

where do
i go to get
help?

i want to
get out
more?



Personalisation and Self-Directed Support

Options



Perth and Kinross
Health and Social
Care Partnership

Supporting
healthy and
independent
lives

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Personalisation and Self-Directed Support Options

Personalisation and Self-Directed Support

Personalisation and Self-Directed Support is delivered through our Health & Social Care Partnership, throughout Perth and Kinross, working together to meet the needs of the whole person.

In Perth and Kinross we provide support for those requiring social care, in line with the Social Care (Self-Directed Support) (Scotland) Act. This approach gives you more choice, flexibility and control over how support is provided, and allow you to live an independent and fulfilling life in your local community.

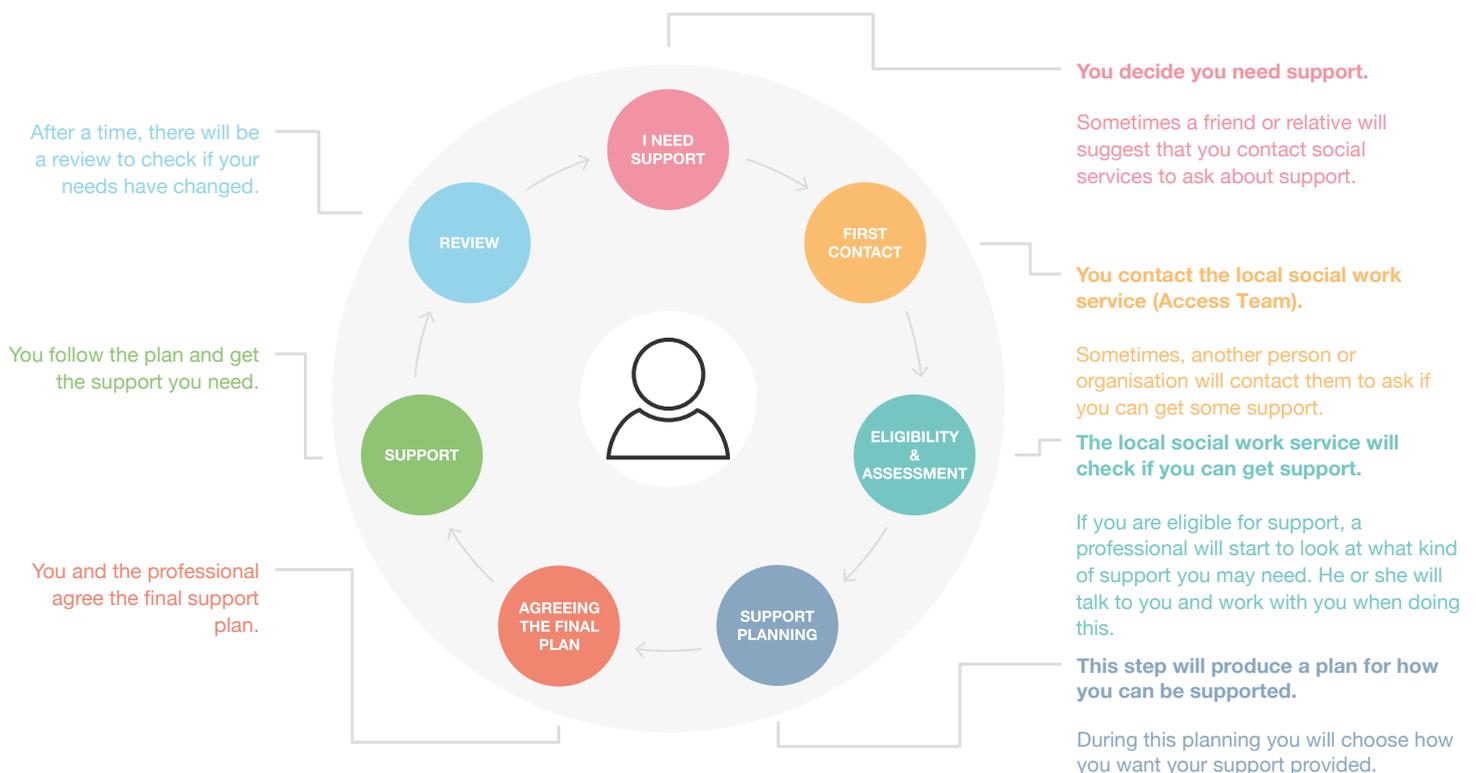
If you need help with everyday things because of a health condition, disability, or personal circumstances, you or someone on your behalf should contact our Access Team to talk through the available support. They will assess you using the eligibility criteria for care and will give advice and information to help put you in touch with the support you need. Help could include putting you in

contact with a voluntary organisation or community group in your area who can provide support.

All adults and children, who require community care support either as a new client, or as someone undergoing a review of existing support measures, will be assessed using a Personalisation approach. The kind of support you get depends on your agreed support plan. Writing your plan will involve working together to identify the things that will help make your life better, keep you healthy, safe and well, and that will not be considered detrimental to your health or wellbeing.

Peoples Pathway

The diagram below indicates the key stages in a person's pathway. It covers each key step from initial contact through to the provision of support and review.



Self-Directed Support

Self-Directed Support (SDS) means that you have choices in how your care and support is managed and there are a number of different ways this can be done.

(The introduction of Carers (Scotland) Act 2016 on 1 April 2018 introduced new rights for unpaid carers of all ages. Adult carers have the right to have an Adult Carer Support Plan. The eligibility criteria framework gives the unpaid carer the opportunity to define their own needs and personal outcomes and have a say on the support they need, which may include an SDS Option.)

You can choose the one which best suits your individual needs.

Self-Directed Support options:

Option 1

If you choose this option Direct Payments will be made to you by the Council to fund the provision of your support. This will allow you to purchase the support you need yourself so that you can meet your personal outcomes and continue to lead an independent and active life. Direct Payments will allow you, either on your own or with support, to buy the care you need from a provider, employ your own staff (Personal Assistants) or engage with a self-employed carer, to support you directly. You may choose to receive a one-off payment, purchase appropriate equipment or have a combination of them all. Direct Payments will give you control, choice and flexibility over how your support or care is provided and how you want to live your life.

If you are making decisions on behalf of an adult who lacks capacity, you must either have a Power of Attorney with financial and welfare powers or Guardianship with welfare and financial powers.

Option 2

If, for whatever reason, you do not want to directly manage your support, then we can help. You will still choose what support you want and how it will be provided, but the Council will manage it for you. This option has mainly been designed to be an alternative to Direct Payments (Option 1), without the need for you

to take on the responsibilities for the financial administration and the organisation of any support. However, it is not possible for you to employ Personal Assistants or engage with a self-employed carer, using Option 2.

If you are making decisions on behalf of an adult who lacks capacity, please speak to their social worker for further advice on how this can be managed.

Option 3

You can ask for your support to be arranged and managed for you by the Council. They will arrange for this to be provided directly by Council staff or by someone else on behalf of the Council.

If you are making decisions on behalf of an adult who lacks capacity, please speak to their social worker for further advice on how this can be managed.

Option 4

This is a combination of Options 1, 2 and 3 and allows you to let the Council manage some parts of your support package, while giving you direct control of some elements of your support. The money to fund the parts of your support which you will manage will be paid into a bank account in the same way as described in the Option 1, Direct Payments.

Option 1 – Direct Payments



There are several possibilities available for purchasing care through Option 1 - Direct Payments and these are detailed below.

1 Service Provider

You can buy a service from a provider and means that you have a contract with that provider to allocate the care workers and support you need. Perth & Kinross Council can provide you with names of regulated services in your area. Each month, the provider will send you an invoice for the care delivered and you pay the invoice using money from the Direct Payments bank account.

The Care Inspectorate regulates the services provided by care providers and you can find out about the quality of the services they provide from the Care Inspectorate at www.scwis.com

What the Council will do:

- If required, the Self-Directed Support (SDS) Team can work with you through all stages of Direct Payment or you may wish to choose another support organisation to advise you.
- We can supply you with a list of approved providers who are registered with the Care Inspectorate.
- We will inform you what the hourly rate will be for the provider you choose and this rate will be shown on any invoices they send you.
- We will provide you with a bank mandate to capture the details of the designated bank account which you will be asked to open.
- The SDS Team will explain and supply you with Income & Expenditure forms which you complete each month. These forms are used as part of the monitoring process and should be sent to the SDS Team by post to the address at the back of this booklet or email to: SelfDirectedSupport@pkc.gov.uk
- We will supply you with a Direct Payments Agreement which will be signed by the Council and you or someone who has the power to act on your behalf.
- The Council will make an agreed payment into your Direct Payments bank account every four weeks and this will be used to pay for the care you receive. If you pay a contribution

towards your care then this will be deducted from the weekly cost of your Direct Payment.

- The Council will monitor the spend of the Direct Payments bank account to ensure that your agreed outcomes are met and to ensure you are managing all transactions appropriately. It will also inform us if you are making your contribution into the Direct Payments bank account.

What you will be asked to do:

- Choose from the approved list of care providers, who you would like to provide the support to meet your agreed outcomes.
- Open a separate bank account with a cheque book and/or online facility exclusively for Direct Payments. This can be in your name or if you choose, another person who can manage the bank account on your behalf and they can be the named person on the account.
- Complete a bank mandate form which once completed is to be sent either by post to the SDS Team at the address at the back of this booklet or by email to:

SelfDirectedSupport@pkc.gov.uk

When opening the bank account from a bank of your choice, please request a monthly bank statement.

- The Council will require you to sign a Direct Payments Agreement which the SDS Team will provide.
- When you receive an invoice from your provider, check that you agree with the times worked and the hourly rate used and either pay by cheque or via internet banking.
- Every month send a copy of the relevant bank statement along with a copy of any paid invoices for the month, to the SDS Team. With this we also need a copy of the completed Income & Expenditure form which is used to record all income and expenditure from the Direct Payments bank account. This information is requested as the Council is

required to demonstrate accountability for the use of public funds.

- You will be asked to complete a financial assessment to establish what if any contribution you will pay towards your care. If you are assessed as being eligible to pay a contribution then you should arrange to pay this into the Direct Payments account in line with the Council's four weekly payments.

2 Employing a Personal Assistant

Becoming a Personal Assistant employer by choosing Option 1, Direct Payments, gives you maximum flexibility to tailor your support to your lifestyles and needs.

The SDS Team will help potential employers find out more about SDS and Direct Payments. This will include how you can find staff as well as offering practical support with becoming a Personal Assistant employer.

What is a Personal Assistant?

A Personal Assistant is directly accountable to you, their employer, and will provide the support that will enable you to lead a full and independent life in the community.

The tasks carried out by the Personal Assistant will be determined by you and the key tasks should be set out in a job description. One of the main reasons people choose to employ their own staff is to allow some flexibility both in the nature of support provided and the hours when staff are required to work.

Personal Assistant work itself is about much more than personal care. There are many roles available for a Personal Assistant, such as supporting their employer at work, at college or in social activities. For some there is a low level of personal care required or there may be a team of Personal Assistants with different roles based on their skills, with each team member having a different role. The tasks required of each Personal Assistant should be fully thought out before the Personal Assistant

Option 1 – Direct Payments

is recruited. Your assessing worker can help you decide on the specific tasks that would be required.

Personal Assistants have the same responsibilities as other employees in relation to attendance and performance at work and this is detailed in the Contract of Employment.

How do I recruit a Personal Assistant?

Personal Assistants are recruited in a number of ways, and evidence suggests this is more often through friends and people you already know. The SDS Team will offer support with all aspects of recruitment and will tailor the process to your needs. They will also explain the Personal Assistants Scheme to you. Further information is available on Perth & Kinross Council's Self-Directed Support web page at www.selfdirectedsupport/personalassistantscheme

The benefits of the Personal Assistant Scheme are that it relieves anxiety for people requiring support and offers safe recruitment from the comfort of their home. It also offers choice and control and confidentiality with easy access of information. It will help you to choose applicants you may wish to interview.

Alternatively, the SDS Team can place an advert in the local Job Centre, appropriate website, Community Campus, Doctor's Surgery etc. This would give a brief description of what the job involves, how many hours per week, what kind of person you are looking for and the rate of pay. All applications come through the SDS Team and are passed to you, the employer. It is essential that safe recruitment is applied; this ensures that you, as the employer, remain anonymous to the applicant at this initial stage.

How do I select and interview people?

You must read all the applications you receive and compare them with the list of skills and personal qualities that you are seeking. You then decide which of the applicants you wish to interview. The SDS Team can assist you with this task or you may wish to ask a member of your family or a friend. The interview should be formal but relaxed. You should have a list of questions that you want to ask each prospective employee. You should also ask questions that will help you find out more about the candidate. Remember to check reference details of all applicants. The SDS Team can offer you a room for interviews and this is advised for safe recruitment but we understand this may not always be practicable for the prospective employer and other arrangements can be made.

Can I employ a close family member?

While it is possible for you to employ a close relative in some circumstances (see below), the Council retains the discretion to agree or disagree to any such arrangement as it involves an important change in the relationship between the two individuals.

All the following requirements must apply in order for family members to be employed as Personal Assistants:

- *The Council, the family member (ie the prospective Personal Assistant) and you must all agree to the family member providing support.*
- *The family member must be capable of meeting your needs via the employment arrangements (Note: the Council, with its statutory duty of care, ultimately decides if the arrangement will meet your needs).*
- *Any one of the following additional appropriate circumstances must apply:*
 - *there is a limited choice of providers;*
 - *you have specific communication need which makes it difficult for another provider to meet your assessed needs;*



- *the family member will be available to provide support at times when other providers would not reasonably be available;*
- *the intimate nature of the support makes it preferable to you that the support is provided by the family member;*
- *you have religious or cultural beliefs that make the arrangement preferable to you;*
- *you require palliative care;*
- *you have an emergency or short-term necessity for the support;*
- *there are any other factors which make it appropriate, in the opinion of the authority, that the family member provides support.*

Note:

- 1** *A family member is not permitted to provide support if the authority determines that either the family member or you are under undue pressure to agree to the arrangement.*
- 2** *A family member is not permitted to provide support if they are a Guardian or Power of Attorney for you.*

These two restrictions apply - and therefore prevent an employment arrangement - regardless of whether any or all the necessary requirements are in place.

How do I decide on the rate of pay?

The SDS Team will provide you with the rate of pay that is applicable to this type of work. This will include all on-costs such as employer National Insurance contribution, holiday cover, training, etc. Setting the correct rate of pay is important to ensure that you attract workers that can provide the assistance you require.

Option 1 – Direct Payments

Do I have to offer the employee a pension?

Every employer with at least one member of staff must automatically enrol those who are **eligible**, into a workplace pension scheme and contribute towards it.

Not all employees will be automatically enrolled into a pension scheme and not all workers will be entitled to request to join the scheme. However, all employers are required to have a 'Qualifying Pension Scheme' available to their employees.

It is the responsibility of the employer to ensure that they take all the necessary steps and produce all the necessary reports and communications. However, many of our Direct Payments employers will not have had previous experience with a pension scheme. Therefore the SDS Team will arrange with your payroll provider to help you with your individual needs and requirements, such as providing the Pension Regulator with the information they require to register you onto the scheme.

When you receive any letters from the Pensions Regulator, please send them to your payroll provider and they will inform you what to do next.

How do I pay my Personal Assistant?

This can be a daunting task, but with correct information or training it can become a routine task. You may use any payroll company you wish or the SDS Team can provide you with the names of local payroll providers who will set you up as an employer and inform you of how much to pay the Personal Assistants each month. There will be a fee for payroll services which can be paid for from Direct Payments money, please discuss this with the SDS Team.

Do I need to give my Personal Assistants a Contract of Employment?

Good practice states that you must provide your employee with written Terms and Conditions of Employment within 8 weeks of a permanent contract being offered. There are a number of details that require to be included:

- *employer and employee name and address;*
- *the date the employee starts work;*

- *job title and brief job description;*
- *place of work;*
- *payment details and hours of work;*
- *arrangements for holiday pay, sickness and maternity provision;*
- *notice;*
- *disciplinary and grievance procedures.*

The agreement between the employer and employee begins from the time an employee starts work and is based on what was agreed during the interview. The SDS Team will supply a Contract of Employment for you to use.

What about insurance?

You must insure against injury to Personal Assistants who work in your home and all employers must have Employer's Liability Insurance. You may use any insurance company however the SDS Team can provide you with details of companies where you can purchase this insurance. The fee for Liability Insurance is funded by the Council and will be paid into the Direct Payments bank account.

Do I have to consider Health and Safety Measures for my workers?

The Health and Safety at Work Act (1974) is intended to ensure that all employees are protected by health and safety regulations. The Personal Assistant employer has a 'Duty of Care' to their employees and the regulations provide a basis for good practice. It is recommended that Personal Assistant employers adopt these measures. Employers should check their insurance policy for any special conditions relating to the Health and Safety of their workers, eg any worker involved with moving and assisting should be trained to an appropriate level.

Do I need to keep employee records?

Employers must keep records of the following:

- *name, address, contact details;*
- *National Insurance numbers of all workers;*
- *all hours worked each week;*

- *all annual leave and public holidays for each worker, taken throughout the year;*
- *all days off sick by each worker;*
- *any special leave taken by workers;*
- *any other statutory leave such as maternity, paternity.*

Personal Assistants and self-employed carers and the Protecting Vulnerable Groups Scheme

It is strongly recommended that a worker is registered with the Protection of Vulnerable Groups Scheme (PVG) before they start any work for you. This will help to ensure that those who have regular contact with children and protected adults through paid and unpaid work do not have a known history of harmful behaviour. All PVGs are transferrable from one job to another and the employee will be expected to fund this themselves. The SDS Team can provide information about the application and update process.

What training do my employees require?

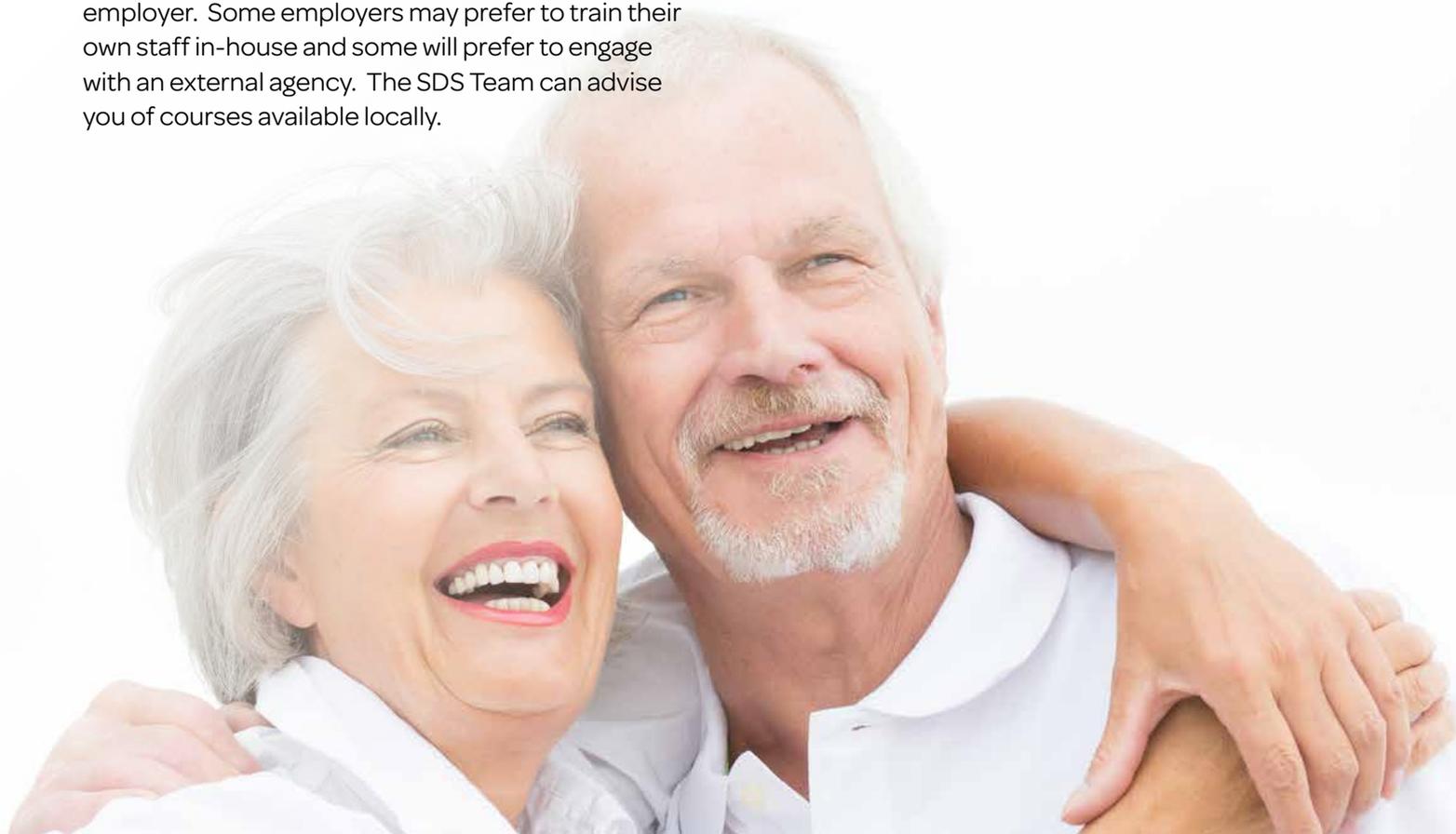
Training for employees will vary from employer to employer. Some employers may prefer to train their own staff in-house and some will prefer to engage with an external agency. The SDS Team can advise you of courses available locally.

What arrangements do I require to make for emergency cover?

Your employees may be off work due to annual leave and possibly sick or special leave. It is imperative that you have arrangements in place to cover when any of these arise. If you employ more than one worker your other employees may be able to assist on these occasions. Alternatively you can register with a local provider that may be able to assist on these occasions.

What if I go into hospital or Residential Care?

You must contact either your Social Work department or the SDS Team when you are taken into hospital or care, as your entitlement to funding may be affected by spells in care. If the admission is planned you may ask your workers to take some of their leave. You can also ask workers to take some leave when the admission to care is unplanned. Where the admission to care is for a short period you may be entitled to a retainer fee to continue paying your workers. The SDS Team will provide you with the relevant information.



Option 1 – Direct Payments

What are my legal responsibilities as an employer?

It is essential that Personal Assistant employers act in accordance with the relevant legislation when dealing with their Personal Assistants. Employment law changes frequently and it is important to keep up-to-date with any new legislation. Failure to observe changes in the legislation could mean that the employer may be held liable at an Employment Tribunal.

One of the most important pieces of legislation that affects Personal Assistant employers is the Working Time Directive and many elements of this are captured in the Contract of Employment.

Where can I find support and advice?

There are many organisations who offer support in respect of Self-Directed Support however the SDS Team also offer full support and advice in all aspects of Direct Payment and can be contacted by telephoning 01738 476938 or by emailing SelfDirectedSupport@pkc.gov.uk

What the Council will do:

- *If required, the SDS Team will provide you with support through all stages of Direct Payment including safe recruitment or you may wish to choose support from another support organisation.*
- *We will provide you with a bank mandate to capture the details of the designated bank account which you will be asked to open.*
- *We will explain what the hourly rate will be which is paid to you and the hourly rate you can pay to the Personal Assistant. There are two rates as we give you extra to allow for employer National Insurance contribution payments, pension contribution (if applicable), sick pay, holiday pay etc. You may pay a higher rate to the Personal Assistant than we give you and you would be expected to fund the extra from your personal funds.*
- *We will provide you with full support and advice in all aspects of safe recruitment and*

provide you with a Contract of Employment, links to payroll companies and insurance companies for Liability Insurance.

- *The SDS Team will explain and supply you with Income & Expenditure forms which you complete monthly and send to the SDS Team by post or email to SelfDirectedSupport@pkc.gov.uk This form is used as part of the monitoring process (explained below).*
- *We will explain and supply you with Summary of Care forms (time sheets) which when completed you will send to the payroll company.*
- *We will explain the requirement for Liability Insurance.*
- *We will supply you with a Direct Payments Agreement which will be signed by the Council and you or someone authorised to act on your behalf.*
- *The Council will make a payment into your Direct Payments bank account every four weeks which will be used to pay for the care you receive. If you pay a contribution towards your care then this will be deducted from the weekly cost of your Direct Payment.*
- *The Council will monitor the spend of the Direct Payments bank account to ensure that your agreed outcomes are met and to ensure you are managing all transactions appropriately. It will also inform us if you are making your contribution into the Direct Payments bank account and paying your payroll and HMRC fees.*
- *Carry out a financial assessment to establish what, if anything you will be asked to pay towards your whole package of care.*

What you'll be asked to do:

- *Take responsibility, with support if appropriate, to employ suitable Personal Assistants to provide care and meet your agreed outcomes.*
- *Open a separate bank account with a cheque book or online facility exclusively for Direct*

Payments. This can be in your name or if you choose, another person can manage the bank account on your behalf and they can be the named person on the account.

- Complete a bank mandate form which once completed is to be sent either by post to the SDS Team at the address at the back of this booklet or by email to SelfDirectedSupport@pkc.gov.uk When opening the bank account from a bank of your choice, please request a monthly bank statement.
- Complete and sign a Contract of Employment with each Personal Assistant and keep a copy for your file, give a copy to each Personal Assistant and send a copy to the SDS Team.
- Contact a payroll company who will register you as an employer and record details of your Personal Assistant.
- Apply for Liability Insurance with a copy to be sent to the SDS Team (Liability Insurance must be renewed annually).
- Ask the Personal Assistant to complete a time sheet each week for the hours they have worked. They sign for each week and on a date supplied to you by the payroll company. You will sign that you agree with the information given by the Personal Assistant; the time sheet is then sent to the payroll company.
- The Council will require you to sign a Direct Payments Agreement which will be signed by the Council and you or someone authorised to act on your behalf.
- Return each bank statement along with the invoices if applicable for the month which matches that statement to the SDS Team. With this we also need a copy of the completed Income & Expenditure form which is used to record all income and expenditure from the Direct Payments bank account. This information is requested as the Council is required to demonstrate accountability for the use of public funds. This information must be supplied to the SDS Team every month.

- You will be asked to complete a financial assessment to establish what if any contribution you will be asked to pay towards your care. If you are asked to pay a contribution then you should arrange to pay this into the Direct Payments account in line with the Council's four weekly payments.

Can I engage with a self-employed worker?

Perth & Kinross Council will not stipulate that you cannot use a self-employed worker if you choose Option 1 (Direct Payments). If you go ahead and use a self-employed worker then that is absolutely your choice. However, we need to highlight that there are some risks you should be aware of if you use a self-employed worker and what steps you can take to minimise those risks. These are noted below:

- There is a big difference between the tax and employment status of a worker who is employed by you as a Personal Assistant (PA) and worker who is self-employed.
- The biggest risk when you use a self-employed worker is that HM Revenue and Customs (HMRC) may later decide that they were in fact employed rather than self-employed. This can happen even if the checks set out below have been completed. If the worker has not paid tax or National Insurance then HMRC can look to recover this from you as the person buying the services from the worker.
- If you decide to have a self-employed worker, Perth & Kinross Council will have no further responsibility in regard to the services you receive from them. This includes reimbursing HMRC for any non-payment of Tax or National Insurance as this will be your responsibility.
- A self-employed worker will work for themselves and often provides support for more than one client.
- The self-employed worker will complete their own tax and National Insurance deductions.
- It can be difficult to work out whether someone is employed or self-employed and it also depends on individual circumstances. A self-employed carer will complete the

Option 1

HMRC Employment Status Indicator which will determine whether they are classed as self-employed or employed. Anyone can complete this on the HMRC website:

www.hmrc.gov.uk/employment-status/index.htm

- The self-employed worker must have their own Liability Insurance and UTR (Unique Tax Reference).
- You should also ask for confirmation in writing, around what the arrangements will be should the self-employed worker be unable to provide the care, due to sickness or leave.
- The self-employed worker must provide you with an invoice for the service and support they provide.
- **Only once the self-employed worker has given you copies of the completed status indicator and liability insurance, should you have further discussions with the proposed worker.**
- If you wish to use the services of self-employed workers funded by Direct Payments, can you please send a copy of the status indicator and liability insurance and UTR to the Self-Directed Support Team as no Perth & Kinross Council money will be transferred to the designated Direct Payments bank account until then.

3 One-Off Payment

One-off payments in the form of Direct Payments may be paid if what you are purchasing meets your agreed outcomes. To receive this funding you may not be required to open a separate bank account. You will however, be asked to supply the SDS Team with an invoice/s for the 'one-off' item which reflects the money paid into your personal bank account.

One-off payments may be used for respite only if this is part of your agreed support package. They can also be used for equipment and small adaptations, college courses or memberships to name just a few examples. What you use the money for will be agreed between you and the Council.

What the Council will do:

- The Council will agree the 'one-off' payment and arrange to make the payment into your personal bank account minus your contribution if applicable.
- Supply a Direct Payment Agreement to be signed by you and your worker and ensure you keep a copy and send a copy to the SDS Team.
- Carry out a financial assessment to establish what, if anything you will be asked to pay towards your whole package of care.

What you'll be asked to do:

- Take responsibility with support, to choose a suitable product or provider which will meet your agreed outcomes.
- Sign a Direct Payments Agreement.
- Supply the SDS Team with copies of any invoices for the 'one-off' purchase, along with receipts for payments made. This information is requested as the Council is required to demonstrate accountability for the use of public funds.
- You will be asked to complete a financial assessment to establish what if any contribution you will be asked to pay towards your care. If you are asked to pay a contribution then this amount will be deducted from the 'one-off' payment.

Providers, Employing a Personal Assistant, Engaging with a Self-Employed Care & One-Off Payment

Direct Payments may consist of all of the above, separately or a combination of them all.

Option 2

If you are not confident about directly managing your support, then your assigned worker can help. You still choose what support you want and how it will be provided but the Council will manage it for you.

This option has mainly been designed to be an alternative to Option 1 - Direct Payments, without the need for you to take on the responsibilities for the financial administration and the organisation of any support. However, it is not possible for you to employ a Personal Assistant or engage with a self-employed carer, using Option 2.

You will have the opportunity to design and create the support you need and direct how it will be delivered and how will this be done. The Council will make arrangements for the support and this could involve having a contract with an external provider. This is a contractual arrangement called the Individual Service Fund Agreement (ISFA).

The provider is then responsible for working with you to enable you to exercise as much choice as you would like over your care and support package, based on the ISFA. This includes a degree of choice over which staff will be directly involved in delivering the support to you and how and when care and support will be delivered. The provider may also be responsible for helping you to exercise as much choice and control as possible in relation to the

'community support' elements of your individual package.

What the Council will do:

- *We will provide you with a list of care providers you can choose from. Help you decide what supports might help you achieve your outcomes, and support negotiations with providers.*
- *Carry out a financial assessment to establish what, if anything you will be asked to pay towards your whole package of care.*

What you'll be asked to do:

- *Choose from the approved list of care providers, who you'd like to provide and meet your agreed outcomes.*
- *Take an active part in the decision process.*
- *You will be asked to complete a financial assessment to establish what if any contribution you will be asked to pay towards your care.*



Option 3

You can ask for your support to be arranged for you by the Council who will arrange for this to be provided by Council staff or by someone else on behalf of the Council.

What the Council will do:

- *After discussion and your agreement, we will organise your care for you on your behalf.*
- *Carry out a financial assessment to establish what, if anything you will be asked to pay towards your whole package of care.*

What you'll be asked to do:

- *Take an active part in the decision process.*
- *You will be asked to complete a financial assessment to establish what if any contribution you will be asked to pay towards your care.*





This is a combination of Options 1, 2 and 3 and allows you to let the Council manage some parts of your support package, while giving you direct control of some elements of your support.

The money to fund the parts of your support which you will manage will be paid into a bank account in the same way as described in Option 1 - Direct Payments.

Most adults and older people with mental illness, physical or learning disabilities or other special needs manage to live their lives comfortably and securely either independently or with assistance from caring relatives, friends, neighbours, professionals or volunteers. However, for a small number, dependence on someone may lead to harm, exploitation, conflict, mistreatment or neglect. This may be someone not giving you the care you need, using your money, handling you roughly or touching you in ways you do not like.

You do not have to accept this behaviour from anyone so if you have any concerns contact the **Access Team** on **0345 30 111 20**.

General Data Protection Regulation

This is intended to provide general advice and guidance for people receiving Self-Directed Support who employ a Personal Assistant. It is about compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA). This is important to you because every employer is required to comply with this legislation.

The best source of guidance about compliance is the Information Commissioner's website:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr>

Useful Contacts

Self-Directed Support

Health & Social Care Partnership
Perth & Kinross Council
Pullar House
35 Kinnoull Street
PERTH
PH1 5GD

Tel **01738 476938/476189**
Email Selfdirectedsupport@pkc.gov.uk

Care Inspectorate

Compass House
11 Riverside Drive
DUNDEE
DD1 4NY

Tel **01382 207100**
Tel **0845 603 0890** (local rate)
Website www.scswis.com

ACAS (Advisory, Conciliation and Arbitration Service)

Impartial Employment Advice
Tel **0300 123 1100**
Website www.acas.org.uk

Independent Advocacy

90 Tay Street
PERTH
PH2 8NP

Tel **01738 587887**
Email info@iapk.org.uk
Website www.iapk.org.uk

Community Care Access Team

Perth & Kinross Council
Tel **0345 30 111 20**
Email accessteam@pkc.gov.uk

HM Revenue & Customs

New Employer Helpline - Tel **0845 6070 143**

Monday - Friday, 8.00 am - 8.00 pm
Saturday - Sunday, 8.00 am - 5.00 pm

Text phone **0845 602 1380** (for employers who are deaf or hard of hearing)
Website www.hmrc.gov.uk

CILPK (Centre for Inclusive Living)

90 Tay Street
PERTH
PH2 8NP

Tel **01738 587282**
Email info@cilpk.org.uk

SPAEN (Scottish Personal Assistant Employers Network)

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If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000

إن احتجت أنت أو أي شخص تعرفه نسخة من هذه الوثيقة بلغة أخرى أو تصميم آخر فيمكن الحصول عليها (أو على نسخة معدلة لمملخص هذه الوثيقة مترجمة بلغة أخرى) بالاتصال ب: الاسم: Customer Service Centre رقم هاتف للاتصال المباشر: 01738 475000
اگر آپ کو یا آپ کے کسی جاننے والے کو اس دستاویز کی نقل دوسری زبان یا فارمیٹ (بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے تو اس کا بندوبست سروس ڈیولپمنٹ Customer Service Centre سے فون نمبر 01738 475000 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式 (某些時候，這些文件只會是概要式的翻譯)，請聯絡 Customer Service Centre 01738 475000 來替你安排。

Jeżeli chciałbyś lub ktoś chciałby uzyskać kopię owego dokumentu w innym języku niż język angielski lub w innym formacie (istnieje możliwość uzyskania streszczenia owego dokumentu w innym języku niż język angielski), Proszę kontaktować się z Customer Service Centre 01738 475000

P ejete-li si Vy, anebo n kdo, koho znáte, kopii této listiny v jiném jazyce anebo jiném formátu (v n kterých p ípadech bude p eložen pouze stru ný obsah listiny) Kontaktujte prosím Customer Service Centre 01738 475000 na vy ízení této požadavky.

Если вам или кому либо кого вы знаете необходима копия этого документа на другом языке или в другом формате, вы можете запросить сокращенную копию документа обратившись Customer Service Centre 01738 475000

Nam bu mhath leat fhèin no neach eile as aithne dhut lethbhreac den phàipear seo ann an cànan no ann an cruth eile (uaireannan cha bhi ach geàrr-iomradh den phàipear ri fhaotainn ann an eadar-theangachadh), gabhaidh seo a dhèanamh le fios a chur gu Ionad Sheirbheis Theachdaichean air 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.