



Office for Disability Issues

HM Government



The Right to Control consultation

The government's reply



Easy Read

Important

This is a big booklet, and we do not expect you to read all of it.

Instead, look at the list of contents on pages 1, 2 and 3. It shows what is in the booklet. Look down the list to find things you want to read about.

Green writing

In this Easy Read booklet we sometimes explain what words mean.

The first time we mention any of these words, it is in **bold green** writing. We then write what the words mean in a blue box.

These words and what they mean are also in a Word List at the back of the booklet.

If any of the words are used later in the booklet, we show them in **normal green** writing. If you see words in **normal green** writing, you can look up what they mean by looking for the blue box earlier in the booklet, or by looking at the Word List.

The CDS Easy Read illustrations we develop are intended specifically for use in this publication. The Office for Disability Issues has the right to share, send, print and distribute this product in its current format. The images within this product should not be copied from this document and used for other purposes or passed on to a third party. Do not extract, modify, adapt, alter, or otherwise attempt to change the illustrations for other purposes without written permission from CDS.

CDS, 7 Eastgate, Leeds LS2 7LY

Tel: 0113 399 4000

Web: www.cds.co.uk/clarity

Contents

What the Secretary of State says...	4
What is the Right to Control?	8
Why did we ask what you think?	11
The consultation	12
What did we ask questions about?	13
About the replies we had	14
What we were told and what the government has decided.....	15
Choosing what to include in the Trailblazers.....	15
What we wanted to know.....	16
What people said	17
What the government has decided.....	18
What to do about services used by disabled people and other people	23
What we wanted to know.....	23
What people said	24
What the government has decided.....	25
Working together to support disabled people and making the Trailblazers successful	27
What we wanted to know.....	27
What people said	28
What the government has decided.....	29

Sorting out problems with the Right to Control	33
What we wanted to know.....	34
What people said	35
What the government has decided.....	37
Helping people to use the Right to Control	39
What we wanted to know.....	41
What people said	41
What the government has decided.....	42
What if someone is unhappy with a Right to Control decision?	45
What we wanted to know.....	45
What people said	46
What the government has decided.....	47
What the Right to Control means for service providers, voluntary groups and people who set up support services	48
What we wanted to know.....	49
What people said	51
What the government has decided.....	52
Anything else you want to tell us	54
What we wanted to know.....	54
What people said	54
What the government has decided.....	55

What is next?	57
More about support services	58
Access to Work	58
Independent Living Fund.....	59
Community Care Services	60
Disabled Facilities Grant.....	60
Supporting People	61
Disabled Students' Allowance	61
Work Choice, WORKSTEP and Work Preparation	62
Word list.....	63

What the Secretary of State says...

The Right to Control is another step towards getting equality for disabled people.

It was set up because disabled people told us they wanted choice and control of the **support** they need to go about their daily lives.

Support

This is the help disabled people get from the government, from local councils and from other organisations. It may be something like a person to help with getting up in the morning, or it may be something like a wheelchair or a computer.

We did a **consultation** with disabled people about the Right to Control.

Consultation

This is when government asks what people think about its plans, and for ideas about the best ways of doing things.

We developed the Right to Control by doing these things.

- Listening to what disabled people say.
- Working with disabled people to understand what they want to do and how they want to do it.

We will now work with disabled people to make the Right to Control happen.



We have already made a change that disabled people and other people told us during the **consultation**.

We have changed the law to make sure that adult care and **support** is made part of the Right to Control.

We will use the replies to the **consultation** to do these things.

- We will make sure the Right to Control gives disabled people real choices.
- We will make systems as easy as possible to use.
- We will change the way disabled people, **public bodies**, and **service providers** work with each other.

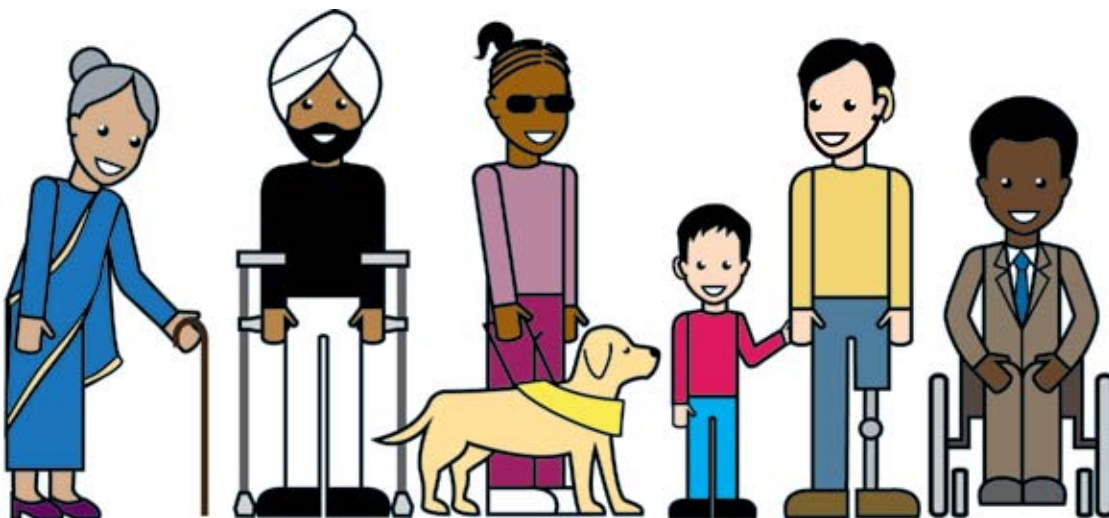
Public bodies

In this booklet this means a local council or government service that **supports** disabled people with the things they need.

Service providers

These are organisations that provide the **support** that disabled people need. For example, Jobcentre Plus who give help to find a job.

I would like to thank everyone who has replied to the **consultation** and everyone who has held meetings about the **consultation**.



The next thing we will do is to choose our **Trailblazer** sites and keep working with disabled people to see how the **Trailblazers** will work.

Trailblazers

These are the local council areas in England that will try out the Right to Control. Not every local council will be a Trailblazer. In the Trailblazer areas, all disabled people will be able to take part, including people with learning disabilities, and people who use mental health services.

The **Trailblazers** will start by the end of 2010. I am sure that with everyone's help we will make them a big success.

A handwritten signature in black ink, appearing to read 'Yvette Cooper'.

Yvette Cooper

Secretary of State for Work and Pensions

What is the Right to Control?

The Right to Control is about disabled people making their own decisions about the **support** they need, instead of other people making decisions for them. The government has changed the law to make this happen.

This list shows some of the **support** services disabled people use.

- **Support** to learn new **skills** to find or stay in work.

Skills

These are things people learn. Basic skills are things like talking, reading, writing and numbers. Examples of other skills are things like being able to use a computer and being able to drive a car.

- **Support** to be able to live at home.
- **Support** with things like cooking or getting dressed.



- Changes to a building to make it easier for a disabled person to use.
- **Equipment** disabled people use at home, out and about or at work.

Equipment

This means the things a disabled person needs so they can live and work like other people. Equipment includes things like wheelchairs, computers with big screens, and things to make it easier for a disabled person to move about their home, like a stair lift.



From 2010, we will start setting up **Trailblazers** where we will test how the Right to Control will work.

We want the **Trailblazers** to help us find out

- How to make the Right to Control easy and safe for people to use.
- How to make the Right to Control a success.
- How much the Right to Control will cost.
- What good things will come out of the Right to Control.
- What works best for people with different disabilities.

Trailblazers will help us decide what works and what does not. And they will help us decide what to do next. We only want to offer the Right to Control to all disabled people if we know it works for them and if it is good value for money.

When disabled people take part in the Right to Control **Trailblazers**

- They will be told how much **support** they can get.
- They will agree with the **public body** what they want from their **support**.
- They can choose and control the **support** they get.
- They can choose how they get the **support**.



But the Right to Control does not change the rules for getting **support**. The Right to Control is about disabled people taking control of their **support** and working towards goals agreed with their **public body**.

Disabled people who take part in the **Trailblazers** may decide to

- keep getting **support** services as they do now, if they are happy with the services they get.
- let a **public body** sort out the **support** services they need.
- buy their own **support** using money given to them by a **public body**.
- have a mix of these.

Why did we ask what you think?

We wanted to work together with disabled people to work out all the parts of the Right to Control.

We talked to disabled people, **public bodies** and **service providers** about the Right to Control. Now we want to work with these groups to test how it might work in the **Trailblazers**.

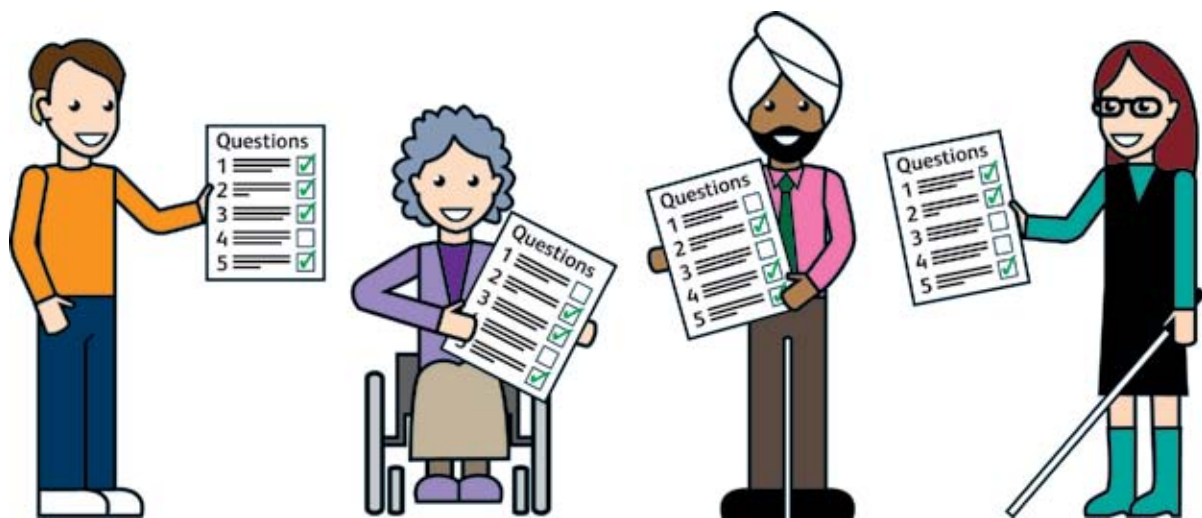
We asked these people and groups to tell us what needed to be sorted out to give real choice and control to disabled people.



The consultation

Yvette Cooper, the Secretary of State for Work and Pensions, started the **consultation** on 11 June 2009. The **consultation** ended on 30 September 2009.

This booklet tells you what people said about the questions in the **consultation** booklet.



What did we ask questions about?

We asked questions about these things.

- Choosing what to include in the **Trailblazers**.
- What to do about services used by disabled people and other people.
- Working together to **support** disabled people and to develop **Trailblazer** areas.
- Sorting out problems with the Right to Control.
- Helping people to use the Right to Control.
- What if someone is unhappy with a Right to Control decision.
- What the Right to Control means for **service providers**, voluntary groups and people who set up **support** services.
- Anything else you want to tell us.



About the replies we had

The **consultation** started at 2 big meetings in London and Liverpool. More than 100 people went to each big meeting. The **consultation** lasted for 16 weeks.



We gave kits to local groups so they could set up their own meetings.

We supported or went to 34 meetings across the country.

As well as listening to what people said at these meetings, we also had 176 written replies to the **consultation**.

This booklet takes account of the written replies and what people said at the meetings.

What we were told and what the government has decided

In this section we will list each question, say what we wanted to know, say what people said and then say what the government has decided.

Choosing what to include in the Trailblazers

Question 1

What **criteria** or questions do we need to think about when choosing the **support** services to include in the **Trailblazers**?

Criteria

These are the questions we ask and rules we use when trying to decide whether to do something or not.

Question 2

Which **support** services do you think we should include in the Right to Control **Trailblazers**?

What we wanted to know

We wanted to find out which **support** services people think we should include in the **Trailblazers**.

Some of the **support** services that disabled people use are

- Access to Work. This **supports** disabled people at work, and helps them get to work.
- Work Choice. This helps disabled people learn new **skills**, find out what it is like at work and get a job.
- the Independent Living Fund. This gives money to disabled people to buy the **support** they need to be able to live at home.

See pages 58 to 62 for more about these.

Disabled Facilities Grants and **Supporting People** could also be included in the **Trailblazers**. See pages 60 and 61 for more about these.



Supporting People

This is a **support** service to help people in their homes. It can be given to disabled and non-disabled people. For example disabled people, people without a place to live, and people who have been in trouble with the police.

What people said

Most people said the **criteria** for choosing the support to be included in the Trailblazers were a good idea. They said we must make sure we included **support** that let disabled people get **independent living**.

Independent living

This means people having choice and control over the **support** they need to live their lives the way they want to.



These are some of the other things that were said.

- Most people and organisations said we should test all the **support** disabled people can get to make sure the Right to Control works properly.
- Many organisations said that any **support** service that affects a person's journey towards **independent living** should be included in the **Trailblazers**.
- Nearly everyone said adult care and **support** should be included in the Right to Control.

- A lot of people said that cash benefits, like Disability Living Allowance and Attendance Allowance should not be included. But other people said that these benefits could be used with other **support** that is part of the Right to Control.
- Some people said we should include things like Train to Gain, Pathways to Work and Disabled Students' Allowance.
- Some organisations said we should think about including things like counselling.

What the government has decided

Our law will let us give disabled people choice and control over the **support** they need to go about their daily lives.

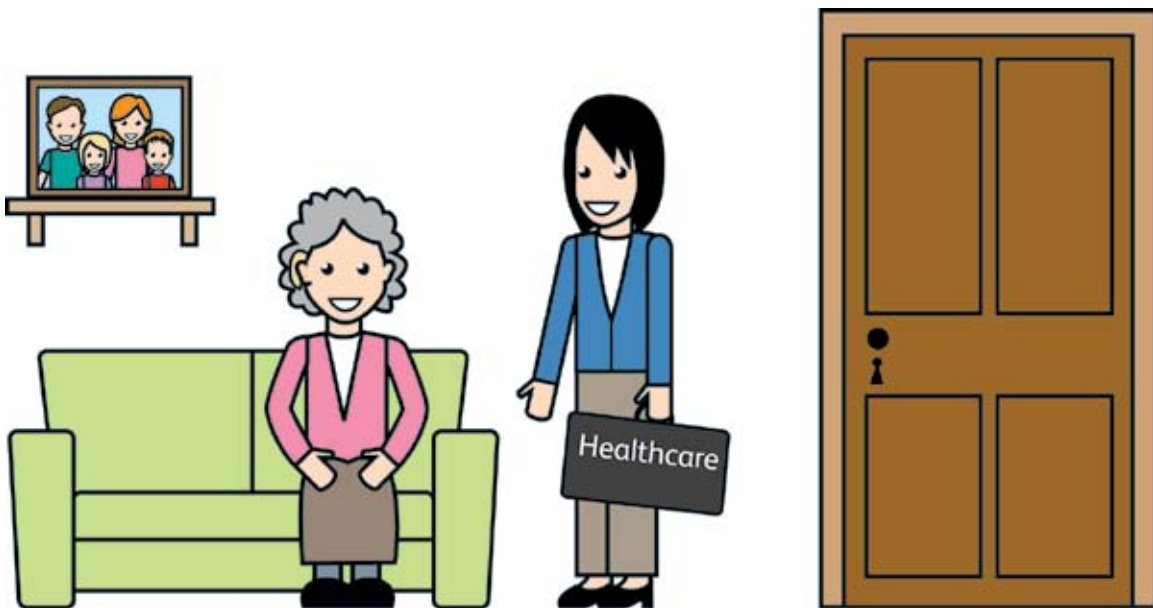


Any **support** we decide to include in the Right to Control now can be changed or added to in the future.

As part of the Right to Control we are not changing the rules we have now that deal with claiming and getting **support**.

This is what we have decided.

- Adult care and **support**, which is sometimes called community care. We will include this in the Right to Control **Trailblazers**.
- Integrated community equipment services. This is part of adult care and **support**. This is when people need **equipment** so they can live independently. We will include this in the Right to Control **Trailblazers**.
- Non-acute and continuing health care. This is health care that is given to people by groups before or after a stay in hospital. For example, health visitor, district nurse and physiotherapy. We will not include this in the Right to Control **Trailblazers**.



- Disabled Facilities Grants and **Supporting People**. We want **Trailblazers** to test what they can do. We will work with local councils and other **government departments** to look at this.

Government departments

These are the different parts of the government. For example, the health department or the tax office.

- Local community services.
 - If a person is using a community service because of a **support** service that is part of the Right to Control, like adult care and **support**, then it is included in the Right to Control.
 - If the person is using it because it is something like a youth club for people with learning disabilities, a lunch club for older people or a meeting place, then it is not included in the Right to Control.
- Access to Work will be tested in the **Trailblazers**. We will not include volunteers in the Access to Work programme.



What we aim to include in the Right to Control Trailblazers

The **Trailblazers** will include **support** services like

- Access to Work.
- the Independent Living Fund.
- Disabled Facilities Grant.
- **Supporting People**.
- Work Choice.
- adult care and **support**.

See pages 58 to 62 for more about these.



What we will not include in the Right to Control Trailblazers

The **Trailblazers** will not include benefits like Disability Living Allowance, Attendance Allowance and Employment Support Allowance. This is because they are already paid as money.

The **Trailblazers** will not include services that everyone gets without having to take a test to see if they can get the service. For example, rubbish collection or libraries.



The **Trailblazers** will not include the Disabled Students' Allowance at the moment. But we may include it in the future.

What to do about services used by disabled people and other people

Question 3

If a service is used by disabled people and by other people, how should we decide which people could have the Right to Control?

Which services used by disabled people and by other people could we include in the Right to Control **Trailblazers**?

What we wanted to know

Some services, like **Supporting People**, are used by disabled people and by other people. But only disabled people will have the Right to Control.

We asked if the way the government describes a disabled person in the **Disability Discrimination Act** shows which disabled people should have the Right to Control. Or should disabled people be described in a different way?

Disability Discrimination Act

This is a law to make sure disabled people are treated fairly.



What people said

Many people answered this question, but only 1 out of every 4 people said how they thought disabled people should be described.

Most people said we should use the Disability Discrimination Act to describe a disabled person. Some people said disabled people should be described in a new way. Some people said that disabled people should describe themselves.

People said disabled people should be able to choose when to use the services they need.

Some people said that getting one type of benefit should mean they get the Right to Control.

Some people said there may be a problem if services that disabled people and other people use only let disabled people use the Right to Control.



What the government has decided

We want to give disabled people the Right to Control.

We know some services may be used by disabled people and other people. But at the moment the only service included in the Right to Control that disabled people and other people can use is **Supporting People**.



We have decided that **Trailblazers** will give the Right to Control to disabled people if the **support** helps the disabled person remove the **barriers** to do with their disability.

Barriers

These are things that stop disabled people living like other people. For example, the ways other people think and act towards disabled people.

This means that if a person with a learning disability gets **support** to do with housing because of their disability, they will get the Right to Control.

But, if a disabled woman is getting **support** to help her get away from domestic violence, she would not get the Right to Control unless the **support** was being given because of her disability.

It may be hard to get this to work properly, but we will keep a close watch on it in the **Trailblazers** to see how it works.

Working together to support disabled people and making the Trailblazers successful

Question 4

What can **public bodies** do to make it easy for disabled people to use the Right to Control?

Question 12

What do we need to do to make sure disabled people and their organisations play a full part in the **Trailblazers**?

What we wanted to know

We asked people to think about how disabled people and **public bodies** would work together so disabled people can get a joined-up **support** system.



What people said

Working with disabled people

Most people, groups and organisations said the same sort of things.

- Talk to disabled people and organisations for disabled people.
- Organisations for disabled people, **public bodies** and **service providers** should work together to help local councils become **Trailblazers**.

Giving the right information to people

Service providers said that government should make sure as many people as possible know about the Right to Control. For example by using the internet, radio, television, newspapers, leaflets and booklets.



Getting support services to work together

Some organisations said one-stop shops were a good idea. This is when a disabled person only needs to talk to one person about getting services, **support** and the Right to Control.

Some disabled people were worried that one-stop shops would mean they get less **support**.

Some disabled people wanted to be told about all the money and services they can get, at the same time.

Many people wanted one **support** plan for all the services they get.

What the government has decided

Working with disabled people

We set up the Right to Control because disabled people wanted choice and control over the **support** they need to go about their daily lives.

We have worked with disabled people and their organisations every step of the way.

We will keep working with disabled people and their organisations to make sure the Right to Control **Trailblazers** are successful.



We want local councils who ask to become **Trailblazers** to say how they have **involved** disabled people so far and how they will **involve** them during the **Trailblazers**.

Involve or involved

Being involved is not the same as being asked. Being involved means disabled people playing a bigger part in things by saying how things can be done to support disabled people better.

Giving the right information to people

We know it is very important to tell disabled people and other people living in the **Trailblazer** areas about who can get the Right to Control and what it means.

When we have picked the **Trailblazer** areas we will work with them, and other organisations, to work out how to let people in the area know about the Right to Control.



Getting support services to work together

If services are delivered well, this will make the Right to Control **Trailblazers** a success.

We will make sure that if they need to, organisations and **service providers** can share information and make their services better.

We are working with the Independent Living Fund to make sure the Right to Control can be delivered to people who get the Independent Living Fund in **Trailblazers**.

The Access to Work and Work Choice programmes already work well together, so people find it easy to move from one programme to the other. We want this to stay the same in the Right to Control **Trailblazers**.



We hope that **Trailblazers** will help make different services better and join some of them together.

We will see if different **public bodies** can share information about people safely. This will help different types of **support** become easier to understand and easier to use because the **public bodies** are working together.



We want the **Trailblazers** to

- Make their services better.
- Set up one-stop shops to give information and **support** to disabled people.
- See if it is possible for disabled people to have one assessment, one **support** plan, one budget and one review process.

We will work with and check all the **Trailblazers** so any problems or any ways of working better can be shared with all the **Trailblazers**.

Sorting out problems with the Right to Control

Question 5

What should a **public body** do if some people who use a service want to do new things using their Right to Control, but other people want to carry on using the service?

Should a **public body** keep a service going even if less people are using it?

How could **public bodies** work with disabled people to keep a service going?

If a service closes because less people want to use it, what plans should a **public body** make to be sure people do not get left on their own for a long time but still have choice and control?

Question 6

What should we do if it costs more for a disabled person to buy the **equipment** they need than it costs a **public body** to buy it?

Should we stop the disabled person buying the **equipment** they need if it means the **public body** has less money for other people?

Should we only let the disabled person buy the **equipment** they need if the **public body** does not supply it?

What else could be done? For example

- Could **public bodies** and suppliers agree lower prices for disabled people who want to buy the **equipment** they need themselves?
- Could disabled people with the same needs join together and get a lower price from suppliers?

Question 7

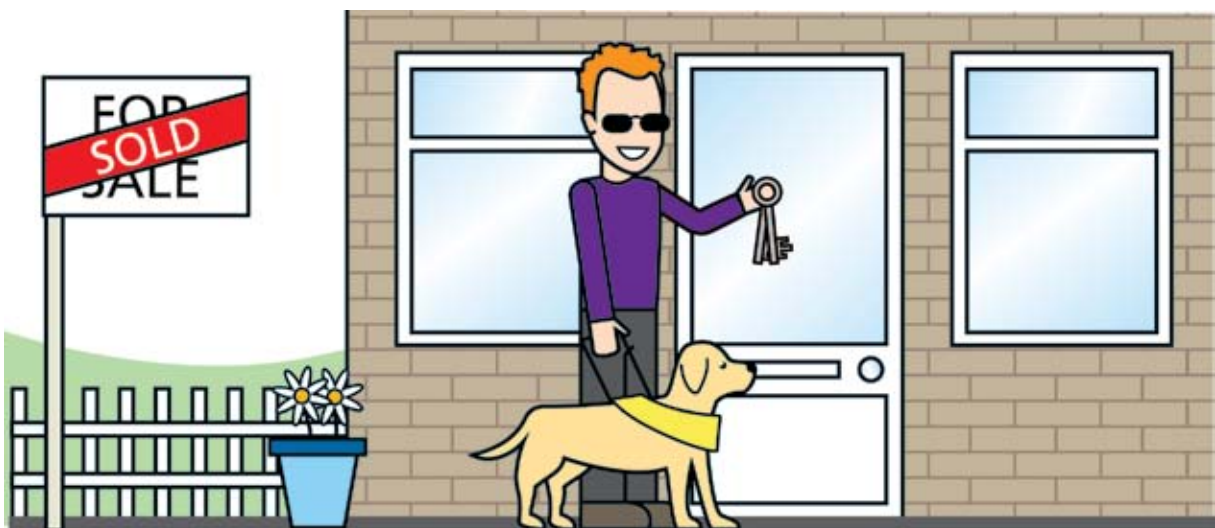
When might a **service provider** or **public body** decide that a disabled person cannot have the Right to Control because it will cost too much? What should they do to **involve** disabled people in this decision?

Question 8

Do you know about any laws or rules that might get in the way of the Right to Control, and what could we do about them?

What we wanted to know

The Right to Control should help **public bodies** and other **service providers support** disabled people so they can live as they want to.



We hope that in nearly every case, **public bodies** will be able to help a disabled person use their Right to Control for the **support** they get.

But, there may be times when the Right to Control will make it hard for disabled people who use services now to keep using those services.

Sometimes it may cost a disabled person more to buy their own services than it costs a **public body** to buy them.

What people said

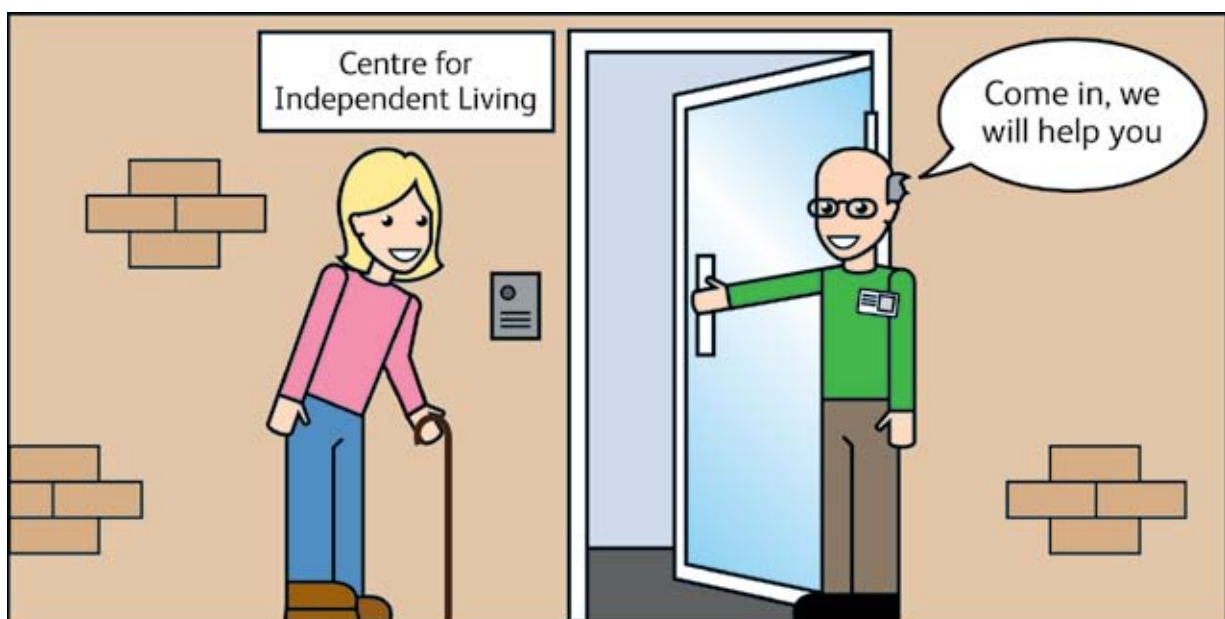
Most people who use services, **service providers**, organisations and local councils said disabled people should have choice and control over the services they get.

Some organisations think **service providers** will need to make sure they are selling things the disabled person wants.

Some people did not think that lots of disabled people would move away from the services they use now to start buying their own services straightaway. The change may happen slowly and should be easy to manage.

Some people said that if a service has to close, the **public body** should make sure disabled people get support because they may be losing a service they enjoy.

Centres for Independent Living and some disabled people's groups should make sure that disabled people who lose a service are not left alone with no help.



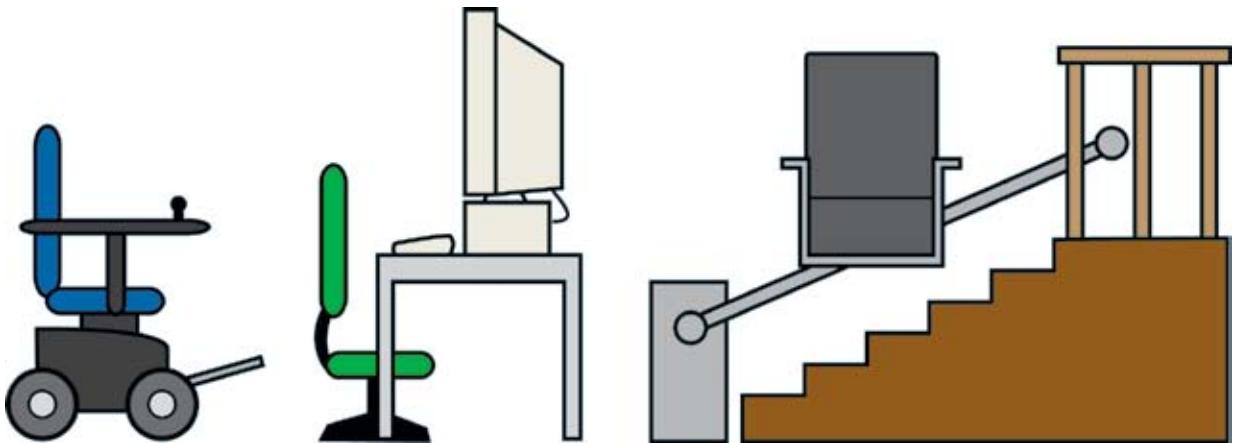
Organisations that help older people said that when **public bodies** change services, they must make sure they look after the people who use the service.

Some local councils and disabled people's groups said they should be **involved** in getting **discounts** for services or for helping groups of disabled people get **discounts** for services.

Discount

A discount is when money is taken off the price of something. This usually happens when a lot of the same thing is bought.

Some people said disabled people should be able to add their own money to the money from a **public body** so they can get the exact service or **equipment** they want.



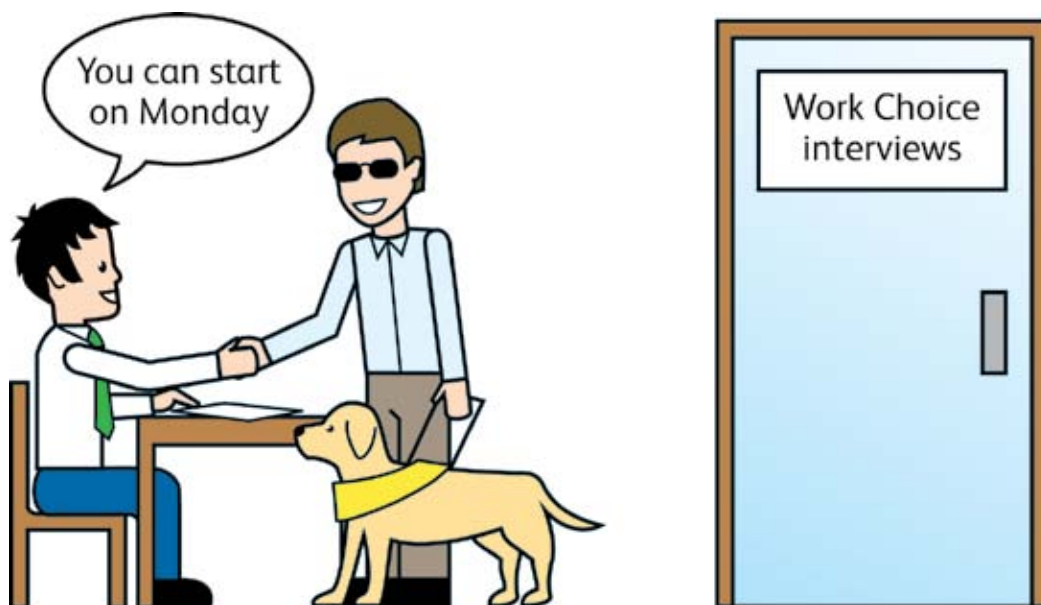
Some people said that health and safety laws may be a **barrier** for disabled people. This is because some **public bodies** may make disabled people do something with little risk instead of giving the disabled person the choice of taking a risk.

What the government has decided

The Right to Control means that **service providers** need to work closely with disabled people . This is so they can make sure the services meet the needs of the disabled person and that the disabled person has choice and control.

We want local councils and **public bodies** to work closely with **service providers** in the **Trailblazer** areas. This will make sure everyone knows about the Right to Control and what it means for them.

A new work project called Work Choice will be starting soon. This is taking over from WORKSTEP and Work Preparation. Work Choice will help disabled people find and keep a job.



Disabled people in a **Trailblazer** area who can get Work Choice will be able to get a cash payment if they want one. They can use this to pay a different **service provider**.

We will help **Trailblazers** make sure the services people get now are not put at risk. For example, we will help **service providers** make sure their services meet the needs of disabled people.

We want **Trailblazers** to look for the best ways of helping disabled people get the best **equipment** and services for the best price. This may mean helping groups of disabled people to get **discounts**.



We will check how the **Trailblazers** work before we decide if more parts of the country should get **involved**.

Local councils will still have to follow the laws on health and safety when the Right to Control is running. We will work with **Trailblazers** and **service providers** to help disabled people as much as we can, while staying within the laws.

Helping people to use the Right to Control

Question 9

What help will some disabled people need so that they take up the Right to Control?

Support needs

- Which disabled people are likely to need this help? What **support** will they need to make the right choice?
- What kinds of help do you think they need?
- What is the best way to include people who might find it hard to make decisions, for example because of a mental health difficulty?

Support provision

- What kind of help will work best?
- Which people or groups will be best at giving the help?



Question 9 continued

Cost of support

- Should the cost of giving this help be paid for from the money set aside for the person's **support**, or should they be paid for in another way?

Information, advice and support

- How much will it help if we give information about all the **different kinds** of services, **equipment** and **support** people can get?
- How much will it help if we give information about the **costs** of the services, **equipment** and **support** people can get?
- How important is **advice** and **support** in helping disabled people to choose and set up their own **support**?
- What are the best ways to make sure people know about this help?



Question 10

Lots of groups and people will give advice and **support** about the Right to Control. What extra help will we need to give to these people?

What we wanted to know

Some disabled people will need help to use the Right to Control. They will need help to decide if they want to carry on getting **support** as before, or if they want to have control of their **support** money instead.

If they choose to have the money instead, some disabled people will need help to manage it. They can get this help from an **advocate**, or in a leaflet, or from other groups.

Advocate

This is someone who helps you speak up about what you want.

In the **Trailblazers** we want to test how much **support** is needed, how much it may cost and who should provide it.



What people said

Most people said disabled people should be able to use an **advocate** to help them decide which service would be best for them.

A lot of people said **advocates** needed to be well trained so they know all about the Right to Control and how it works.

Many people said there must be clear information about the Right to Control. They said this information should be in lots of different **formats** and languages, including on the internet.

Formats

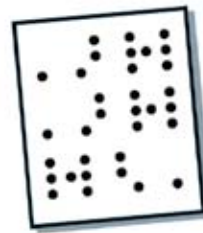
This means different ways of showing the information. For example, in Braille, in large print or on CD.



CD



Large Print



Braille



Easy Read

A lot of people and disabled people's groups said that if disabled people needed an **advocate**, it should not cost more money.

What the government has decided

We know that good information, advice and **advocates** are very important to many disabled people.

We think local councils are the best people to choose how to give people these services.

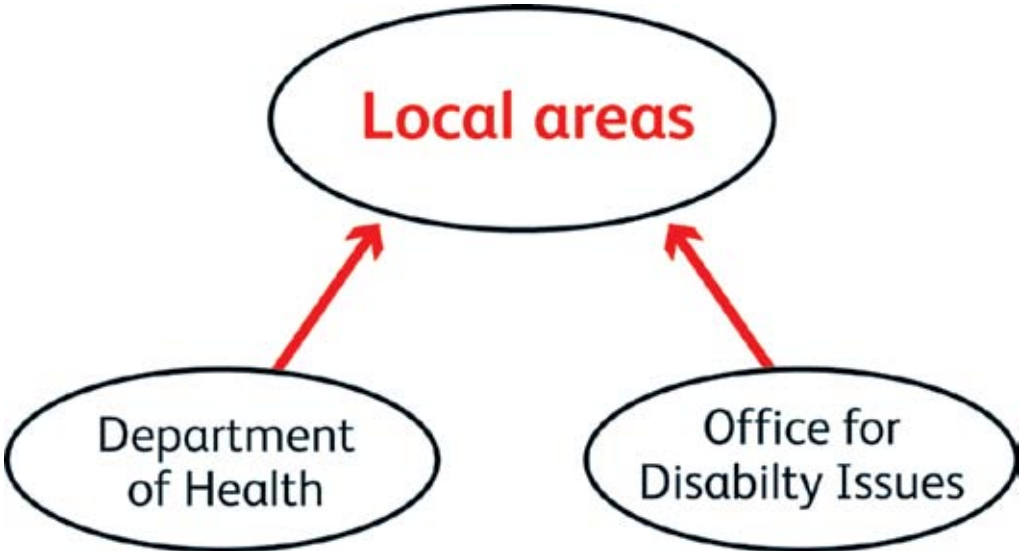
Local councils have been given more than £500 million for 2008 to 2011 to help them change the way care and **support** is given to people. This includes making sure people can get information and use **advocates** when they need to.

We know disabled people’s groups will play a big part in giving disabled people help, advice and **advocates**.

The **Office for Disability Issues** and the Department of Health have given money to local areas to help them build bigger and better disabled people’s groups.

Office for Disability Issues

This is a group of people working for the government. They help government workers learn more about disabled people, and they help to make things fairer for disabled people.



We know that at the moment some local areas give better information, help and **advocates** than other areas.

We will ask local councils who want to become **Trailblazers** to say how they will make sure they give good information, help and **support** to disabled people. We will make sure disabled people's organisations are fully involved in the **Trailblazers**.

We will ask **Trailblazers** to set up plans to tell disabled people in their area about the Right to Control.

We want good quality and easy to use information to be given out across the **Trailblazer** areas so all disabled people know about the Right to Control.

We will check the best ways of telling different groups of disabled people about the Right to Control.

While the **Trailblazers** are running we will check how disabled people use **support** and **advocates** and how they get the services they need.



We want the **Trailblazers** to test different ways of paying for the services and we will make sure our checks say what disabled people want and how they have got on so far.

What if someone is unhappy with a Right to Control decision?

Question 11

What kinds of help and information do you think people might need so that they can

- ask questions about a Right to Control decision?
- ask for the decision to be looked at again, and join in the process?

What we wanted to know

If a disabled person is unhappy with a **public body's** decision about their Right to Control, we want them to be able to

- ask questions about the decision.
- ask for the decision to be looked at again.

We want to find the best ways to help disabled people to do this.



What people said

Most people said that at the moment it is too hard to ask questions about a decision or ask for the decision to be looked at again. So many disabled people do not do these things.

The people who answered this question said

- They wanted just one simple, easy to use system to ask questions or ask for the decision to be looked at again.
- Each part of a decision should be easy to understand and in an easy to use **format**.
- When a disabled person is given a decision, they should also be told how to ask questions about the decision and how to ask for the decision to be looked at again.

Most people also said that information about asking questions or asking for a decision to be looked at again should be put on a website or given to just one independent organisation.



What the government has decided

People must be able to ask questions about a decision or ask for a decision to be looked at again.

All **support** services already have ways of looking at decisions again. We want the **Trailblazers** to make their systems better for when the Right to Control is running.

We want the **Trailblazers** to think about how to get as many people as they can to use the Right to Control.

Trailblazers must also make it as easy as they can for disabled people to ask questions about a decision or ask for the decision to be looked at again.

What the Right to Control means for service providers, voluntary groups and people who set up support services

Question 13

How will the Right to Control affect **service providers**? What do we need to do to make sure **service providers** play a full part in the **Trailblazers**?

Question 14

What are the best ways for **public bodies** and **service providers** to work with a disabled person to agree their **support** plan and help them reach the plan's targets?

- Who should be in charge?
- **Support** plans need to be looked at again from time to time. How should this be done?



Question 15

Will the Right to Control affect voluntary groups? What can be done for them in the **Trailblazers**?

Question 16

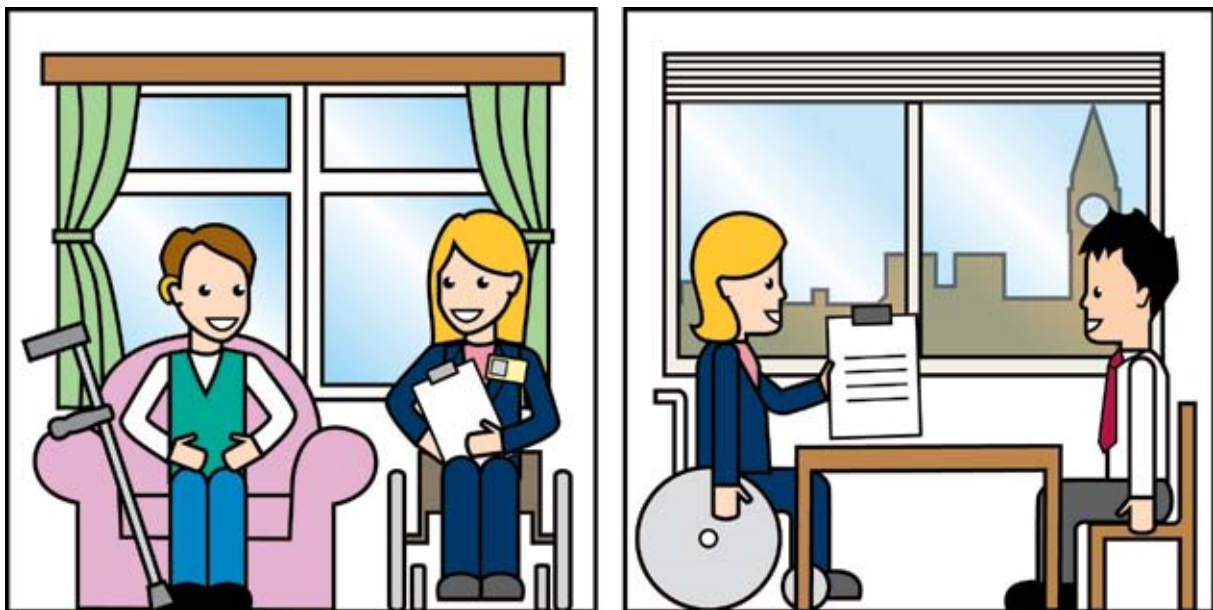
How will the Right to Control affect the people who set up **support** services? What do we need to do to make sure they play a full part in the **Trailblazers**?

What we wanted to know

The Right to Control will affect **service providers**, voluntary groups and the people who set up **support** services for disabled people.

We asked people to think about these things.

- The people who set up **support** services must make sure disabled people have real choices about how they can use their **support** money.
- **Service providers** must
 - change the way they think about disabled people.
 - change the way they do things for disabled people.
- If disabled people are to get a **support** system that is easier to use, **public bodies** must work together.
- It is important – for disabled people and for **public bodies** – that systems are set up to check that **service providers** are giving disabled people the service they said they would give them.



What people said

A lot of replies said that **service providers** should look at what disabled people need. They should find new ideas for their services and set up new services that **support** disabled people to be in control of their own lives.

Many people said **service providers** should work with disabled people as they set up the services.

Some **service providers** said they would have to change the way they work to get ready for their new customers, who are disabled people.

Some people said **service providers** would need training on the Right to Control and **independent living**.



People said that local councils would need to work with **service providers** in the **Trailblazers** to make sure they know what they need to do.

When the Right to Control begins, voluntary organisations and people who set up **support** services may have to change the way they work.

Some people said that the people who set up **support** services should **involve** disabled people when they are choosing which services to buy. They should also tell disabled people about disabled people's groups who can help them.

What the government has decided

The Right to Control is not just about giving disabled people money so they can order and buy their own services.

The Right to Control is about giving people the chance to work with **service providers** to set up services that meet the needs of disabled people.

When we have chosen the **Trailblazers**, we will work with organisations and **service providers** to make sure everyone knows what the Right to Control means.

As we test how the Right to Control could work in the **Trailblazers**, we need to learn how it will affect **service providers** and the people who set up **support** services.



We want disabled people's groups and **advocates** to help **service providers** and disabled people work together. This will help them make services that give disabled people choice and control over the **support** they need and want

We know we need to change the way **public bodies** and **service providers**

- think about disabled people.
- do things for disabled people.

We know that if we **involve** disabled people and their organisations in the Right to Control, it will help the people who set up **support** services and **service providers** deliver the Right to Control.

We want local councils in the **Trailblazers** to work well with disabled people's groups and other organisations who they deal with. This will help local councils **involve** disabled people in setting up and providing the services.



Anything else you want to tell us

Question 17

Is there anything else about the Right to Control that you would like to tell us about?

What we wanted to know

This part was for people to tell us anything else about the Right to Control that was not covered by the 16 questions.

What people said

The main things people said were

- One way of working does not cover everything. And the Right to Control may not work for some disabled people.
- People must not be made to control their services.
- We will need to change the way people think and act towards disabled people. This means thinking about disabled people's real needs, not what people think disabled people need.
- If disabled people move from one area to another, their **support** plan should move with them.

What the government has decided

We know that one way of working does not cover everything. But, the Right to Control **Trailblazers** will let disabled people choose and control the services they want and need.

The **Trailblazers** will also give us the chance to find the best way of delivering the Right to Control. It will also show us where it does not work properly.

We do not want to make disabled people control their services if they do not want to. The Right to Control gives disabled people, their carers or **advocates**, the chance to choose the **support** they need to go about their daily lives.



We know we need to change the way organisations think and act towards disabled people. We will work hard to make sure everyone involved in the **Trailblazers** thinks and acts in the right way, and that they offer real choice and control to disabled people.

We know many disabled people find it hard when they move from one area to another. But, at the moment, we cannot make sure their **support** plan will move with them. This is not part of the Right to Control **Trailblazers**.

We know people do not get the same care and support in different areas in England. We want to make a national care service where people can get really good care wherever they live and whatever they or their family need.



We will look at disabled people's **support** plans staying with them when they move into other areas in 2010.

What is next?

The Right to Control will first be tested in **Trailblazer** areas. To support this we are going to issue a book that tells local councils how to ask to be a **Trailblazer**.

The book is for local councils. But **service providers**, disabled people and their organisations, voluntary organisations and disabled people's groups may find it useful.

We will choose about 8 local council **Trailblazers** to test how the Right to Control can be set up.

An independent check will be done to look at the costs and the good things of the Right to Control.

Part of the Welfare Reform Act 2009 supports the delivery of the Right to Control. This is now a new law.



We now need to make some new rules to help run the **Trailblazers**.

We will use what people have said in this booklet to make our new rules.

These new rules will tell local councils how they will need to deliver the Right to Control to disabled people during the **Trailblazers**.

We have always said we will work with disabled people, their organisations, **service providers**, **public bodies** and local councils to set up the Right to Control **Trailblazers**.

Early in 2010 we will also run a 12 week **consultation** on our new rules.

More about support services

This section tells you about some of the **support** services that could be in the Trailblazers.

It only gives a little bit of information. At the end of each section we tell you where you can find out more.

Access to Work

Access to Work gives advice and **support** to people whose disability or health problem affects how they do their work.

Access to Work can help pay for a **support** worker, or the extra costs a disabled person might have in travelling to and from work. It can also help pay for **equipment** like computers a disabled person might need to help them do their job.

You might get Access to Work if you

- are working and getting wages.
- do not work but have a job to start soon.
- do not work but will start trying out a job soon.
- work for yourself.

For more information, ask an adviser at Jobcentre Plus.

Independent Living Fund

This is money for disabled people who need extra money so they can stay living at home.

You might get money from the Independent Living Fund if you

- are 16 but less than 65.
- have less than £23,000 in savings.
- get **support** services from your council worth at least £320 a week.
- get the highest rate of Disability Living Allowance for care.

For more information, ask your council's social services department.

Community Care Services

This is money from local councils to help disabled people and older people live in their local area. Most people get their community care services at home.

Here are just some of the different community care services.

- Help with washing and dressing, and with shopping.
- Cooked meals brought to people's houses.
- Day centres where people can go to meet other people.
- **Equipment** people can use to help them stay at home, like a bath, or **equipment** to help people see or hear.
- Help with learning new **skills**.

For more information, ask your council's social services department.

Disabled Facilities Grant

This is money from the local council to pay for changes to a house so that disabled people can stay living at home.

You might get a Disabled Facilities Grant if

- you are disabled and rent or own your home.
- you need to make changes to your home to make it easier for you to live there. For example
 - widening doors, or putting in a ramp for wheelchair users.
 - a stair lift or a downstairs bathroom.
- you do not have money to pay for the changes yourself.

For more information, ask your council's social services department.

Supporting People

This is a **support** service for some groups of people with housing problems. One of these groups is disabled people.

The service aims to sort out problems early so that people can stay living on their own in their local area.

Here are just some housing support services.

- Help with skills like cooking and controlling money.
- Help to get services and benefits, like helping an older person claim a benefit, or helping them get a local doctor.
- Help to find training courses or a job.

For more information, ask your council's housing or social services department.

Disabled Students' Allowance

This is money to help disabled students pay for extra costs they might have at college. The aim is to help disabled people be more equal with other people at college.

You might get a Disabled Students' Allowance if you are doing a course that lasts a year or more.

A Disabled Students' Allowance might be paid for

- **equipment** you need to study, like programs for a computer.
- someone to help you take notes in lessons, or to read books to you.
- extra travel costs caused by your disability.
- other costs, like tapes and Braille paper for blind people.

For more information, ask your council's education department.

Work Choice, WORKSTEP and Work Preparation

These are work projects for disabled people who find it hardest to find and keep a job. This support can be paid for lots of things. For example, it can be paid to an **employer** to make it easier for them to give a job to a disabled person, or it can pay for learning new **skills**.

Employer

These are people or companies that pay other people to do work for them.

You might get Work Choice, WORKSTEP or Work Preparation if you have a disability and want a job where you

- can get on and learn new skills.
- get the right kind of **support** when you need it.

For more information, ask an adviser at Jobcentre Plus.

Word list

Advocate

This is someone who helps you speak up about what you want..... 41

Barriers

These are things that stop disabled people living like other people. For example, the ways other people think and act towards disabled people 25

Consultation

This is when government asks what people think about its plans, and for ideas about the best ways of doing things 4

Criteria

These are the questions we ask and rules we use when trying to decide whether to do something or not..... 15

Disability Discrimination Act

This is a law to make sure disabled people are treated fairly 23

Discount

A discount is when money is taken off the price of something. This usually happens when a lot of the same thing is bought..... 36

Employer

These are people or companies that pay other people to do work for them..... 62

Equipment

This means the things a disabled person needs so they can live and work like other people. Equipment includes things like wheelchairs, computers with big screens, and things to make it easier for a disabled person to move about their home, like a stair lift.....9

Formats

This means different ways of showing the information. For example, in Braille, in large print or on CD 42

Government departments

These are the different parts of the government. For example, the health department or the tax office 20

Independent living

This means people having choice and control over the **support** they need to live their lives the way they want to 17

Involve or involved

Being involved is not the same as being asked. Being involved means disabled people playing a bigger part in things by saying how things can be done to support disabled people better..... 30

Office for Disability Issues

This is a group of people working for the government. They help government workers learn more about disabled people, and they help to make things fairer for disabled people..... 43

Public bodies

In this booklet this means a local council or government service that **supports** disabled people with the things they need..... 6

Service providers

These are organisations that provide the support that disabled people need. For example, Jobcentre Plus who give help to find a job 6

Skills

These are things people learn. Basic skills are things like talking, reading, writing and numbers. Examples of other skills are things like being able to use a computer and being able to drive a car 8

Support

This is the help disabled people get from the government, from local councils and from other organisations. It may be something like a person to help with getting up in the morning, or it may be something like a wheelchair or a computer 4

Supporting People

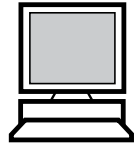
This is a support service to help people in their homes. It can be given to disabled people and non-disabled people. For example disabled people, people without a place to live, and people who have been in trouble with the police 16

Trailblazers

These are the local council areas in England that will try out the Right to Control. Not every local council will be a Trailblazer. In the Trailblazer areas, all disabled people will be able to take part, including people with learning disabilities, and people who use mental health services 7

How to contact us

Email right.control@dwp.gsi.gov.uk



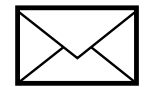
Website www.odi.gov.uk

Telephone 020 7449 5093



Fax 020 7449 5087

Letters
Office for Disability Issues
Caxton House
6–12 Tothill Street
London SW1H 9NA



ISBN: 978-1-84947-152-7

Produced by the Office for Disability Issues

© Crown copyright

Produced in the UK, December 2009