matters to the person are clearly recorded, resulting in co-produced outcomes that are comprehensive and easy to understand. People's experiences and preferences are recorded, as well as how these have been acknowledged and expressed in the plan, connecting outcomes to their review.

Core Components

- *Recording shows evidence that processes of assessment and planning, and decisions about Self Directed Support options and budgets are clearly explained and understood.*

HSCP and Local Authority Activities

Assessment, support plan and review templates have been designed to focus on asset-based support planning and good conversations. These are recorded on the HSCP's Social Work information system as part of the assessment and review processes.

The support plan template for both the cared for person and the carer provides Social Work practitioners the opportunity to discuss and review the individual's chosen Self Directed Support option, whether they wish to change and why they have chosen this/these particular option/s.

- *Recording captures the narrative of the person's story.*

It can be difficult to capture and report on conversations which are of an individualised and personalised nature. However, formal and informal needs and outcomes are recorded and reported on support plan and review templates. This includes those needs being met using asset-based support rather than formal funded budgets.

- *Information systems have the functionality to support relationship-based practice and to record the difference Self Directed Support makes to people's lives.*

Assessment and support management procedures are in place and reviewed every two years. 'Good Conversations' aide memoire tool kits have been included in the local Self Directed Support information booklet.

- *Information systems ensure that aggregate data is meaningful, measurable and can be used for continuous improvement.*

Performance management reports, both qualitative and quantitative are shared with senior and team management.

Data is used to help inform strategic commissioning activity including unmet need.

Achievement and progress of customer's and carers' individual outcomes are reported quarterly throughout the Social Work teams.

5. Accountability

People's legal rights are upheld and supported fully by the authority's processes. These include provision of accessible information, advocacy and mediation, the right to challenge a decision and to make a complaint.

Core Components

- *Organisational cultures of respect and trust support relationship-based practice and allow people to engage with practitioners and services easily and meaningfully.*

- *People have the right to be heard and should be supported to query and challenge decisions throughout their assessment, planning and review processes, including decisions about outcomes.*

- *Local authorities actively seek constructive feedback from people as opportunities for learning and ongoing improvement.*

- *Local authority appeals and complaints processes are easy and transparent for people to make appeals and complaints about their Self Directed Support.*

HSCP and Local Authority Activities

Systems of accountability include overviews by Team Managers and Service Managers. East Dunbartonshire HSCP operates a resource screening panel for both adults and children and families which includes representation from senior management, team managers and the Self Directed Support Strategic Lead Officer to confirm continuity of local policy and procedure application.

Local third sector organisations are represented on the HSCP's Adult Support and Protection Committee, Self Directed Support Business Development Group and the Localities Groups.

East Dunbartonshire has a dedicated Carers Service who will support carers to express their views about the support they need and how these needs are being met.

Customers and carers who wish to challenge any decisions taken by the HSCP, can be supported, if they choose to, by a variety of third sector organisations including the local carers and advocacy services.

The review process includes the completion of a feedback survey which scores positively on a regular basis.

The HSCP undertakes a survey about Self Directed Support policies, procedures and activities, with customers and carers across all Self Directed Support options. The survey takes place every two years and analysis and action plans are reported in the HSCP's Annual Self Directed Support Newsletter.

<https://health.eastdunbarton.gov.uk/media/42jkbm5c/self-directed-support-newsletter-february-2025.pdf>

The three yearly Self Directed Support Implementation Plan is published on the HSCP website and is updated annually.

<https://health.eastdunbarton.gov.uk/services/a-z-of-services/adults-older-people/self-directed-support/>

The Council and HSCP have established complaints procedures in place adhering to set timescales although will always endeavour to explore solutions via informal discussions.

Self Directed Support is the mainstream way for all eligible customers and carers to manage their social care support provision. To avoid confusion, no separate appeals or complaints process was established.

6. Risk enablement

People's view about their lives and how they wish to meet their own outcomes are listened to and responsibilities in relation to risk agreed. Self Directed Support is not separate from safeguarding and can be used creatively to enhance people's and families' preventative, protective and positive outcomes.

Core Components

- *Organisations and leaders are responsible for creating a culture based on positive risk taking to support workers to work in a risk enabling way.*

HSCP and Local Authority Activities

Social Work practice focuses on risk enablement. Good practice is shared regarding the use of imaginative ways of utilising Self Directed Support options to balance risks, rights and needs.

Using training, development and supervision for Social Work practitioners, they are encouraged to exercise professional autonomy and apply person-centred, needs-led assessment of needs and outcomes.

There is mandatory asset-based support planning training offered to new and existing Social Work Practitioners. The HSCP also ensures that any Social Work students, on placement, attend any relevant training.

Third sector partners follow HSCP and Council wide shared approaches to taking responsibility for identifying and reporting risk in relation to individual customers and carers.

The HSCP has developed an in-house creative and innovative support plan directory. This provides anonymised examples of creative support packages across all customer and carer groups. This provides opportunity for Social Work practitioners' continued development and improvement for creative thinking.

- *Risk assessment considers both the positive risks where there is beneficial impact on mental and physical wellbeing, and negative consequences associated with certain actions or inactions and activities.*

Supervision and the implementation of Risk Assessment Management Procedures (RAMP) provide a useful clear way of risk assessing and developing a risk plan for individuals. This would apply where there are recognised risks however, they do not meet the criteria for Adult Support and Protection thresholds.

Children's Plans are child-centred, and outcomes are reviewed. Social Work practitioners adopt person-centred, asset-based support planning and all assessments analyse risk and protective factors.

Risk assessments are always completed for our children to ensure they will be safe whilst having their individual needs met.

Managing conflicts of interest and relationship disharmony is an area that Social Work practitioners must manage effectively on a regular basis. An open, honest approach is intrinsic in Social Work values and should be inherent in practice. These Social Work values also complement the principles and values contained within the Self Directed Support legislation.

Within Children and Families Services we encourage parents and carers to recognise and safely manage risks. This remains a focus of robust Social Work assessment. This conversation is built upon positive working relationships and good communication.

7. Flexible and outcome focused commissioning

People have meaningful involvement in the development of support and services. People work together with commissioners, practitioners and communities to plan, design, and quality assure flexible local supports.

Core Components

- *There is understanding of, and active commitment to, outcome focused, collaborative, community-based and ethical commissioning across all Self Directed Support options*

- *Local strategic approaches to commissioning will take account of local needs including the requirement for specialist support.*

- *The experience of people who use and commission services is central to the design, delivery and quality assurance of services across all Self Directed Support options.*

- *Practitioners are supported to engage with communities, to build relationships and to gain understanding of community assets and networks.*

- *Community Planning Partnerships, in conjunction with Health and Social Care Partnerships and Children's Services Planning Partnerships, actively engage with communities to support the identification and development of local community support.*

HSCP and Local Authority Activities

The HSCP contracts with an independent, user-led, Self Directed Support information, advice and support organisation. This organisation assists customers and carers to navigate the rights and responsibilities associated with their chosen option/s.

All Social Work practitioners receive training in the subject of asset-based support planning. This includes the use of tools to help the Social Work practitioner and the customer/carer/families to navigate, explore and identify outcomes and networks.

The HSCP works closely with the Council's Strategic Commissioning Team to progress commissioning requirements for regular and specialist supports.

There are well established procedures and processes.

The HSCP undertakes a survey about Self Directed Support policies, procedures and activities, with customers and carers across all Self Directed Support options. The survey takes place every two years and analysis and action plans are reported in the HSCP's Annual Self Directed Support Newsletter.

The three yearly Self Directed Support Implementation Plan is published on the HSCP website and is updated annually.

Social Work practitioners within the HSCP have built up good relationships, pathways and communication with third sector organisations. There are teams of dedicated staff, for example, Local Area Co-ordinators and Health and Wellbeing staff, whose role it is to work in close alignment with community assets and networks and to support their HSCP colleagues to identify community resources that may benefit customers, carers and their families.

The HSCP works closely with the Local Authority's Community Planning Team, participating in the development and activities associated with the delivery of the Local Outcomes Improvement Plan.

<https://www.eastdunbarton.gov.uk/services/a-z-of-services/people-communities/community-planning-in-east-dunbartonshire/>

Core Components	HSCP and Local Authority Activities
<ul style="list-style-type: none"> <i>Fair work remuneration is in place across the social care sector.</i> 	<p>The HSCP follows guidance and instruction from the Scottish Government in respect of the Scottish Living Wage and relevant and applicable rate increases across all social care providers including Personal Assistant Employers and Direct Payment customers.</p>
<ul style="list-style-type: none"> <i>Accurate local intelligence including unmet need is gathered through regular engagement, and assessment and review processes</i> 	<p>Performance management reports can be generated from the system.</p> <p>Data is used to help inform strategic commissioning activity including unmet need.</p> <p>Achievement and progress of customers' and carers' individual outcomes are reported quarterly throughout the Social Work teams.</p>

8. Worker autonomy

Social Work practitioners can exercise their professional judgement, and use their own knowledge, skills and abilities to the benefit of those they are working with and supporting.

Core Components	HSCP and Local Authority Activities
<ul style="list-style-type: none"> <i>Leaders create the conditions for Social Work practitioners to be able to exercise their autonomy with confidence and to develop the skills needed for relationship-based practice.</i> 	<p>The HSCP has well established policies and procedures in place including Eligibility Criteria, Fair Access to Community Care Services and Carers Eligibility Criteria. Social Work practitioners are encouraged to be autonomous when considering flexible, innovative and creative support packages which will meet the needs and outcomes for the individual. Identified needs and outcomes still require to meet eligibility and fair access principles for the purposes of ensuring continuity and consistency across funded social care support.</p>
<ul style="list-style-type: none"> <i>All Social Work practitioners are skilled in practising Self Directed Support</i> 	<p>As well as the dedicated policies and procedures in place to support Social Work practitioners to undertake the assessment, support planning and review activities, the HSCP delivers regular Self Directed Support training. There are practice guides and examples for staff development.</p>
<ul style="list-style-type: none"> <i>Social Work practitioners are supported to work in a relationship-based way with children, young people, families, supported people and carers</i> 	<p>All Social Work practitioners receive training in the subject of asset-based support planning. This includes the use of tools to help the Social Work practitioner and the customer/carer/families to navigate, explore and identify outcomes and networks.</p> <p>There are guidelines for 'Good Conversations' hosted in training materials and Self Directed Support information booklets.</p>

Core Components

- *Social Work practitioners have the confidence to use their knowledge, skills and abilities to empower children, young people, families, supported people and carers to have choice, creativity and flexibility in achieving their outcomes*

HSCP and Local Authority Activities

The HSCP has dedicated Fair Access to Community Care Services Policies for Adults, Children and Young People. These policies embrace asset-based conversations and support planning. The HSCP has invested in training Social Work practitioners to deliver 'Just Enough Support' training to all Social Work practitioners.

The HSCP is proactive in supporting individuals to consider and develop creative, innovative and flexible support plans. The HSCP has an anonymised innovative support plan directory which has been created to help Social Work practitioners to think outwith the traditional means of social care support.

9. Transparency

People are supported by organisations that are open, honest and accountable for decisions, actions and their consequences. These qualities of transparency can help build trust, credibility and respect as well as avoid conflicts and misunderstandings.

Core Components

- *Leaders create a culture which supports relationship-based practice, and design systems which support timely responses and promote transparency.*

HSCP and Local Authority Activities

East Dunbartonshire HSCP has several policies and procedures in place which support timeous responses and promote transparency, consistency and continuity. These include Fair Access to Social Care and Community Care Services, Eligibility Criteria, and Assessment and Support Management.

- *Good conversations support transparency in communication and create the conditions for relationship-based practice*

As part of the HSCP's original Self Directed Support implementation, 'Good Conversation' cards were developed to aid the discussion during assessments and reviews. These were further reviewed as part of the adoption of asset-based support planning and are referenced in the Self Directed Support information booklet.

<https://health.eastdunbarton.gov.uk/media/1dzm4nkf/self-directed-support-information-booklet.pdf>

- *People are told the likely level of the budget available, irrespective of the option they choose.*

The customer and/or carer is provided with a copy of their individual budget.

- *It is recognised that different people with similar circumstances may require different budgets depending on their own strengths, assets, and family and community supports.*

Asset based support planning is the main aim and objective of the Fair Access Policies. This is also recognised through the delivery of Just Enough Support training and the tools utilised to help customers and carers identify assets.

Core Components

- *In the course of accessing support, people can see what is written about them and there is a timely response in providing access to this information.*

- *Children, young people, families, supported people and carers have a voice in the development of policy and practice.*

HSCP and Local Authority Activities

Individuals can be provided with a copy of their assessment, support plan, review of support plan or adult carer support plan/review.

However, any requests for full Social Work records for an individual is required to be processed via the Council's Subject Access Request process. This ensures that all relevant documentation can be provided whilst ensuring that non-applicable information can be redacted appropriately.

The development of policy and practice is supported by and involves local third sector organisations who represent customers, carers, families and other stakeholders.

10. Early planning for transitions

People are given the support, time and information they need to plan for their transitions and make decisions as they adjust to new or different phases in their lives.

Core Components

- *Planning and decision making should be carried out in a person-led way with a shared understanding and a commitment to person-led approaches across those services that are involved in the transition.*

- *People should have access to information stating what support they are entitled to and what they can expect during different transitions across their lifespan.*

- *Transition planning and support is proportionate to need and, where appropriate, there is a coordinated and collaborative person-centred approach across services or between supported people and those providing their support.*

HSCP and Local Authority Activities

As a young person is approaching adulthood, and where they have active Social Work involvement, the Social Work Practitioner will undertake a full re-assessment of need to determine whether, into adulthood, the young person will require formal and/or informal services.

This would form part of the assessment process and support planning process.

To ensure consistency and continuity there are Fair Access and Eligibility Criteria policies across both adult and children/young people's Social Work services. All Social Work practitioners have been trained to adopt an asset-based support planning process (Just Enough Support) utilising tools which helps the young person, and their families identify circles of support, networks, and community based approaches.

11. Consistency of practice

Children, young people, families, supported people and carers can expect a consistent quality of practice within and across local authority areas regardless of age, stage and circumstances.

Core Components

- *Practice focuses on exploring what matters to the person although available services and support may be different across local authorities depending on availability and geographical variation.*

- *There is commitment locally to a consistent approach to early help, family support and community support that shifts focus from crisis intervention towards what matters to the person and their quality of life*

- *Local authorities work collaboratively to ensure that people can move residence from one local authority area to another while retaining a level of provision sufficient to meet their agreed outcomes*

HSCP and Local Authority Activities

The HSCP has adopted Fair Access and Eligibility Criteria policies across children/young people and adult services including carers. This ensures consistency and continuity within East Dunbartonshire.

The HSCP has adopted asset-based support planning practice across adults, children, young people and carers. All Social Work practitioners are trained in utilising the tools that help individuals and their families to identify early intervention, preventative and asset-based community resources.

Social Work practice, values and principles have a history of exploring what matters to the person and there is no reason why this should not continue. The HSCP recognises the strain on resources as financial resources are not increased, but this is also impacted by changing demographics. East Dunbartonshire has a higher than Scotland average for number of older people living age 75 and over and 85 and over. This has a further impact on resources.

The HSCP is dedicated to helping to support people to remain living at home. However, national recognition needs to be given to the impact of rising costs of resources.

12. Access to budgets and flexibility of spend

Children, young people, families, supported people and carers have flexibility and choice in how budgets are spent to meet their agreed personal outcomes. Available funding is allocated in a way that is transparent, fair, equitable and sufficient for all individuals and across all communities.

Core Components

- *Children, young people, families, supported people and carers are informed and involved in decisions about how budgets are agreed, allocated, reviewed and spent.*

HSCP and Local Authority Activities

Supported people and their carers are fully involved in the activities relating to assessment, support planning and review of support plans. People are signposted to information resources including website, information booklets etc.

Customers and their carers can be referred, with their approval, to the local Self Directed Support information, advice and support service, who can support the individual to consider the rights and responsibilities for each Self Directed Support option and to help the person consider what will work best for them and their families/carers.

Customers can also be referred to the local advocacy services, whilst carers can be referred to the local Carers Centre for support, peer support and advocacy.

- *People are told the relevant amount or indicative budget available to achieve their personal outcomes for each Self Directed Support option.*

Customers and carers are supported to participate in support planning and discussions regarding their identified individual budget including being given a copy of their agreed budget. This is documented within well-established Self Directed Support operational procedures. The procedures are reviewed every two years.

- *Budget spend should be fair, proportionate, legal, equitable and auditable, and necessary for meeting agreed personal outcomes.*

Assessment and support planning is undertaken following the principles, aims and objectives of the Fair Access to Community Care Services Policy, as well as the Eligibility Criteria Policies.

The HSCP operates within a Schedule of Rates provided by the Council's Strategic Commissioning Team. Rates will take account of national increments i.e. Scottish Living Wage.

- *People can be flexible about how they spend budgets to meet their agreed personal outcomes.*

In addition to support planning discussions including incorporating the use of asset-based supports, customers and carers will be signposted to the 'Individual Budget' Section of the Self Directed Support Information Booklet.

<https://health.eastdunbarton.gov.uk/media/1dzm4nkf/self-directed-support-information-booklet.pdf>

Core Components

- *Local authorities and partnerships balance their duty to meet outcomes and give flexibility of spend with their duty to ensure budgets are spent appropriately.*

- *Local authorities can administer health budgets if the cost is transferred from the NHS to the local authority.*

- *There is mutual understanding of the roles and responsibilities across Social Work, Finance, Audit, Legal, Commissioning and Procurement to ensure that people have maximum flexibility to use their budget in the way that they choose, to achieve their agreed outcomes.*

- *Finance, audit, legal, commissioning and procurement processes align with Self Directed Support values and practice, enabling worker autonomy and allowing for fairness and parity.*

HSCP and Local Authority Activities

There is a dedicated Individual Budget section in the local Self Directed Support information booklet which highlights what people can and cannot spend their budget on. This section also highlights some areas of expenditure where further discussion is required to be undertaken with the Social Work practitioner to ensure that social care needs and outcomes are being met through the expenditure and that those needs/outcomes should not be met through other resources i.e. health, disability benefits etc.

Any internal transfer of monies from the health component of the HSCP to the social care component to support a customer or carer's agreed eligible needs and outcomes would be administered using established financial and operational procedures.

There are dedicated Self Directed Support operational procedures which can involve activities being undertaken by several different parties – customers, carers, Social Work practitioners, finance officer, strategic commissioning officers and the Self Directed Support Strategic Lead Officer.

Operational procedures are established to ensure that they minimise bureaucracy however recognition is given to the legal and statutory requirements that are required to be met under each Self Directed Support option.

For customers and carers who utilise Self Directed Support Option 1 Direct Payments, there is a video presentation available online which provides guidance and information about the auditing requirements for the direct payment. Customers and carers are signposted to the dedicated Self Directed Support web site page.

<https://health.eastdunbarton.gov.uk/services/a-z-of-services/adults-older-people/self-directed-support/>

Multi-agency Self Directed Support training takes places on a quarterly basis. As well as being attended by Social Work and health practitioners and social care providers, the training also has representation from various Council services including Finance and Audit, Procurement, Commissioning, Shared Services.

13. Direct payments for employing Personal Assistants

A direct payment is a monetary payment given by a local authority in place of services. A direct payment maximises the self-determination of people to choose and control their own care and support arrangements and to exercise their right to independent living. People can use a direct payment to buy what they need to meet their agreed outcomes; this can include employing Personal Assistants.

Core Components

- *Clear, accessible and inclusive information is provided for employers, families and carers. This information will explain the rights, roles, responsibilities and duties of being an employer and the services and support available to help manage the direct payment to employ Personal Assistants.*

HSCP and Local Authority Activities

The HSCP has a detailed Self Directed Support information booklet detailing the different options including the role of being an employer. This booklet can be produced in different formats by the Council's Corporate Communications Team. It is available in printed form and on the Self Directed Support web page.

The four options are discussed in the Self Directed Support booklet and are further explained by Social Work practitioners during the assessment process, as well as through individual meetings with the independent Self Directed Support service.

The HSCP contracts with an independent, user-led information, advice and support service. This organisation has produced easy read information booklets relating to all Self Directed Support options but in particular direct payments and the role of being an employer. The HSCP's Strategic Lead Officer and the independent organisation work closely with local advocacy and carers' organisations to ensure consistency and continuity of the information being provided to customers and carers.

- *Assessment, support planning and review processes recognise that direct payments support activities for independent living. Independent living means disabled people have the same freedom, choice, dignity and control as other people at home, at work and in the community. It does not mean living by yourself or looking after yourself on your own. It means the person has rights to practical assistance and support to participate in society and to live an ordinary life.*

ED HSCP has adopted Fair Access policies which aim to support people from an asset-based perspective. Training is provided to Social Work practitioners in the subject of 'Just Enough Support' adopting tools which support relationship-based practice, focussing on the customers' and carers' strengths and assets.

Core Components

- A direct payment budget is sufficient to enable the Personal Assistant's employer to meet the agreed outcomes identified through their assessment. This includes enough funding to recruit Personal Assistants, to pay the real Living Wage in line with national policy for social care workers, to ensure good terms and conditions and, where required, to enable access to adequate training for both employers and Personal Assistants.

- Social Work practitioners are confident about supporting applications to the re-opened Independent Living Fund Scotland to enable the people they support to achieve independent living outcomes.

- Direct payment agreements are legal agreements between the local authority and the employer. Agreements embed the statutory principles of Self Directed Support and are accessible and easy to understand. Agreements are reciprocal, outlining the rights and responsibilities of both employers and local authorities. Agreements reflect national policy and practice guidance.

HSCP and Local Authority Activities

The Personal Assistant rate is established by calculating several different components including the Scottish Living Wage, National Insurance, Tax, Pension, Payroll, Sickness and Annual Leave.

Additional financial costs are paid to customers and carers including mandatory training, recruitment costs, establishment of pension scheme and other relevant costs.

Independent support is provided by a contracted independent Self Directed Support provider organisation.

Where a customer is in receipt of Social Work funding, irrespective of the Self Directed Support option chosen, and Independent Living Fund awards, the Social Work practitioner will undertake joint reviews with the Independent Living Fund assessor to ensure that eligible needs and outcomes are being met.

Training has been provided to Social Work practitioners regarding the new Independent Living Fund and its application process.

The Direct Payment agreement is a legal agreement containing all the rights and responsibilities associated with managing a direct payment and explains the responsibilities undertaken by the Council and HSCP.

The Direct Payment agreement contains personal details about the customer and their agreed budget however the remainder of the content agreement is directed towards all customers, irrespective of how they have chosen to arrange their support under Option 1.

There are dedicated sections within the legal agreement pertaining to the employment of Personal Assistants.

As with all information and written materials, alternative formats can be provided by the Council's Corporate Communications Team when required.

When the Direct Payment agreement is issued to the customer or carer, they are provided with information which signposts to several local and national information and advice resources.

Core Components

- *Personal Assistants, employers, local authorities, and independent support organisations all have a role in identifying when a direct payment for employing Personal Assistants is not appropriate or should be suspended, terminated or returned. Any decision is explained clearly to the Personal Assistant, employer or, when appropriate, to their carers.*

- *There is locally coordinated support available for recruitment of, and support for, Personal Assistants. While it is not the responsibility of local authorities to recruit Personal Assistants, employers need locally coordinated support for recruitment.*

- *Personal Assistants' employers have access to training and support to enable them to carry out employer duties and to be a good employer.*

- *Personal Assistants have access to training and support to enable them to carry out the job required by their employer.*

- *Leadership supports the workforce and creates conditions and systems for Social Work practitioners to fulfil their statutory responsibilities in their duty of care in administering direct payments for employing Personal Assistants.*

HSCP and Local Authority Activities

Their customer's or carer's capacity and capability will be considered when that individual is choosing to become a Personal Assistant employer. Where the HSCP cannot support this choice, this will be fully explained to the customer or carer and where requested provided in writing. The customer or carer will be supported to utilise other Self Directed Support options or utilise Option 1 without taking responsibility for being an employer. The legal Direct Payment agreement has a section related to Protection of Vulnerable Groups (PVG) Register.

Support is provided to Personal Assistant employers from the local independent information, advice and support service.

Customers and carers are referred to the local independent information, advice and support service who have links with third sector organisations, job centres and will assist with the advertising and recruitment of Personal Assistants as well as supporting the person to carry out good employment activities.

Funding is provided for training for the Personal Assistant where there are mandatory activities required to be undertaken, for example, moving and assistance. Some additional training is funded, discussed on a case-by-case basis, where it is felt to be mandatory to safely meet the needs and outcomes of the customer.

Personal Assistants, through communication with their employers, will be signposted to local and national resources for information, advice, training and support.

There are well-established Self Directed Support operational procedures including full detailed sections relating to employment of Personal Assistants, readily available to all Social Work practitioners. Regular dedicated training is provided to Social Work practitioners as well as the publication of a variety of training and case example materials. Social Work practitioners work closely with the independent information, advice and support service, as well as the Council's Finance and Audit Teams.

USEFUL SELF DIRECTED SUPPORT WEBSITE LINKS

The Scottish Government – Self Directed Support Website:

www.selfdirectedsupportscotland.org.uk

The Self Directed Support Legislation:

<http://www.legislation.gov.uk/asp/2013/1/contents>

Easy Read Guide to the Self Directed Support Legislation:

<https://www.gov.scot/publications/guide-self-directed-support-scotland-act-2013/>

Self Directed Support (Direct Payments) (Scotland) Regulations 2014:

<http://www.legislation.gov.uk/ssi/2014/25/contents/made>

Self Directed Support Statutory Guidance:

<https://www.gov.scot/publications/statutory-guidance-accompany-social-care-self-directed-support-scotland-act-2013-2/>

Carers (Scotland) Act 2016

<http://www.legislation.gov.uk/asp/2016/9/contents/enacted>

Self Directed Support Scotland - Personal Assistant Employer's Handbook:

<https://handbook.scot/the-pa-employer-handbook/>

Self Directed Support Values and Principles Statement:

<http://www.scotland.gov.uk/Publications/2014/06/2426>

Self Directed Support Values and Principles Statement - Easy Read:

<http://www.scotland.gov.uk/Publications/2014/06/8424/1>

USEFUL LOCAL TELEPHONE NUMBERS AND WEBSITES

Take Ctrl - East Dunbartonshire:

Suite 1, Enterprise House, Southbank Business Park, Kirkintilloch, G66 1QX

Tel: 0141 776 2219 / 6342

Ceartas Advocacy Service:

Suite 5 – 7, McGregor House, Donaldson Crescent, Kirkintilloch, G66 1XF

Tel: 0141 775 0433 Web: <https://www.ceartas.org.uk/>

Carers Link:

Milngavie Enterprise Centre, Ellengowan Court, Milngavie, G62 8PH

Tel: 0800 9752131 or 0141 955 2131 Web: www.carerslink.org.uk

Social Work Emergencies (Out of Hours): Social Work Standby Service: 0800 811505

Self Directed Support

National Self Directed Support Standards



This document can be provided in large print, Braille or in audio format and can be translated into other community languages. Please contact the Council's Corporate Communications Team at:

East Dunbartonshire Council, 12 Strathkelvin Place, Kirkintilloch G66 1TJ Tel: 0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

اس دستاویز کا درخواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫ਼ੋਨ ਕਰੋ।

Gabhaidh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòin gu **0300 123 4510**

अनुरोध करने पर यह दस्तावेज हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फोन कीजिए।