



ANDERSON'S CHAMBERS  
MARKET STREET  
GALASHIELS  
TD1 3AF  
Tel/Fax: 01896 759700  
Email:  
[borders.directpayment@virgin.net](mailto:borders.directpayment@virgin.net)



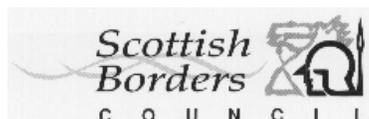
## BORDERS DIRECT PAYMENT AGENCY

### User-Involvement Model

# Developing Direct Payments through Independent Management and by Working in Partnership

*January 2004*

*Funded by*





ANDERSON'S CHAMBERS  
MARKET STREET  
GALASHIELS  
TD1 3AF  
Tel/Fax: 01896 759700  
Email:  
[borders.directpayment@virgin.net](mailto:borders.directpayment@virgin.net)



This paper gives an outline of how the Borders Direct Payment Agency operates from the perspective of all the different partners currently involved in developing direct payments in the Borders.

## Support Agency Management - Borders Voluntary Community Care Forum (BVCCF)

The BVCCF is an independent voluntary organisation which aims to represent the interests of service users and carers and local voluntary organisations in the planning and provision of community care in the Scottish Borders.

The BVCCF currently manages the Borders Direct Payment Agency (BDPA) and acts as employer to the staff of the agency which is funded through a Service Agreement with the Local Authority. The co-ordinator of the BVCCF provides support and supervision to the Project Manager who in turn provides support and supervision to the other members of staff on the project.

The BVCCF is a generic forum, which works across all care groups and works in partnership with the statutory agencies e.g. Lifelong Care and NHS Borders. Our work involves supporting user-led organisations as well as developing models of user and carer involvement in planning and developing services.

The BVCCF management committee is made up of elected members from various organisations within the voluntary sector.

**A. Scobie**

## User involvement / Representatives

The Borders Direct Payment Agency was created specifically to provide advice and support to manage a direct payment, using person centred planning, to meet the needs of individual users thus empowering us to participate at any level.



ANDERSON'S CHAMBERS  
MARKET STREET  
GALASHIELS  
TD1 3AF  
Tel/Fax: 01896 759700  
Email:  
[borders.directpayment@virgin.net](mailto:borders.directpayment@virgin.net)



Advice and support is provided by a dedicated and committed team with specialist skills acquired and developed over the last four years.

Representatives of service users and carers, the agency and the local authority operate in partnership. This is achieved through operating a Direct Payments Working Group, which has over 50% user representation. The Working Group has a vital decision making role. Meetings are held approximately every 6 weeks to discuss any new directives, policy and procedural changes, operational issues and anything else appertaining to Direct Payments. This group has the capacity to co-opt other user representatives and professionals as appropriate. Local authority decisions regarding direct payments are referred to the working group for discussion. When wider opinions than those of the representative are required, the BDPA will correspond with all direct payment clients for feedback to the working group.

To ensure full participation of representatives at working group level the BDPA facilitates meetings for representatives prior to the Direct Payments Working Group meetings to encourage and enable users to participate fully.

All meetings now use the Social Model of Inclusion by:

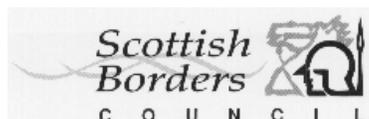
- ensuring minutes are sent out in time,
- minutes being in suitable format,
- all the meetings being held in accessible venues with aids and adaptations i.e. loop system, microphones, ramps, accessible facilities etc. as required
- reimbursement of travel and carer/pa costs.
- rotating the venues to allow for the rurality of the Borders
- enabling us to be prepared and to fully participate thus empowering users/carers to achieve our full potential.

Outwith these meetings we are invited to work on sub groups or represent Direct Payments at national level encapsulating all interests and voicing the views of all users in the Scottish Borders.

**M.Simpson and C.Newman**

Page 2 of 7

*Funded by*





ANDERSON'S CHAMBERS  
MARKET STREET  
GALASHIELS  
TD1 3AF  
Tel/Fax: 01896 759700  
Email:  
[borders.directpayment@virgin.net](mailto:borders.directpayment@virgin.net)



## Borders Direct Payment Agency

The Co-ordinator of the BVCCF and Project Manager of Borders Direct Payment Agency jointly discuss and review the progress of the agency. The BVCCF Co-ordinator provides one to one support to the Project Manager, supports the agency with new developments, staff recruitment and budgetary negotiations with the local authority. The BVCCF treasurer provides book-keeping support.

This arrangement provides the agency with appropriate development support as the BVCCF is an independent voluntary organisation committed to user and carer involvement in community care. The BVCCF has developed a good relationship with the local authority and NHS whom they have worked with over 10 years.

During the last 4 years the BDPA has developed an open and inclusive working relationship with people using direct payments and is proactive in encouraging people to become involved in the wider picture of direct payments. (See User involvement).

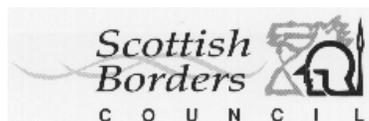
As well as providing information and support to clients (see appendix 2) we also provide and publicise information about direct payments, audit the financial arrangements of all clients who use direct payments and provide a payroll service to clients. The agency and clients are actively involved in local authority staff training. We also arrange or facilitate training requests from clients, encourage peer support and are developing a database of personal assistants and care workers. The agency is frequently asked to do presentations and participate in open discussions about direct payments with a variety of groups around the Borders.

The agency is in a position to lobby the local authority when new legislation comes into place enabling other client groups to access direct payments. For example, the Children and Families team have put in a bid for growth which will enable us to expand and offer support to the families of children affected by disability.

Our working knowledge of direct payments would be appropriate to all client groups. (See appendix 1). We continually assess our own training needs to meet new legislative requirements.

Page 3 of 7

*Funded by*





ANDERSON'S CHAMBERS  
MARKET STREET  
GALASHIELS  
TD1 3AF  
Tel/Fax: 01896 759700  
Email:  
[borders.directpayment@virgin.net](mailto:borders.directpayment@virgin.net)



We take a person centred approach to our work including adopting the social model of disability by making ourselves, meetings, information and our office accessible.

Last year the agency and clients identified a need for support with the Independent Living Fund (ILF). The Agency has taken this on board, along with the local authority, by offering payroll and recruitment support to ILF recipients.

**N. Kershaw**

## Local Authority

There has been user representation on the Direct Payments Working Group since the inception of the scheme. However, representation has increased as the direct payments scheme has become more established, and we have recognised the need to provide the right support and facilities to enable people to make this commitment.

The working group reports into the local joint planning structure which has user and carer representation.

User representatives have been asked to explore the model of user management of the DP Agency, but they wish to continue with the current model of a joint working group, which all parties view as effective.

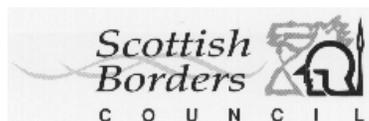
User representatives have:

- ❖ been part of the training programme for local staff
- ❖ publicised direct payments
- ❖ been able to highlight what will/won't work at an early stage of implementation
- ❖ used the group to agree changes which make the service better for users
- ❖ worked on developments as eligibility extended eg for children's services

**S. Henderson**

Page 4 of 7

*Funded by*





ANDERSON'S CHAMBERS  
MARKET STREET  
GALASHIELS  
TD1 3AF  
Tel/Fax: 01896 759700  
Email:  
[borders.directpayment@virgin.net](mailto:borders.directpayment@virgin.net)



## Conclusion

People using direct payments in the Borders have, so far, not shown interest in the day to day management of the agency providing they get the support and service they need. If clients are dissatisfied with the service they can make a complaint to the local authority, Co-ordinator of BVCCF or any of the user representatives. We feel this makes for a robust agency accountable to all partners. At present everyone involved is satisfied with the current arrangements.

It is hoped this model will allow for the growth and expansion of direct payments to include all eligible care groups. Representatives from other groups will be part of the Direct Payments Working Group as they become eligible.

We would not have been able to achieve and maintain such a high level of participation from representatives on the Direct Payments Working Group, i.e. over 50%, without financial support from the Local Authority.

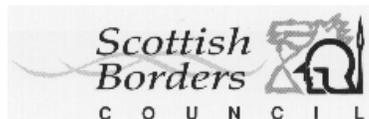
### Contributions from:

Annette Scobie	Co-ordinator BVCCF
Margaret Simpson	DP user and representative
Clement Newman	DP user and representative
Niccy Kershaw	Project Manager BDPA
Susan Henderson	Lead Officer Scottish Borders Council

If you would like further information please contact  
Borders Direct Payment Agency, Anderson's Chambers, Market Street.,  
Galashiels  
Telephone: 01896 759700, Fax: 01896 759500  
e.mail: [borders.directpayment@virgin.net](mailto:borders.directpayment@virgin.net)  
[www.bordersdpa.org.uk](http://www.bordersdpa.org.uk)

January 2004

*Funded by*





ANDERSON'S CHAMBERS  
 MARKET STREET  
 GALASHIELS  
 TD1 3AF  
 Tel/Fax: 01896 759700  
 Email:  
 borders.directpayment@virgin.net



Page 5 of 7

**APPENDIX 1  
 STATISTICS AS AT JANUARY 2004**

**1. Referrals since 1999**

**Client Group:**

Physical Disability	61
Elderly	60
Learning Disability	19
Mental Health	10
Children with Disabilities	4
<b>TOTAL</b>	<b>154</b>

**Gender:**

Male	62
Female	92
<b>TOTAL</b>	<b>154</b>

**2. Clients currently using**

**Direct Payments**

**Client Group:**

	16-17	18-65	65+	Total
People with Physical Disability		16	28	44
People with Learning Disability		4		4
People with Mental Health Problems		2	2	4
Disabled Parents		1		1
Children with Disabilities				0
<b>TOTAL</b>				<b>53</b>

---

**Direct Payment packages ranging from 1.5 hours to 68 hours per week**

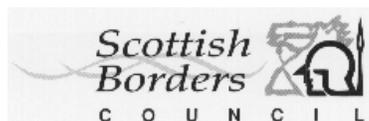
---

<b>Current staffing levels</b>	<b>3</b>
Project Manager full time 35 hours per week	1
Support Worker part time 21 hours per week	1
Clerical Asst part time 30 hours per week	1

---

**Borders Direct Payment Agency covers the Scottish Borders region comprising 1,800 square miles, with a population of approximately 106,000**

*Funded by*





ANDERSON'S CHAMBERS  
MARKET STREET  
GALASHIELS  
TD1 3AF  
Tel/Fax: 01896 759700  
Email:  
[borders.directpayment@virgin.net](mailto:borders.directpayment@virgin.net)



Page 6 of 7

## APPENDIX 2

### **The Borders Direct Payment Agency offers advice and support with:**

- Explaining self-management of care within the direct payments scheme including financial planning
- Keeping necessary records e.g. a separate bank account, timesheets, PAYE records, receipts etc.
- Drawing up job descriptions
- Drawing up contracts of employment
- Staff recruitment e.g. advertising, taking up references, disclosures, and support with interviews
- Coping with legal requirements and responsibilities of being an employer
- Rates of pay, PAYE, National Insurance and wages.
- Liability insurance.
- Health and Safety regulations.
- Advice on being a good employer.
- Information on care and other agencies.
- Emergency staffing.
- Information on accessible training.
- Social Work training
- Presentations
- Payroll and recruitment support for people using Independent Living Fund

Page 7 of 7

*Funded by*

