



# Did ye know?

A guide to Glasgow Centre for Inclusive Living's Support Services for Glasgow Health and Social Care staff.



## Glasgow Centre for Inclusive Living (GCIL)

Glasgow Centre for Inclusive Living (GCIL) is a disabled people's organisation run by disabled people for disabled people. Our aim is to promote independent living by helping disabled people gain the information, skills and support to challenge barriers and make informed choices. Independent living means all disabled people having the same freedom, choice, dignity and control as other citizens at home, at work and in the community. It does not mean fending for themselves. It means having the support they need to live an ordinary life.

This booklet explains how Glasgow Centre for Inclusive Living can support individuals and families to make Self-directed Support work for them and we hope that this handbook will be helpful to GHSCP staff who are working with people who may wish to manage their Self-directed Support packages.

## How can GCIL support people?

We can assist disabled people or anyone authorised to act on behalf of a disabled person to set up and manage their support arrangements. Our experienced Support Team Advisers will work with the disabled person, or appointee, to help them to get involved in all the activities detailed in their support plan.

We will:

- » provide information and awareness sessions on Self-directed Support;
- » support disabled people to prepare for their assessment;
- » support disabled people to complete the relevant sections of their assessment;
- » gather accessible information about any service the disabled person may wish to use;
- » support the disabled person to identify an appropriate care provider or to safely recruit Personal Assistants.



## What do we do?

Throughout the year our GCIL Support Development Team offers a programme of:

### **Self-directed Support Awareness sessions:**

We offer disabled people and carers basic information about Self-directed Support and an understanding of the process involved.

**Informal drop-ins:** We offer these informal drop-ins twice a month when disabled people and carers can call into GCIL to ask any questions they have about Self-directed Support.

### **Preparation for your Assessment sessions:**

We will assist disabled people to prepare for their Support Needs Assessment or children's assessment.

**To receive details of our current programme please email [alasdair@gcil.org.uk](mailto:alasdair@gcil.org.uk) or [lilian@gcil.org.uk](mailto:lilian@gcil.org.uk) or check our Twitter [@GCIL\\_Support](https://twitter.com/GCIL_Support)**

We will also provide Self-directed Support awareness and assessment preparation on a short term more focused 1:1 basis if that is the disabled person's preference. This support can be accessed by appointment.

We can either offer accessible transport to our offices or a home visit where required. To make a referral please email [alasdair@gcil.org.uk](mailto:alasdair@gcil.org.uk)

We will meet with anyone who is interested in our support (jointly with a GHSCP staff member if appropriate) and provide:

- » an explanation of Self-directed Support options;
- » details of our support services;
- » a pack of relevant information.

If the referral is received at the point where the disabled person's support plan and personal budget is agreed, then the disabled person will be allocated to a specific Adviser from the Support Team who will work with him/her for as long as is required. The person will be asked to:

- » sign a Client Service Agreement detailing what the disabled person can expect from GCIL;
- » sign a mandate authorising our Adviser to contact third parties on the disabled person's behalf.



The Adviser will:

- » assist the disabled person to examine in detail the outcomes outlined in their support plan and how these might be achieved;
- » assist the disabled person to decide how they wish to manage their Self-directed Support package;
- » explore the options of using personal assistants and/or care providers and support them to choose which would best meet their needs;
- » confirm the Direct Payment start date;
- » check appropriate start-up costs have been included;
- » provide details of local Advocacy Services if this service is requested.

### **Power of Attorney and Guardianship**

The Self-directed Support National Strategy for Scotland states that “Social care policy emphasises the presumption of capacity, and the processes that apply to Self-directed Support should include ways of establishing the wishes of the individual.”

GCIL is committed to working with GHSCP staff to ensure that everyone, accessing our support service, is given accessible information and appropriate assistance to maximise their ability to make decisions about their support.

### **Information and Training**

We will encourage the disabled person to attend our Self-directed Support briefing sessions about all aspects of being a good employer.

### **Purchasing from a Care Provider**

If the disabled person chooses to use a care provider, the Adviser will provide the following:

- » information about care providers;
- » an explanation of the procedures for contracting with a care provider;
- » discussion with the disabled person on budget, hours, payment options etc;
- » support to arrange interviews with prospective care providers to discuss how they can deliver their service to meet the disabled person’s needs;



- » support to the disabled person to carry out the interviews with the care providers if requested;
- » arrange a bill paying service if required;
- » help to arrange a back-up plan in case the regular arrangements break down.

### Recruitment of Personal Assistants

If the disabled person chooses to employ a Personal Assistant (PA) they will become the PA's employer. The Adviser will instigate a safe recruitment process and provide support to the person with information and advice about how to employ a PA.

We will provide support to:

- » develop a job description and a person specification;
- » arrange advertising; (We recommend that applications are returned to GCIL so that the disabled person's home address is only disclosed to the successful candidate)
- » arrange interviews and prepare interview questions; (Interviews can be held in GCIL if requested)

- » prepare a contract and arrange a start date for the PA;
- » purchase relevant insurances;
- » arrange an occupational pension for the PA;
- » arrange a PVG for the PA;
- » register with HMRC;
- » set up Glasgow's new pre-paid card system for the payment of Direct Payments;
- » register the PA employer with our enhanced or standard payroll service which will complete all payroll tasks on behalf of the PA employer;
- » access training for PA employers;
- » set up emergency back-up plan to cover the PA's holidays and any sick leave. If, on occasion the back up plan fails, the PA employer will contact Social Work Services for support.



## Other Areas of Support

We will also support the PA employer to ensure that they are aware of their obligations when they sign the Council's Self-directed Support Agreement:

- » to pay client contribution; (Children are not subject to a client contribution)
- » to use funds appropriately to achieve the outcomes detailed in the support plan.

## What is the GHSCP Prepaid Card scheme?

All those in receipt of a Direct Payment will receive a prepaid card which links to an online bank account. The Direct Payment is paid into the online bank account every 4 weeks. The prepaid card can be used to pay for wages and/or services agreed in the support plan. The system is operated by allpay Ltd who provide prepaid card and online banking services across the private and public sectors.

The prepaid card works just like any other debit card; if the person wishes to buy a product or service they can use the card in person or by using the telephone.

The card and online bank account can be used to:

- » pay personal assistant/s' wages directly into their bank account;
- » pay PAs' tax to HMRC;
- » set up regular payments e.g. to care providers, using standing orders or direct debits;
- » purchase any items agreed in the support plan.

It is not possible to withdraw cash from ATMs, or receive cash back when making purchases using the prepaid card.

GCIL offers a range of supports, to assist disabled people, or those acting on their behalf, to set up the prepaid card system.



We can provide:

- » information and support to activate the online account and prepaid card, in GCIL or through a home visit;
- » step by step user guides;
- » opportunity to sign up for our enhanced payroll service who will manage the budget on the service user's behalf.

### Advice from Social Work Finance

NB: All new service users opting for a Direct Payment will require to use the online banking and prepaid card system. If the service user wishes to use the GCIL enhanced payroll this will require to be indicated on the eform, which is sent to Social Work Finance, so that the appropriate arrangements can be made.

Confirmation at this time should also be provided about who will manage the direct payment, i.e Service User/ Parent/Guardian/ POA. This will assist the Know Your Customer Process (KYC). This information should be detailed in the Finance Comments field.

## What insurances are required?

### Public Liability Insurance

All PA employers have a legal obligation to have Public Liability Insurance. Public Liability provides cover for any claim against them for accidental death, bodily injury or illness, to any person or accidental damage for which they could be held responsible. It must be emphasised that they must follow correct recording and reporting procedures following any incident. GCIL can assist them to do this.

### Indemnity Insurance

In the event of a dispute, PA employers have access to 24 hour employment law advice. If the employer follows the advice of their Employment Law Adviser they will be covered for any legal expenses or court action. GCIL can assist PA employers to seek advice and carry out any action recommended by their Employment Law Advisers.



## Basic start-up costs required when recruiting PAs

**Advertising:** Whenever possible GCIL makes use of free resources in particular recruitment websites. However there may be times when the response is poor, or when employers are looking for very specific skills, that costs may be incurred.

**PVG Checks:** Current cost per worker £59 for a new PVG or if a PA who already has a PVG but is changing e.g. from supporting a child to an adult.

Basic update £18.

GCIL advise that the PA employer deducts this cost from the final salary of any PA who leaves before completing one full year of service.

**Insurance:** Depending on the cover, prices range from £70 - £140 per year. A detailed factsheet on insurances for PA employers is available from GCIL.

## Start up costs

### GCIL Bill Paying and Payroll Fee Schedule

(correct at October 2019)

#### Bill Paying Service

Registration Fee: £54

Charge: £20 every 4 weeks

#### Standard Payroll Package

No. of Employees	Charge (4 weekly)	Registration Fee
1-5	£30	£97
6-10	£36	£129

#### Enhanced Payroll Package

No. of Employees	Charge (4 weekly)	Registration Fee
1-5	£44	£97
6-10	£50	£129

For more information, please request a payroll information pack.





## Contact us to find out more:

**Address:** 117 - 127 Brook Street  
Glasgow G40 3AP.

**Phone:** 0141 550 4455

**Web:** [www.gcil.org.uk](http://www.gcil.org.uk)

**Email:** [gcil@gcil.org.uk](mailto:gcil@gcil.org.uk)

*This information is available in alternative formats*

 **Follow us on Twitter: @gcil\_support**

