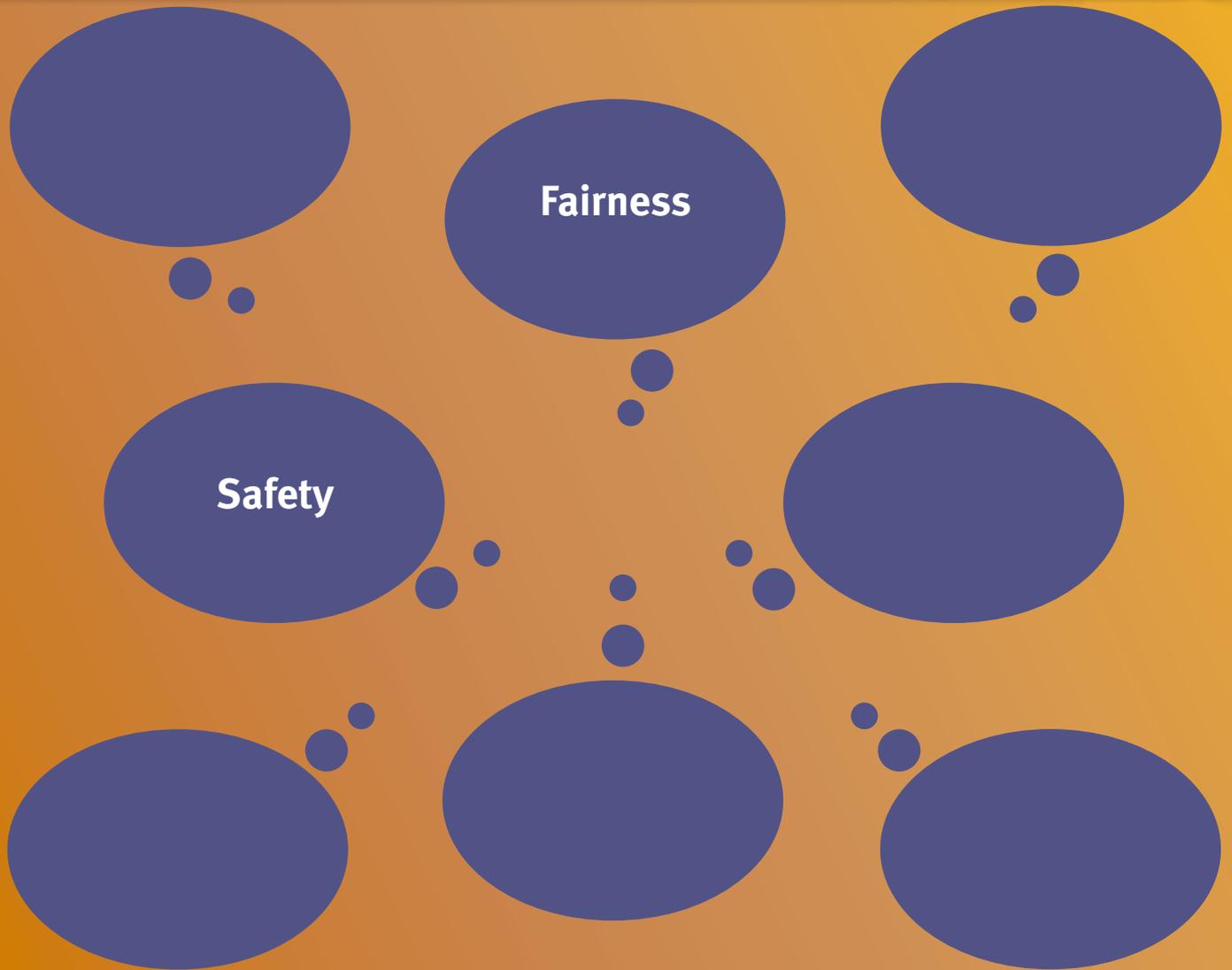
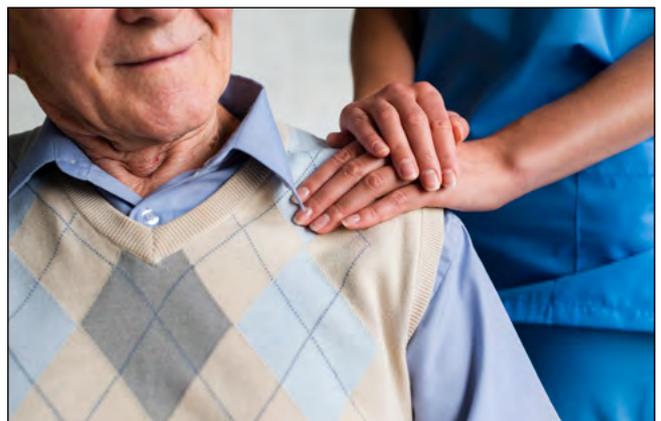


Self-Directed Support Information Booklet



Contents

- 3 Self-Directed Support – what do I need to know?
- 3 What are the Self-Directed Support Options?
- 5 SDS - your individual budget
- 7 Direct Payments (SDS Option 1)
- 9 Becoming an employer
- 11 Financial auditing of direct payments
- 12 Your rights and responsibilities (SDS - Option 2)
- 13 Your rights and responsibilities (SDS - Option 3)
- 16 Having a good conversation - what makes a good assessment?
- 17 Let's start with a good conversation
- 18 Having a good conversation - what makes a good review?
- 19 Let's review with a good conversation
- 19 Glossary
- 20 Important telephone numbers
- 20 Useful websites





Self-Directed Support – What do I need to know?

Self-Directed Support is about you having choice and taking control over your life and the support that you need to remain independent living in your own house or other community setting.

Independent living is about freedom, choice, dignity and control. 'Choice' is about what you want to do and where you want to live, and having 'Control' over who provides you with the support. We want to encourage people to have real choice and control in all areas of their life.

Who can receive Self-Directed Support?

Any person, service user or carer, who is assessed by the Health and Social Care Partnership (HSCP), and meets the 'Eligibility Criteria' to receive support, can ask to manage that support using Self-Directed Support options. There may be some circumstances when particular options will not be offered to an individual. For example, where there are concerns about adult or child protection.

If you are assessed as not being suitable for any particular option, the reasons for this decision will be fully explained to you.

What are the Self-Directed Support Options?

Option 1:

The HSCP provides you with a direct payment. This money will be used by you to purchase support that will meet your assessed needs and outcomes.

Option 2:

You choose the support you require and the organisation that you want to deliver that support. The HSCP arranges a contract with your chosen provider and pays for this support on your behalf.

Option 3:

You ask the HSCP to choose the support you require, to choose the provider of that support and to pay for this on your behalf.

Option 4:

You can choose a combination of Options 1, 2 and/or 3 for each type of support identified within your Support Plan.

What do you have to do?

Ask for an assessment of your social care needs. You will be supported to be fully involved in the assessment process. Some people already know what they need and feel happy to discuss this with their Social Work Practitioner. Other people may need the support of someone to talk through the issues surrounding their support needs. You may choose to involve a carer, family member, friend or the local Advocacy Service in the assessment process.

What is your Support Plan?

We will work with you during the assessment process to identify your goals and outcomes. From this, we will help you to develop your Support Plan. Your Support Plan will set out your choices of support to help you meet your agreed goals and outcomes identified in your assessment.

Your Support Plan will show:

- How you intend to achieve your outcomes
- How much this will cost
- Who is responsible for providing or arranging the support you require
- How any risks will be managed
- Your Emergency back-up plans.

Choosing an option:

When your Support Plan has been agreed you will be able to advise your Social Work Practitioner of your chosen Self-Directed Support option that you feel will best suit your circumstances. If you feel that your chosen option is not working for you, you can contact us to discuss changing your current arrangements.

Will I have to pay anything?

You may be asked to pay part of the cost towards your support and transport. This depends on the type of support service you are assessed as needing and also on how much income and savings you have. If you have to pay something towards your support, the amount will be the same irrespective of the Self-Directed Support option that you choose.

How can I find out more about Self-Directed Support?

If you are already in receipt of support or care services funded or delivered by the Council or HSCP you can contact your Social Work Team for more information about Self-Directed Support and the options.

If you are not in receipt of care and support, but would like to discuss this further please contact the HSCP (contact details are listed at the back of this information booklet).

You can also find information about Self-Directed Support on a number of local and national websites (website addresses are listed at the back of this information booklet).

You can receive independent information, advice, support and advocacy from the organisations listed at the back of this information booklet.

When will my chosen SDS Option be implemented?

Following the assessment and support planning activities your chosen Self-Directed Support option will be implemented as soon as possible, however timescales can vary depending on the option chosen and the associated activities with that option i.e. identifying a suitable social care agency, recruitment of Personal Assistants etc. In some instances, your chosen Self Directed Support option may be expedited quickly during the assessment process due to urgent circumstances arising for example, to facilitate your discharge from hospital.



Self-Directed Support – your individual budget

After you have been involved in the assessment and support planning process you will be notified of your individual budget: this is the amount of money we have agreed will meet your eligible assessed needs and outcomes.

Your agreed support plan will be personalised and tailored to your needs and choices. The individual budget

will be used to meet your outcomes and will have been agreed between you and your Social Work Practitioner.

Your income will be assessed and you will be advised if you should contribute to your support budget.

What I can spend my Individual Budget on?

Meeting your assessed needs and outcomes.	Personal care activities - including support with washing, dressing, meal preparation, medication, etc.
Employing Personal Assistants - including associated costs - e.g. the PA's travel costs (when escorting you to an activity). Purchasing support from registered social care agencies or self-employed social care providers. You should consider other methods of funding - i.e. travel, cinema and leisure cards specifically for carers. (Applies SDS Option 1 only)	The purchase of aids and adaptation equipment to support you to meet your needs - e.g. telecare, handrails, etc. The equipment must be assessed as suitable and may remain the property of the HSCP.
Buying support to attend employment, volunteering or education opportunities.	Carer support – activity or resources that will support the unpaid carer to continue in their caring role.
Purchasing support to attend activities or paying for activities / services that will assist you to be more involved in your community and enhance your leisure and social opportunities.	Short breaks or holiday: ensuring that the type of short break will meet your needs and outcomes.



What I might be able to spend my budget on but requires further discussion with my Social Work/Health Practitioner?

Transport / travel costs	Training courses / educational courses.
Any activity, equipment or support that has not been identified and agreed as meeting assessed needs and outcomes.	Alternatives to residential / nursing home care.
Employing a family member or friend as your personal assistant. (Applies to SDS Option 1 only)	Specialist therapy services for example: physiotherapy, hydrotherapy, etc.
Purchasing particular equipment - i.e. computer, mobile phone, tablet, notebook, sports equipment, touch-screen software, voice recognition software, etc.	Ongoing maintenance costs for equipment which has been purchased using your individual budget.

Why does it need more discussion?

We need to ensure that the budget is spent on support, items or activities that will meet your needs.

What I cannot spend my individual budget on?

Services or equipment that would be provided by another service or organisation - i.e. dietician, speech and language therapy, education.	Permanent residential / nursing care.
Support that can be provided via other means - i.e. community assets such as local lunch club, youth club, friendship circle, etc.	Paying off debts.
Employing a Power of Attorney or Welfare / Financial Guardian as your Personal Assistant or to pay for legal costs associated with establishing legal powers.	General household expenditure - e.g. insurances, rent / mortgage, utilities, food / drink, furniture, television licence (this list is not exhaustive).
Gambling, alcohol, tobacco or any illegal activities.	You cannot use your individual budget to pay your own contribution to your care.
Rewards and gifts for carers.	Food / eating out.

Direct Payments

(Self-Directed Support Option 1)



What is a direct payment?

If you have had an assessment that shows that you are eligible for social care services - e.g. personal care, short breaks, social support, etc, you may prefer to organise your support service independently rather than have the HSCP do this for you. This is referred to as the Direct Payment option - Option 1 - of Self Directed Support.

You must be willing and able to manage the direct payment (with help from another person or organisation if you choose). You and your Assessor can decide how to spend the money you receive in a way that best suits your lifestyle and will meet your agreed needs and outcomes as defined in your Support Plan. The key principle is that day-to-day control of the money and the provision of your support is managed by you.

Who can receive a direct payment?

Any person who meets the HSCP's Eligibility Criteria to receive social care support can ask to manage that support using the Self-Directed Support Direct Payment option. In some circumstances, direct payments will not

be offered to an individual. If you are assessed as not being eligible for direct payments the reasons for this decision will be fully explained to you. You will be advised and supported to choose one of the other Self-Directed Support options available.

What can you use the money for?

The budget should be used to purchase the support services that have been identified and agreed in your Support Plan. This could include:

- Employing someone directly to help with your support (a Personal Assistant). If you employ your own staff, you will be legally responsible as an employer.
- Purchasing support from an agency. This means that you do not directly employ the people who provide the services. You, therefore, do not have the responsibilities associated with being an employer. Instead you have a contract with an agency.
- The purchase of any other type of support / services / equipment that will meet your needs and help you to achieve your outcomes.

How do direct payments work?

We give you funding to pay for the support that you arrange. The support you require will have been discussed with you during the assessment and support planning process. We will work out the cost of meeting your agreed outcomes and arrange to give you this amount of money (paid every four weeks in advance) to arrange and purchase your support.

What are your responsibilities?

You must open a separate bank account for the purposes of receiving and spending the direct payment monies because the Council will require access to bank statements in order to carry out financial audits.

If you choose to employ a Personal Assistant you will be required to comply with the laws governing employment of staff and meet your responsibilities as an employer. The local Self-Directed Support Information and Advice Service will be happy to assist you with any arrangements associated with managing your direct payment. Further information and contact details are listed at the end of this information booklet.

Your full responsibilities when receiving a direct payment will be fully discussed with you during the assessment and support planning process. These are also explicitly detailed in the legal Service Level Agreement that you will be required to sign in order to receive a direct payment budget.

Are there any restrictions to direct payments?

You can only use the money to purchase support, services or equipment that will meet your assessed needs and outcomes as identified in your Support Plan. If you want to change the support you have agreed to purchase, please discuss this further with your Social Work Practitioner in the first instance.

In most cases you cannot use a direct payment to pay family members. However, in exceptional circumstances as defined by the Self-Directed Support (Direct Payments) Scotland Regulations 2013, an application can be made to the HSCP to exercise discretion to permit this if satisfied that paying a family member is the best way to meet your agreed needs and outcomes.

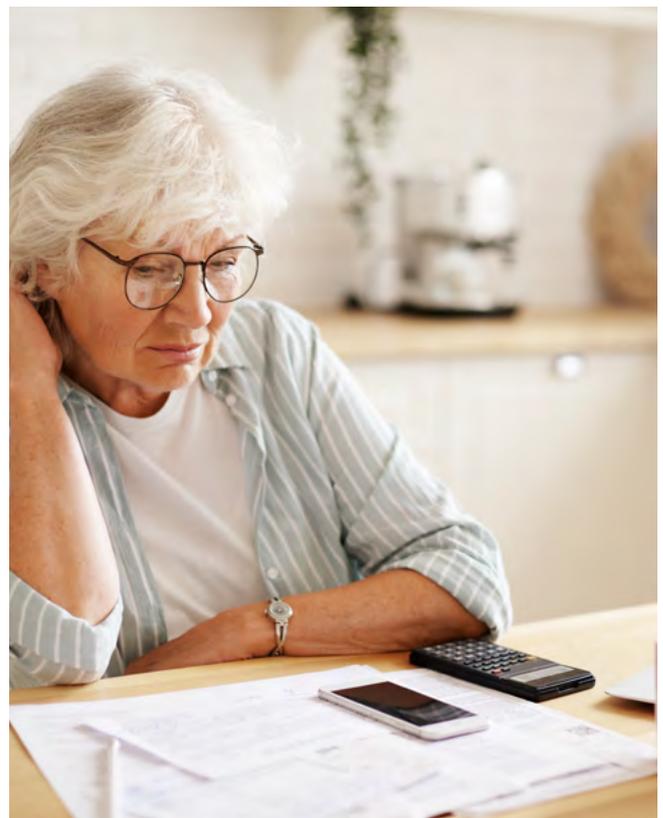
Is a direct payment right for you?

It is important that you have good information and time to think about the rights and responsibilities associated with Option 1 before you decide if you want to use direct payments. You need to think about what direct payments would mean to you in your daily life. It is a good idea to talk to family and other people who know about direct payments. The local Self-Directed Support Information and Advice Service can help people with their direct payments.

The support service can provide information and advice about:

- How direct payments can work for you
- How to work out what support you need to purchase
- How to organise your support
- Managing the budget
- Being an employer of staff
- Help with finding people to support you
- Guidance on payroll services
- Help to set up services with an agency
- Help with paperwork.

If your needs change, a review of your Support Plan can be arranged. If you find that direct payments are not right for you, you can switch to alternative Self-Directed Support options.



Becoming an employer

If you have had an assessment that shows that you are eligible for social care support you may decide that you would like to use your budget to employ someone to support you (commonly referred to as a 'Personal Assistant' or 'PA'). This can be facilitated using Self-Directed Support Option 1 (Direct Payments).

If you are interested in becoming an employer, the local Self-Directed Support Information and Advice Service can assist you with all activities associated with employing a Personal Assistant. Their contact details are located at the end of this information booklet.

Who can become an Employer?

You, the service user may become an employer. In circumstances where there is a legal Power of Attorney or Guardian in place, that person may decide to become an employer on the service user's behalf.

What are your responsibilities when you become an employer?

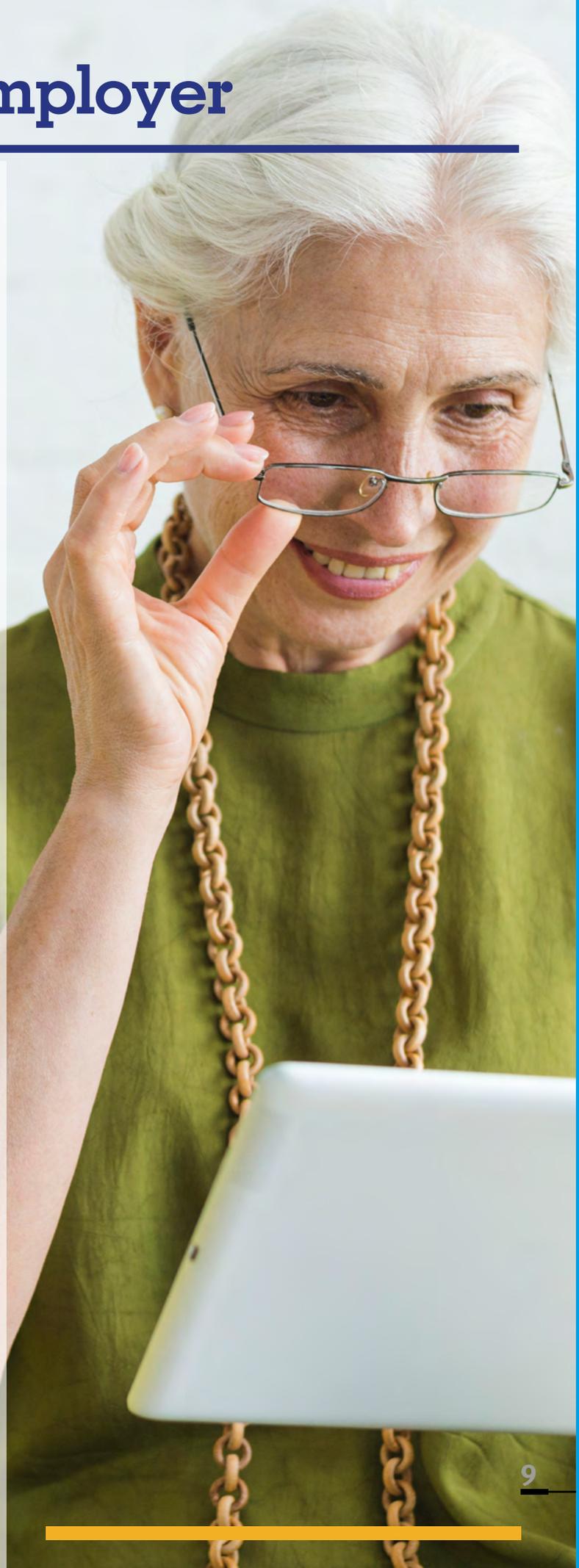
If you choose to employ your own staff you are ultimately responsible for the welfare and payment of your workers. As the employer, you will be the Personal Assistant's manager. You will need to be clear about what you expect of them when they are delivering your support.

Before advertising and interviewing for a Personal Assistant it is important to decide what kind of person you want to support you. You can do this by preparing a list of tasks that the Personal Assistant will need to carry out and a list of the skills and qualities the Personal Assistant will need to have for them to do these tasks effectively. This will form the basis of a job description. You will need to ensure that you set up a contract of employment and a clear list of duties from the beginning. This should help avoid any misunderstandings or disagreements.

Advertising:

There are many ways to advertise for a Personal Assistant including:

- Placing an advert in the local newspaper, job centre or on line
- Word of mouth
- Asking the local support service to advertise on your behalf.



Interviewing:

The local support service can give you advice about carrying out interviews safely – for example, you should never interview people by yourself at home. You need to ask applicants about their: experience; training; and employment history. You could do this via an application form. This can help you with your decision about who you would like to interview. As part of this process, you should always take up at least two references. Again the support service can assist with this.

Protection of Vulnerable Groups Scheme (PVG):

We strongly recommend that you take up references and a PVG register check for anyone you want to work for you before you formally offer them the job. If you receive a direct payment on behalf of someone else, you are responsible for organising a PVG register check for every Personal Assistant you employ on their behalf.

Start-up costs:

If you decide to employ a Personal Assistant, the Council will provide you with a start-up payment to help with the costs of: advertising; interviewing; PVG checks; employer's liability insurance; and payroll set up. Your Social Work Practitioner or the local support service can tell you more about this.

Paying your Personal Assistant:

You can decide how much you want to pay your Personal Assistant, but you must pay at least the minimum Scottish Living Wage. The support service can advise you further about this. You should pay your Personal Assistant's salary from the dedicated direct payments bank account.

Your Personal Assistant will be entitled to holidays (paid annual leave). They may also be eligible for statutory sick pay and pension contributions. Again, you can get information and advice from the support service. Some rights will depend on the Personal Assistant's length of service.

Ending your Personal Assistant's Contract:

Personal Assistants also have rights in relation to the termination of their contract depending upon the circumstances and their length of service. The support service can assist you with this.

Employment law:

It is your responsibility, as the employer, to be aware of and follow employment law. The support service can help you to understand this more clearly and make sure you are keeping to all current laws. You can also access 'Indemnity' insurance that gives you access to employment law specialists.

Insurance

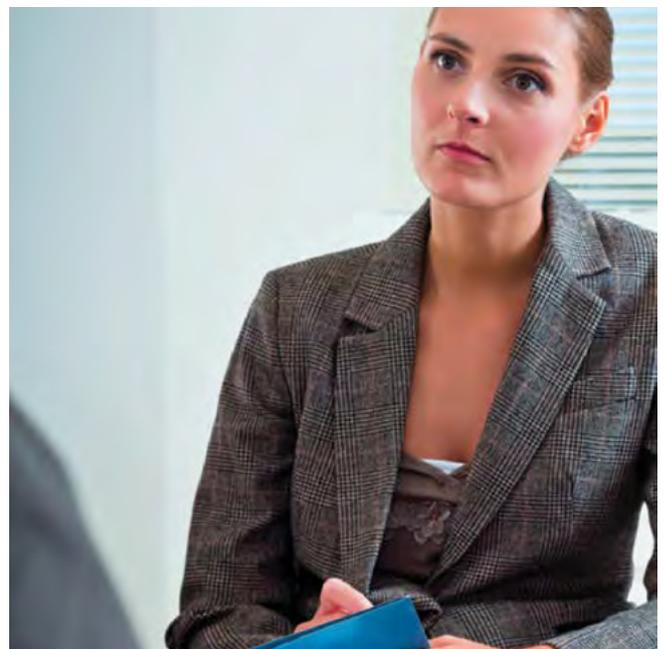
Becoming an employer brings responsibilities and legal obligations including the legal requirement to have employer's insurance. There are two types of insurance suitable for Personal Assistant employers – 'Employers' Liability' and 'Public Liability' insurances. The support service can provide you with more details about the purpose of these insurances and can assist you to identify companies that specialise in these types of insurance.

Training:

Training is available for Personal Assistants and more details can be provided by the support service.

Emergency cover:

Your support plan will include an emergency plan to ensure that you are never left without support. For example, you could arrange a contract with a local agency to provide support in an emergency or, if you have more than one Personal Assistant, they could agree to you contacting them at short notice. However, if for any reason your emergency plan doesn't work you should contact Social Work Services for support with critical care.



Financial auditing of direct payments



The Council's Shared Services Finance Team will undertake financial audits of the direct payment monies. It is a legal requirement as detailed in the Direct Payment Service Level Agreement to participate in the auditing process.

Your Social Work Practitioner and the local support service will have already provided information, advice and support on your direct payment, but here are some additional points about the financial and audit processes that may help you:

- You must open a separate bank account for the direct payment monies to be paid into because the Council will monitor how you spend the money using the bank account.
- The separate bank account must be in the service user's name. Where the direct payment is being managed by a legal Power of Attorney or Guardian, the account must also include the service user's name (excluding children).
- You must keep all bank statements, invoices, receipts, etc, for audit purposes.
- You will be audited on a regular basis. This is a legal requirement and failure to do so can lead to the direct payment being suspended and an invoice being issued to you for any un-evidenced spend.
- Where a customer contribution has been identified, this must be paid into the direct payment bank account at the agreed intervals. Failure to do so will lead to a review of the direct payment arrangements.
- When a direct payment ends, all monies left in the bank account must be returned to East Dunbartonshire Council as soon as possible.

The local Self-Directed Support Information and Advice Service can help with the financial auditing process.

Your rights and responsibilities

(Self-Directed Support Option 2)

If you decide to choose Self-Directed Support Option 2 (Individual Service Fund), it means you have chosen to direct your own support and the HSCP will act as a broker by paying your budget directly to your chosen support provider organisation.

Your Support Plan - detailing your assessed needs and outcomes - with your consent will be shared with your chosen support provider organisation and you will be responsible for how and when the support is delivered.

The HSCP:

- Agrees that you should receive support to meet the needs and outcomes identified in your Support Plan
- Will administer your allocated budget and make payments on your behalf, every four weeks (in arrears), to your chosen support provider organisation
- Will carry out a financial assessment to determine your contribution, as per the 'Customer Contribution for Non-Residential Community Care Services' Policy towards your support and will arrange for the Council's Finance Team to invoice you accordingly
- Will review your Support Plan in line with the HSCP's Assessment and Support Management procedures or sooner if your circumstances change
- Will advise you when the hourly / daily / weekly rates pertaining to your support change.

The Customer agrees to:

- Source support provider organisations, with the assistance of the local Self-Directed Support Information and Advice Service (where required), ensuring that the support provider organisation will be able to meet your needs and outcomes
- Purchase support which helps to meet your assessed needs and achieve your outcomes as identified in your Support Plan
- Engage with your chosen support provider organisation regarding the delivery of your support;
- Share your individual budget details with the support provider organisation if this is your choice
- Pay any support cost exceeding the assessed individual budget directly to the support provider organisation. The support provider organisation should inform you of changes to their hourly / daily / weekly rates
- Ensure that you have a contingency plan should the support provider organisation fail to deliver support
- Speak to your support provider organisation in the first instance regarding any concerns or issues that you have relating to your support
- Contact your Social Work Practitioner if you are still unhappy with the service you are receiving from your chosen support provider organisation
- Advise your Social Work Practitioner about any suspensions of support - i.e. hospital admissions, holidays etc
- Contact your Social Work Practitioner if your assessed needs and outcomes change.

Your rights and responsibilities

(Self-Directed Support Option 3)

If you decide to choose Self-Directed Support Option 3 (HSCP delivered or commissioned support), it means that you have passed the responsibility of choosing, arranging and paying for your social care support to the HSCP.

Your Support Plan - detailing your assessed needs and outcomes - with your consent will be shared with the support provider organisation. The Social Work Practitioner who assessed you will be responsible for arranging how and when the support is delivered to you. This will be based on your personalised Support Plan.

The HSCP:

- Agrees that you should receive support to meet the needs and outcomes identified in your Support Plan
- Will provide an in-house support service or will commission an appropriate social care provider to deliver your social care support
- Will make payments for your support to externally-commissioned support providers. You will not be invoiced by the social care provider organisation for any financial top-up for the social care support being funded by the HSCP
- Will carry out a financial assessment to determine your contribution, as per the 'Customer Contribution for Non-Residential Community Care Services' Policy, towards your support and will arrange for the Council's Finance Team to invoice you accordingly
- Will review your Support Plan in line with the HSCP's Assessment and Support Management procedures or sooner if your circumstances change
- Will advise you if, or when, the social care provider organisation is going to change.

The Customer agrees to:

- Directly pay for any privately-purchased support (arranged between you and the provider organisation)
- Speak to your Social Work Practitioner regarding any concerns or issues that you have relating to your support
- Pay invoices received from the Council in relation to your assessed customer contribution, as per the 'Customer Contribution to Non-Residential Community Care Services' Policy
- Advise your Social Work Practitioner about any suspensions of support - i.e. hospital admissions, holidays etc
- Contact your Social Work Practitioner if your assessed needs and outcomes change.



Adult Support and Protection:

In East Dunbartonshire the HSCP works together with other agencies such as Council services, Police Scotland, health, voluntary and support provider organisations to support and protect adults at risk of harm and neglect. There is a law which helps us to do this. It is called the Adult Support and Protection (Scotland) Act 2007.

It is extremely important that people know about Adult Support and Protection and understand what the different types of harm may involve. The information below tells you about: who may be at risk of harm; what kinds of harm may occur; and what you can do to help.

Who is an 'Adult at Risk of Harm'?

For an individual to be an adult at risk of harm, they have to be aged 16 and over and unable to protect themselves from harm, exploitation or neglect because of a:

- Disability
- Mental Disorder
- Illness
- Physical or mental infirmity.

What is 'Adult Support and Protection'?

Everyone has the right to live as they wish without fear of harm, exploitation or neglect. The Adult Support and Protection Act gives adults at risk of harm the right to support and protection which will help keep them safe.

What do we mean by 'Harm'?

This is all behaviour which is harmful. Some examples of this are:

- Physical: hitting, slapping, pushing, shaking, locking someone in a room, tying someone to a chair, restricting their freedom
- Psychological: threats of harm, humiliation, intimidation, causing distress, verbal abuse, bullying, constant criticism, controlling contact with others;
- Neglect: failure to provide medical or physical care, privacy or dignity, or access to a doctor, medication, food or heating. This includes self-neglect
- Financial: stealing, fraud, pressure to hand over money or property, misuse of property or welfare benefits, or stopping someone from getting their money or belongings
- Sexual: any sexual activity that the person does not understand or want, photographing, sexual harassment

- Information: withholding information or advice about rights or entitlements
- Discrimination: harassment or ill-treatment because of age, gender, sexuality, disability, ethnicity, religion.

When is harm more likely to happen?

Harm is more likely to happen when someone is:

- Isolated
- Depending on others for care and support
- Not able to make their own decisions
- Where they have been harmed before.

Who can cause harm?

Anyone, including family members and paid care staff, and it can happen anywhere - e.g. in someone's own home, a day centre, care home, hospital, etc.

What can you do?

If you are worried that you are at risk of harm or suspect that someone else (adult or child) is at risk, it is important to tell someone. Remember, the person who is causing the harm may be doing this to others as well. The person who is being harmed may not be able to report it themselves.

Who should I contact?

In an emergency, telephone Police Scotland on 999. Otherwise you should phone East Dunbartonshire Council on 0141 355 2200. Out of hours, please phone 0300 343 1505. You can also speak to any doctor or health worker. They will listen to you and take your concerns seriously.

What happens next?

Whatever you tell us will be treated with sensitivity. You will be asked for details regarding the person you are worried about and about the person you think is harming them. We will look very carefully at the situation and the help given will depend on the circumstances and wishes of the person you are worried about.



What if I am the adult at risk?

We will listen to you and take all your concerns very seriously. We will look at what support and protection you might need to keep yourself safe. Where we need to take action to keep you safe, we will share your information with other agencies which can help you. Sometimes, this might happen at a meeting called a case conference which you will be invited to attend.

We will keep you up to date with everything that is happening. If and when you want us to, we will help you to get support from a local independent advocacy service that can help you to represent your views and wishes about what should happen next.

What if I am worried about a child?

In an emergency, phone Police Scotland on 999. You can also phone the HSCP's Children and Families Advice and Response Team on 0141 777 3000. Out of hours, please phone 0300 343 1505.

You can find more information on the Adult Support and Protection website page:
www.eastdunbarton.gov.uk/health-and-social-care/services-adults-and-older-people/adult-protection

Having a good conversation during the assessment process

What makes a good assessment?



Let's start with a good conversation

What is important to you?

What keeps you well?

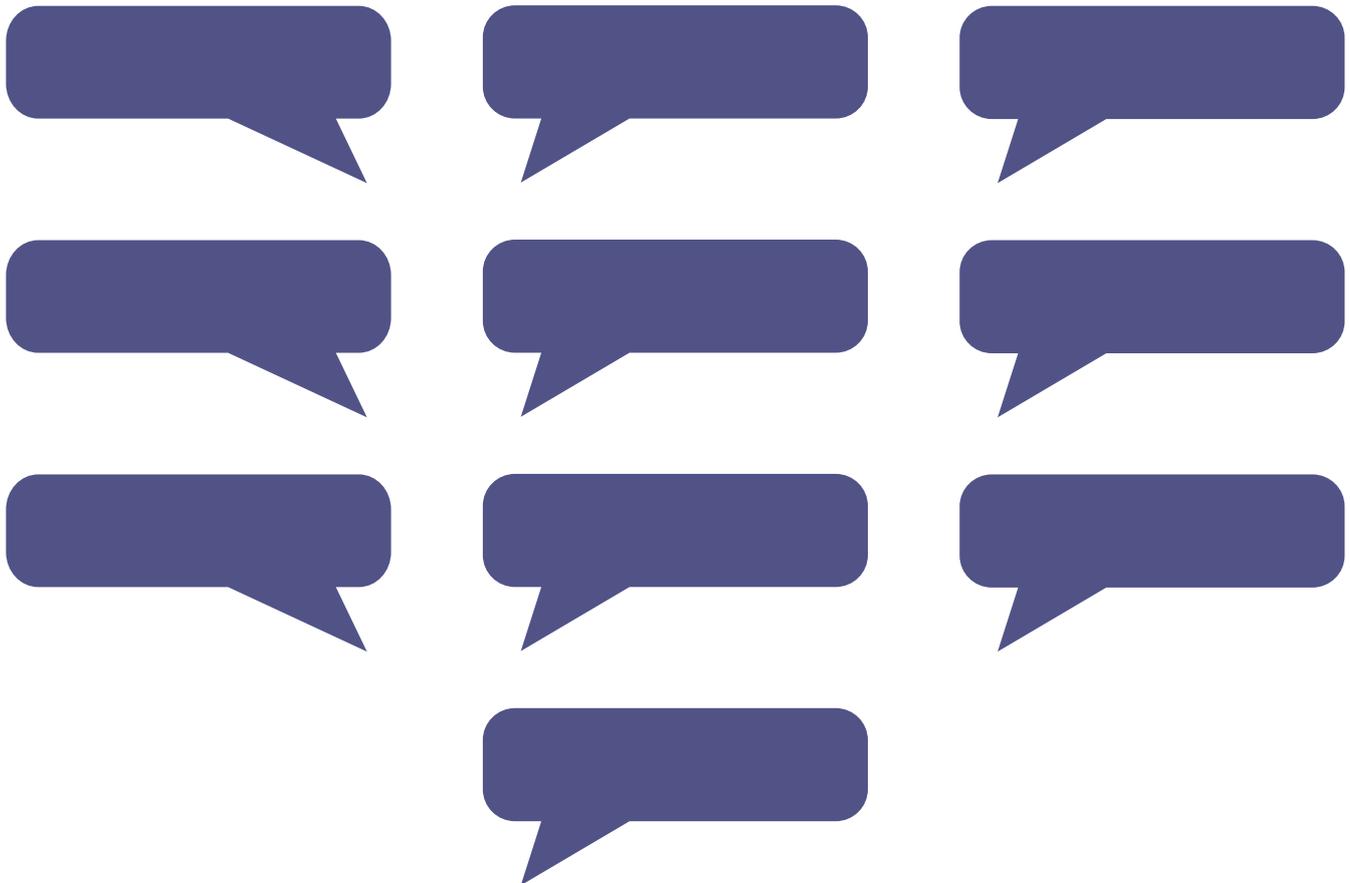
What activities are important to you?

The form consists of three columns of teal speech bubble shapes. The first column has five bubbles, the second has five, and the third has five. Below these, there are two more bubbles: one on the left and one on the right. All bubbles are empty and intended for handwritten responses.

Having a good conversation during the review process: What makes a good review?

Honesty

Let's review with a good conversation



GLOSSARY:

Assessment	A conversation about what makes a good life for the service user and/or carer. Identifying what the service user and/or carer wants to achieve. Identifying what the service user and/or carer requires support with to enable an independent life.
Support Plan	A plan drawn up by you with your Social Work Practitioner who is involved in assessing your needs and supporting you to identify your outcomes.
Review	A conversation about how your Support Plan is working for service user and/or carer, whether the service user and/or carer's needs are being met, whether the identified outcomes are being achieved and discussing what needs to change.
Direct Payments	Monetary payments made to you to meet your needs and outcomes. This money is instead of receiving HSCP arranged support.
Eligibility Criteria	The HSCP uses this to base decisions on whether or not an individual is eligible to receive support or funding for support.
Outcomes	A desired goal that has been identified during the assessment process.
Social Work Practitioner	A person who works in the HSCP and undertakes assessment and support planning activities with service users and carers. This could be a Social Worker, Social Work Assistant, Local Area Co-ordinator, Home Care Organiser, Senior Practitioner, Occupational Therapist, etc.
Personal Assistant	Someone you specifically employ and pay to provide you with care and support.
Carer/Unpaid Carer	A relative or friend who is involved in providing you with unpaid care or support.

Important Telephone Numbers

East Dunbartonshire Council
12 Strathkelvin Place
Kirkintilloch
G66 1TJ
Tel: 0300 123 4510
Email: Customer.services@eastdunbarton.gov.uk

GCIL East Dunbartonshire
Self Directed Support Service
Suite 21, Enterprise House, Southbank Business Park,
Kirkintilloch, East Dunbartonshire, G66 1XQ
Email: GCILEastDunbartonshire@gcil.org.uk
Tel: 0141 776 2219

Ceartas Advocacy Service
Suite 5 – 7, McGregor House, Donaldson
Crescent, Kirkintilloch, G66 1XF
Tel: 0141 775 0433 / 0141 776 1369
Email: info@ceartas.org.uk

Carers Link
Milngavie Enterprise Centre
Ellengowan Road
Milngavie
G62 8PH
Tel: 0800 9752131 or 0141 955 2131
Email: enquiry@carerslink.org.uk

East Dunbartonshire Citizens Advice Bureau
11 Alexandra Street
Kirkintilloch
G66 1HB
Tel: 0141 775 3220

East Dunbartonshire Voluntary Action (EDVA)
18 Townhead
Kirkintilloch
G66 1NL
Tel: 0141 578 6680
Email: info@edva.org

Useful Websites

East Dunbartonshire Council
www.eastdunbarton.gov.uk

GCIL East Dunbartonshire
<https://gcil.org.uk/>

Ceartas Advocacy
www.ceartas.org.uk

Carers Link
<https://carerslink.org.uk>

Citizens Advice Bureau
<https://edcab.org>

EDVA
<https://edva.org>

Self-Directed Support Scotland
www.sdsscotland.org.uk