



# Knowsley Disability Concern (KDC)

## Direct Payments Support Service



**Our report  
about what we did  
in the last year.**

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# What does KDC's Direct Payment Support Service do for the people it supports?



We offer information and advice that helps people to choose how they use Direct Payments.



In the last year we have done all sorts of things like:

Telling people about employing a personal assistant



Provided information in a way that people needed it

Told people about their rights...





...including legal things like making a will



...and having a pension

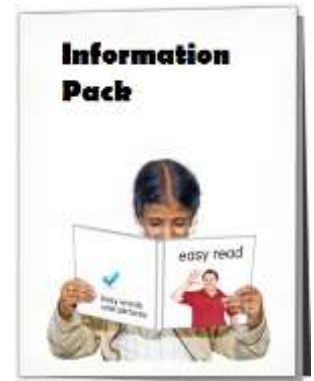


We also helped people to manage their direct payment



We meet people in their own home ...

... and give them an information pack to explain how we can help them.



People can ask any questions that they have then ...

...or they can ring us for advice at any time afterwards.





# What sort of things has the Direct Payment Support Service done in the last year?



In the last year we have done things like:



supported lots of people to employ their own personal assistant

Helped personal assistants to find training...



... to help them do their job.



We have helped people like Jane, to get an independent advocate ...



**... who helped her find a new home**



**We also helped her to employ staff...**



**...to support her to live in her new home**

**Jane is very happy in her new home...**

**...and thanked us for helping her**



**We have also done training every month, for people who are new to direct payments ...**



**...to help them understand things they need to know about**

**We also provide information about direct payments**



**and tell people about the positive effect they can have ...**

**...particularly those who make decisions about services.**



## How does KDC's Direct Payment Support Service know how well they are doing?



We asked lots of people through things like



Questionnaires

Telephone surveys



and listened to comments from the Direct Payments Peer Support Group



We also checked for complaints and complements received.





**Generally people were very happy with the service they get from KDC's Direct Payment Support Service**

**But we always aim to improve from comments we get**



**For example we helped someone with poor vision...**

**... with helpline phone numbers that could help her.**

**Making sure people have choices about their lives**

**We believe that everyone should have choice and control over their lives.**



**So we work closely with the people we support.**



**We help to make sure their plans take into account what they want and need**

**Where people need support to have control over decisions that affect their lives ...**

**... we can find an independent advocate to help them.**



**The Direct Payment Support Service also refer people to The BIG Group which is also supported by KDC**



**BIG stands for Being Involved Group. It is for people with a learning disability. It helps them to speak up for themselves, and makes a real difference to improving services.**



The Direct Payment Support Service also helps people find other support, advice and information



which can help them to do what they like to do

We use all sorts of ways to stay in touch with the people we support, including:



Email



Twitter



Facebook



The “Have Your Say” area of our website



**Free workshops for people who use Direct Payments**

**and surveys asking people what they think.**



**Things that KDC's Direct Payment Support Service do to make sure we give a good service to people.**

**We respect people's privacy and keep their records confidential**



**We respect people and treat them with dignity.**



**We believe everyone should have equal opportunities ...**

**... and not be discriminated against**



**We make sure that we have the right number of staff ...**

**... and train them to do a good job**





**We want to help people to be happy and have control over their lives**

**People like Terrence, who was worried about his review meeting...**



**... and sad as he hadn't been able to go on holiday with his family or see them as much as he wanted.**

**We supported him to have the confidence to ask for what he needed and how he could contribute towards what he wanted.**



**He now sees his family often and has been on holiday with them abroad**

**Terence is now happy because he is more confident and in control.**



**What else does KDC do to look after the interests for the people it supports?**



**KDC wants people with disabilities to have good lives.**

**We work with partners to help them to always think about the views of disabled people.**



**This helps make sure that disabled people are at the centre of their plans for the future...**



... and that policies and procedures take into account the needs, wishes and rights of disabled people.

We also work with partners so we can all help stop the bad attitude some people have to people with disabilities ...

...and reduce things like hate crime



We also have our own Policies and procedures around lots of things like:



Employment



Code of conduct and health and safety





**How do KDC make sure that the Direct Payments Support is a good quality Service?**

**We do lots of checking!  
We look at things like:**



**Did we meet our targets?**

**Were our staff supported to learn and feedback suggestions for improvements?**



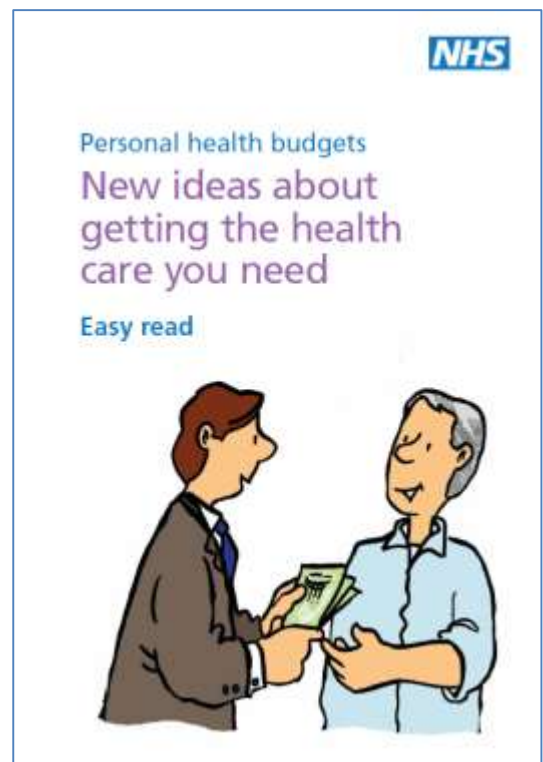
**Did we make the most of peoples talents?**

**Did we keep improving?**



**Last year KDC was one of the places chosen to try the new Personal Health Budgets.**

**The NHS is bringing them in to help people to manage their care in a way that suits them.**



**KDC supported a young man called Neil with a personal health budget.**

**Neil had been a good footballer who had a bad fall which left him with a brain injury.**



**By using a personal health budget we could arrange for him to be cared for at home by his uncle, rather than having to go into residential care.**



**Neil has responded very well and is on the road to recovery.**



**Looking forward to 2015/16**



**We have lots of things we want to do in the rest of 2015 and in 2016 including:**

**Keep better records of who we support ...**

**... and put our paper records on to computer**



**Do more Easyread documents**

**Review our training sessions**





**Do satisfaction surveys**

**and get our Star Quality standard.**



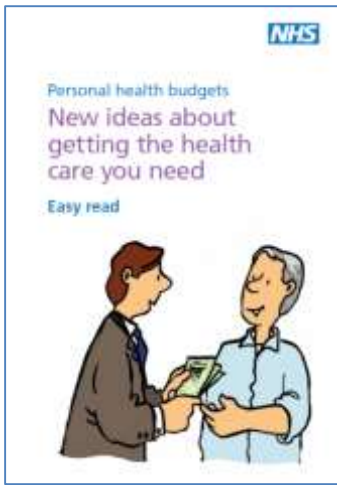
**What sort of challenges are there coming up?**



**The closure of the Independent Living Fund will mean more people will want support through Direct Payments**

**People will need to know about changes in laws which may affect how they run their Direct Payment**





**We will need to sort out funding to continue to support people with Personal Health Budgets.**

## Thinking about the future!



**We want to help even more people to be as independent as they can by using Direct Payments**



**There will be challenges ahead, but we will keep working with the people we support ...**



**...to help them to use Direct Payments to live the life they want!**