

December 2002

Community Care (Direct Payments) Act 1996 Draft Policy and Practice Guidance
(The following document refers to the original "Community Care (Direct Payments) Act 1996 Policy and Practice Guidance" document that can be found on the DOH website at <http://www.doh.gov.uk/scg/ccdp.htm>)

Comments by the Joseph Rowntree Foundation

General comments

While we welcome the government's intention of making direct payments more widely available, we feel that the Policy and Practice Guidance could be more helpful in encouraging councils to open up direct payments to groups of people who hitherto have not had access to direct payments. In particular, clearer guidance needs to be given about how to increase the take up amongst people with learning difficulties, older people and people who use mental health services.

In addition, we feel that there are inappropriate assumptions made, in the guidance as currently drafted, about the needs of disabled parents. The guidance is also confusing about whether disabled children who are accommodated in short-term placements using direct payments come within the looked after children regulations.

These general responses are reflected in our detailed comments and suggestions as set out below.

Introduction

Para 1 The last sentence could be better worded to convey the potential of direct payments – the words 'opportunities for rehabilitation, for education, leisure and employment' do not convey the full range of opportunities offered by direct payments. The following sentence would better convey this:

They promote independence, choice and social inclusion, by enabling people to purchase the assistance they need in order to live in their own homes, to be fully involved in family and community life, and to engage in work, education and leisure.

Requirement to make direct payments

Para 14

The last sentence draws attention to the need for support services to have the skills and

knowledge to work with people with learning disabilities. Presumably this is partly because of the commitment in *Valuing People* to encourage the take up of direct payments amongst people with learning difficulties. The rationale for singling out this group is that (a) people with learning difficulties are under-represented amongst direct payments users and (b) particular skills and knowledge are required in order to support people with learning difficulties to use direct payments. However, the same could be said for people with communication impairments, people who use mental health services and people from minority ethnic groups. With the extension of direct payments to older people, parents of disabled children and to 16/17 year olds, support services should also address their particular needs for support. The danger is that, when commissioning or providing support services, councils will not pay enough attention (or devote enough resources) to the particular skills and knowledge required for particular types of support needs. The Policy Guidance could usefully give a clear message about this. It would therefore be better to say something like:

All direct payment recipients should have access to support services that are appropriate to their needs. Councils should ensure that support services (including access to peer support) are in place which have the necessary skills and knowledge to meet the needs of the different groups of people who qualify for direct payments in order to ensure that no group faces unnecessary barriers to receiving their entitlements. For example, when commissioning or providing support services, councils will need to be aware that particular skills and knowledge are required for supporting people with learning difficulties to receive direct payments. This will also be the case for people from minority ethnic groups, people who use mental health services, older people, people with communication impairments, parents of disabled children, 16 and 17 year olds.

Ability to manage

Para 16

Very few people find purchasing their own care easy, and most need support of some kind, especially in the early stages. If the intention is to open up opportunities for direct payments to larger numbers of people than have hitherto been able to use them, the tone of this paragraph could be better worded

For example:

After the second sentence of the paragraph, insert: *Councils should ensure that appropriate and sufficient support, including advocacy, is available to maximise the possibility of managing direct payments.*

Re word the third sentence to read: Where there is doubt about a person's ability to manage,

it may be appropriate to offer a trial period (with appropriate and sufficient support, including advocacy), and/or a mixed package of direct payments and council-arranged services. Councils should ensure that their assessment and other procedures allow enough time for advocate and others to fully understand someone's wishes.

Change 'Councils should avoid making blanket assumptions....' to 'Councils should *not make* blanket assumptions.....'

In many situations where there are doubts about an individual's capacity, there are disagreements between those in contact with them (whether professionals or friends and family). It would be useful to guide councils to pay more attention to those who have most detailed knowledge of the individual and their support needs. This could be done by inserting the following sentence between the current penultimate and final sentences.

When making a judgement about an individual's ability to manage direct payments, proper attention should be paid to the views of those who are most familiar with the individual and his/her support needs. Where there are doubts about capacity, no judgements should be made without the person having access to advocacy services.

It is particularly important to ensure that a communication impairment is not misinterpreted as a cognitive impairment and inappropriate judgements made about capacity to manage direct payments. There is evidence that many young disabled people with significant communication impairments reach adulthood without their communication needs being properly assessed and responded to. We therefore suggest adding the following sentence:

Councils should ensure that a person's communication needs are adequately assessed and met before making any judgements about their capacity to manage direct payments.

Consent

Para 19. As this is guidance, it would be helpful to make explicit that, at the same time as pointing out the responsibilities involved in using direct payments, councils should also tell people about the support which is available for dealing with these responsibilities.

We therefore suggest amending the following sentence accordingly: *This is an area where people may particularly welcome support and advocacy. Full information should be provided about the support services available, including the opportunity of contact with others who use direct payments.*

Close relative

Para 23

The first sentence of this paragraph seems to rule out the possibility of any exceptions (this possibility is not mentioned until the last sentence of the paragraph). As there are many misunderstandings and misinterpretations about 'rules' laid down in guidance, it might be better to amend the first sentence to read:

Unless the councils decide an exception is justified, they should not allow....

Best Value

Para 24 A 'preventative strategy' may be more than 'slightly higher' in cost and yet still achieve 'long-term benefits and savings'. We therefore suggest deleting the word 'slightly' as this seems to hamper councils unnecessarily.

Para 25

The paragraphs named in this paragraph – i.e. 'see paragraphs 24-26 below' are incorrect (as are most – all? – of the other paragraph numbers referred to throughout the guidance).

Para 26

Research funded by the Joseph Rowntree Foundation some years ago illustrated that, by acting as their own 'care managers', direct payments recipients reduce the overhead costs of care packages. It would only be just to represent this in local charging policies as direct payments users are doing part of the council's job for them. We therefore suggest adding the following sentence:

Charging policies should take into account that direct payments users incur lower care management costs than service users and these lower overhead costs to the council should be reflected in any charges.

Where the disabled person is a parent

Paragraphs 39 and 40. Policy Guidance *Fair Access to Care Services* makes clear that help with parenting tasks should be included in community care assessments. This is not reflected in the wording of these two paragraphs: instead it appears to be assumed that help with parenting tasks is only provided under the Children Act. The wording of these paragraphs gives the impression that, in every case where a disabled adult is also a parent, the council will have obligations under the Children Act as well as under community care legislation. This is not the case – unless we assume that *all* children of disabled parents are 'children in need'.

In the work which the Joseph Rowntree Foundation has supported on disabled parents, it is clear that – for most disabled parents – if the assistance they need in order to carry out parenting tasks is provided, then their children’s health, welfare and development is at no more risk than that of the children of the average non-disabled parent. Community care legislation – including access to direct payments – is the appropriate mechanism for delivering that assistance. It is only when appropriate and adequate assistance in parenting tasks is provided, and the child’s health, welfare and development are still at risk, that the Children Act obligations come into play.

The two paragraphs make the assumption that if a disabled adult is a parent, then their support needs will be divided into two categories: those related to looking after children, and those related to every other aspect of their life. This is asking people to fragment their lives and needs unnecessarily. While the guidance encourages councils to ‘work in partnership’, it is still likely that a disabled parent will therefore have greater difficulty in getting their support needs met than a disabled adult who is not a parent. In spite of the exhortations to ‘streamline’ and ‘co-ordinate’ assessment processes, in practice the disabled parent will be unnecessarily vulnerable to differing professional practices and systems, and arguments about budget headings.

We suggest, therefore, re-wording these two paragraphs as follows:

39. ‘Fair Access to Care Services’ Policy Guidance made clear that “parenting roles and responsibilities” fall into those elements of the eligibility framework dealing with family and other social roles and responsibilities. Disabled parents may therefore receive direct payments under community care legislation so that they can obtain assistance with parenting roles and responsibilities. In most cases, this will be sufficient to ensure their child’s health, welfare and development.

40. Where appropriate and adequate assistance with parenting roles and responsibilities has been provided, and concerns remain about children’s welfare, parents may be entitled to receive assistance (including direct payments) under the Children Act 1989. While the Children Act requires that a child be in need before services can be made available this does not mean that the child needs protection. Section 17 of the Children Act sets out the responsibilities of councils to provide services to children in need and their families to safeguard and promote their welfare. It is the duty of councils to work in partnership with families to secure those services that will best meet the needs of the children. Support that assists disabled parents who need help in bringing up their children is often the most effective means of promoting the welfare of their children.

Direct payments to young disabled people

Para 44 Should not 'Also' be 'However'?

A sentence should be added to this paragraph, encouraging councils to make arbitration and advocacy available to young disabled people when it is decided that they do not have the 'capacity' to take on direct payments (in the same way that it is available for adults).

Decisions about capacity should not be made without ensuring that any communication needs are met and/or providing advocacy where appropriate. When the young person does not agree with the council's judgement they should have access to advocacy and arbitration to ensure that their arguments are properly considered.

Direct payments for young carers

Para 48 The intention behind this paragraph could be strengthened by adding a sentence such as: *Councils should ensure that a young person is not having to provide care because adequate and appropriate services are not being provided for the person in need of assistance.*

Direct payments to people with parental responsibility for disabled children

Para 49 Research funded by the Joseph Rowntree Foundation has highlighted disabled children's wishes to do the same kinds of things as non-disabled children: they want to access leisure opportunities rather than services for example. Direct payments, because of their flexibility, can open up these opportunities and it would be a pity if they were used instead to pay for 'disabled children's services'. We suggest deleting the sentence beginning 'Services for disabled children....' And replacing it with, *Parents should be encouraged and supported to use direct payments to enable their disabled children to access the same kinds of opportunities and activities as their non-disabled peers.*

Para 51 There is already confusion about and inconsistencies in the interpretation of how Placement regulations apply to short term breaks. This paragraph is unlikely to do more than add to this confusion, particularly by the use of the phrase 'where appropriate' in the last sentence. Are children who are accommodated for a period of 24 hours away from home, where the accommodation is paid for by direct payments, looked after or not? If they are, then the child should have a care plan and the placement should be reviewed at the intervals laid down in the regulations. Once the Adoption and Children Bill is law then short term placements funded under Section 17 will not acquire looked after status, while those funded under Section 20 will. Councils need clear guidance on this issue.

Para 54 Third line: replace 'may wish to' with *should*. Add new sentence: *Particular care*

should be taken to ascertain the child's wishes when they have a cognitive and/or communication impairment.

Limits to period of residential accommodation that may be purchased

Para 62 The time limits laid down by the Arrangements for Placement of Children Regulations were motivated by a wish to avoid unnecessary bureaucracy and social work time: i.e. so that a series of short-term placements with the same care provider did not trigger LAC procedures every time the child moved into the placement. It is not clear that these are appropriate limits from the point of view of the child – 28 days is a long time to be away from home and 120 days is a third of a year which is also a long time for a child to be away from home in any one year.

Transition to adulthood for the disabled child

Para 64 Again, disabled young people should be offered the same access to arbitration and advocacy as is suggested for disabled adults.

Practice Guidance

Consultation and Information

Para 4 Amend third sentence to include *mental health service users* in the list of examples.

Support services

Para 12 Amend the second sentence to read: 'As part of this process, councils should share *with the service user* the results of risk assessments which were carried out as part of the care assessment.'

Para 13 Amend the third sentence to include *mental health service users* and *older people* in the list of examples. Amend the last sentence as follows: 'Support services may also need to contract-in the services of people with particular skills, *for example, minority languages, experience of AAC (alternative and augmentative communication).*

Para 16 Change the phrase 'people with mental health problems' to *people with mental health difficulties or mental health service users.*

If the intention is to increase the take up of direct payments then it is important that advocacy services are available for those who need them and that councils procedures and processes

recognise the time and skills needed for working with an advocate. We therefore suggest adding the following sentence:

If someone needs an advocate in order to make an informed decision about direct payments and/or to use direct payments, this should not stand in their way of accessing direct payments. It may also be necessary to allow more time for assessments, the setting up of a direct payment arrangement and so on. This is because it may take some time for an advocate to fully understand the person's wishes. Councils will wish to ensure that advocates are truly representing the individual's wishes.

Assessment for direct payments

Para 26 Fourth sentence: change 'if necessary' to preferably. It is important to consult with the person independent of the person providing the assistance.

Para 35 Second sentence: delete 'both cost less and'. The purpose of direct payments is surely not to reduce the cost to councils but to provide more choice and flexibility to disabled people and thereby meet their needs more effectively – which is thus a better use of public money.

Para 36 Third sentence: delete 'in probably rare instances'. It does not seem appropriate to suggest that this particular arrangement is likely to be rare. If there is a substantial increase in the numbers of people using direct payments (as the government intends) and a greater take up by previously under-represented groups, it seems inappropriate to pre-judge what arrangements will be rare and what common.

Para 38 Second sentence: Amend (for clarity) 'through the social services department *as part of their duties under the Chronically Sick and Disabled Persons Act 1970.*' For the same reason amend the following sentence (over the page) '- direct payments are not a substitute for Disabled Facilities Grants, *although they can be used as a substitute for 'top up' payments to DFGs*'

Amend the last sentence: '....where ownership lies as well as responsibility for ongoing care and maintenance, *which should also be funded.*' If the council provides the equipment, they will normally take responsibility for repairs and maintenance. People who use direct payments should not be penalised by denying them the same assistance. This would obviously discourage the take up of direct payments for equipment.

Calculating the amount of a direct payment

Para 40 It would be helpful if this paragraph made clear that: *If the council is satisfied that the*

method the person uses to secure the service is cost effective, then the direct payment must include any associated costs (such as recruitment costs, national insurance, holiday pay, sick pay, maternity pay, employers' liability insurance, public liability insurance, VAT). There is evidence that custom and practice has grown up in the past where councils have not fully funded the cost of these associated costs of purchasing a service (despite previous guidance and good practice recommendations). The opportunity should be taken to discourage this practice as it undermines the likely success of direct payments.

Making payments

Para 43 Add to the last sentence: '*...when the payments will be made and the procedures for additional payments in an emergency*'. Some service users assume that they have to deal with any emergencies themselves without recourse to the council. It will be important to provide clear information about what help the council can give in an emergency and how to access this help.

Monitoring and reviews

Para 47 The last sentence does not adequately reflect the intention of the penultimate sentence and we therefore suggest it is reworded as follows: '*It should therefore cover whether the person's needs have changed, whether the use of direct payments is meeting assessed needs and how he or she is managing direct payments*'.

Para 49 Some people will require assistance in order to meet conditions necessary for monitoring purposes. If the commencement of direct payments is to be contingent on agreement of conditions then it is important that this assistance is in place, or at least that the recipient is confident assistance will be provided. We therefore suggest adding the following sentence: '*If the recipient requires assistance with fulfilling conditions necessary for monitoring purposes, the council should ensure that this assistance will be provided (from a support service for example) and that the recipient is confident about the availability of support.*

When difficulties arise

Para 56 Penultimate bullet point: 'Have services for which the user has paid been received?' This paragraph describes what would be a very difficult situation for anyone to deal with. If a service user has to seek a refund from the service provider, it would be helpful if the council ensured they received the necessary support in order to do this. We therefore suggest adding a sentence after the first sentence: '*It may be necessary to ensure that the service user receives support in order to do this.*

Last bullet point: 'Has the money been spent wisely?' The word 'wisely' is open to

interpretation. Would it not be better to say *Has the money been spent in a cost effective way to meet assessed needs as set out in the care plan?*

When to seek repayment

Para 59 Amend the second sentence as follows: 'It should not be used to penalise honest mistakes *nor should repayment be sought where the service user has been the victim of fraud.*' Some service users have to rely on their Personal Assistant to assist them with financial management and/or to access their bank account. We suggest this amendment not only because it would be unjust to seek repayment from someone who has been the victim of a fraud but it would also be impractical to seek repayment in these circumstances.

Discontinuing direct payments

Para 63 The question of sharing information with the ILF is a sensitive one. It would be helpful if the second sentence was amended as follows: '....and share information where appropriate *and preferably with the service user's permission.....*'

Para 64 The second sentence does not adequately cover situations where there is a preventative element in the needs which are met by the use of direct payments. An obvious example is in the case of someone with mental health difficulties whose mental health may have improved (probably at least partly because of the support available through direct payments) but who will need continuing support if their state of mental health is not to deteriorate. There are very few direct payments schemes which currently cater for people with mental health difficulties and there is thus some uncertainty about what procedures and practice are likely to encourage better take up amongst this group. It is important not to encourage practices which may be inappropriate. We therefore suggest amending the second sentence in this paragraph as follows: *An example might be where a user is temporarily unable to manage direct payments.*

Para 65 The last sentence is too prescriptive and we suggest the following amendment: '.... and they should *be advised* to contract with an agency.....'

Monitoring local implementation

Para 67 It is important that local councils monitor whether some groups remain under-represented amongst direct payments users. It would be helpful therefore to add the following sentence: *Councils should also monitor take up of direct payments across the different service user groups, to ensure that policy and practice is encouraging equal access to, for example, minority ethnic groups, older people, people with mental health difficulties, people*

with communication impairments, people with learning difficulties and young disabled people.

Direct payments for people in residential care

Many people in residential care have significant speech impairments and/or use alternative and augmentative communication. People with communication impairments have found it particularly difficult to access direct payment schemes, yet there is evidence that when they are able to employ Personal Assistants this is a very effective way of accessing a fundamental human right – the right to communicate. It is important that local councils ensure that this group of people have equal access to direct payments and direct payments support schemes. We would therefore suggest adding the following sentence. *Many people in residential care have communication impairments and use alternative and augmentative communication. Councils should ensure that direct payments schemes and direct payments support schemes are able to offer appropriate support and encouragement to this group of people to maximise the possibility of their making use of direct payments.*

Direct payments to disabled parents

Para 73 The first sentence could be more appropriately worded, viz ‘....to enable them to *look after their children.*’.

Example No 6

It is unclear why the social worker in this example had to use the Framework for Assessment of Children in Need and their Families to carry out an assessment (see our comments on paragraphs 39 and 40 of the Policy Guidance). The presenting needs were Maria’s need to have practical help in looking after her baby, and with other domestic tasks: it wasn’t the baby that was ‘in need’. If, after the practical help had been provided (in response to Maria’s assessed needs under community care legislation, policy and guidance) the social worker had concerns about the baby’s health and development, then at that point it would be appropriate to use the Framework for Assessment. But in this scenario there do not seem to be any concerns about Maria’s ‘capacity to parent’, she just has a need for practical assistance – and an entitlement to this under community care legislation.

Moreover, the way the second paragraph is worded suggests that support was offered before the assessment had been carried out – which is a rather service-led way of going about things. We would suggest re-wording the second paragraph as follows:

The social worker carried out a community care assessment, as a result of which Maria was assessed as being eligible for support with parenting and other domestic tasks to enable her to fulfil her family role and responsibilities. The social worker explained the direct payments

scheme to Maria and gave her information about the support available to enable her to use direct payments. A meeting was set up with the direct payment support service who then helped Maria and her partner write a job description, advertise and recruit someone to support her with looking after her baby and with other domestic tasks.

We would suggest one other small amendment and that is to not use the word 'mum' – this is an irritating habit amongst some social workers which the rest of the population often finds patronising.

Direct payments for young disabled people

There are increasing numbers of young disabled people with communication impairments who use alternative and augmentative communication. It is important that local councils ensure that these young people have equal access to direct payments and direct payments support schemes. We would therefore suggest adding the following sentence. *Councils should ensure that direct payments schemes and direct payments support schemes are able to offer appropriate support and encouragement to young disabled people with communication impairments to maximise the possibility of their making use of direct payments.*

It would also be helpful to provide an example. The following scenario is based on a young man interviewed in *That kind of life? Social exclusion and young disabled people with high levels of support needs* (Morris 2001).

Jack is 18, lives with a foster family and goes to a residential special school. He communicates by body language and has clear ways of saying 'yes' and 'no'. During the school holidays, Jack employs a Personal Assistant, Mark, who is very skilled at understanding Jack's communication. Through Mark's assistance, Jack has been able to develop his interest in digital arts, to attend summer schools and to make new friends in his local area.

Employing a suitable person

Para 85. The checklist referred to is not currently available on www.childcarelink.gov.uk – will it be in the future? This checklist is also referred to in paragraph 96.

Advice to disabled 16 and 17 year olds about employing someone

It would be helpful to give advice, not just that references should be checked, but how to check references – this is often something people are not sure about.

Young Carers

Para 88 In line with our comment on the Policy Guidance it would be helpful to reword the first paragraph as follows: *There will be few situations where it is appropriate for a 16 or 17 year old to provide care for a disabled adult. Councils will wish to avoid such a situation arising as a result of the disabled adult receiving inadequate or inappropriate support from health and/or social services. One example where it may be appropriate for a 16 or 17 year old to provide assistance is where they are involved in looking after a terminally ill loved one. In such a temporary situation, direct payments may provide the flexibility which enables them to have a break from caring.*

We think that the above paragraph would be a particularly suitable introduction to Example 10.

One small point about Example 10: Joe's wife is named as Bridie at the beginning but as Janet in the third paragraph.

Annex B Further information

The current list is a mish-mash of resource/information packs and research, referenced inconsistently and incompletely.

It is very important to give clear information to councils about resources that they might find helpful and where to get them from – an awful lot of 're-inventing the wheel' goes on because people do not realise what others have already done, or even if they do have a vague awareness they don't know how to go about getting relevant information. Many lists of resources in existing publications (including those from the DH) unfortunately do not give accurate reference details so people have difficulty tracking down useful resources. Many resource lists provide suggestions which turn out to be dead ends. On this Further Information list, although the *Valuing People* Support Team website is referenced as being a source of 'advice on improving direct payments schemes for people with learning disabilities', I could not find this on this website. It may be more helpful to give the website as a way of finding out who the regional support workers are (some of whom may have relevant advice/information).

We suggest having a short list of clearly described and referenced resources which can provide practical help for councils and individuals about direct payments. Such a resources list would be invaluable but time needs to be taken to compile it properly. Thought also needs to be given as to how to divide the list up. One way would be, as set out below, to list NCIL publications and contact details first and then have headings related to the different user groups (this would mean having some publications listed under more than one heading but would at least provide clear signposting). We give below just some examples (**NB** this is in no way a complete list) – some of which are given in the existing *Further Information* list but without full details:

National Centre for Independent Living publications:

NCIL, 250 Kennington Lane, London SE11 5RD.

Tel. 020 7587 1663 Fax. 020 7582 2469 Text. 0207 587 1177

Email. ncil@ncil.org.uk

Everything you need to know about getting and using direct payments Price £2.50 + £1.00 postage per copy

Bulk Orders (over 10 copies) £1.00 plus postage

Free to disabled individuals on receipt of a A4 envelope stamped with 54p

Also available in braille and on audio tape.

The Rough Guide to Managing Personal Assistants

Also available on, floppy disc, audio tape and in Braille.

Price £7.00 + £1.50 p+p per copy

Video: *Direct Payments: A Beginner's Guide*

A 30 minute video which covers the essential aspects of managing a PA set up, including recruitment, supervision and contracts.

Price £8.00 + £1.00 p+p per copy

Direct Payments for Mental Health Users/Survivors: A guide to some key issues

Price £2.50 + £1.00 postage per copy

Bulk Orders (over 10 copies) £1.00 plus postage

Free to disabled individuals on receipt of a A4 envelope stamped with 72p (first class) or 54p (second class)

Direct Routes to Independence: a guide to local authority implementation & management of Direct Payments

By Frances Hasler, Jane Campbell & Gerry Zarb

Published by the Policy Studies Institute (PSI)

Offers detailed practical information covering all aspects of running a direct payments scheme

Price £10.00 plus £1.50 p+p

Please direct all orders and enquiries to:

Central Books 99 Wallis Road London E9 5LN

Tel: 020 8986 4854

Useful resources on direct payments and people with learning difficulties

Values into Action Publications

VIA, Oxford House, Derbyshire Street, London E2 6HG.

Tel. 020 7729 5436. Fax. 020 7729 7797.

www.via.org.uk

Trusting Independence: A practical guide to Independent Living Trusts. How to set up a trust, a sample Trust Deed, and do it yourself version. £6.00.

Pointers to Control: information on direct payments issues such as consent, control, money management, employment and eligibility. (Price to be decided)

Direct Payments and people with learning difficulties. 8 page leaflet and 14 minute tape making direct payments easier to understand. £4.00

Funding Freedom 2000, by A. Holman. Describes the experience of people with learning difficulties using direct payments and shows how local authorities can help make it work. £8.95

Useful resources on people with communication impairments

Good practice guide for support workers and personal assistants working with disabled people with communication impairments

A Lot to Say: A guide for social workers, personal advisors and others working with disabled children and young people with communication impairments.

Both publications available free from Scope, 6 Market Road, London N7 9PW. Tel 020 7619 7341. Email: information@scope.org.uk

Useful resources on people with mental health difficulties and direct payments

Direct Payments for Mental Health Users/Survivors: A guide to some key issues

Available from NCIL, Price £2.50 + £1.00 postage per copy

Bulk Orders (over 10 copies) £1.00 plus postage

Free to disabled individuals on receipt of a A4 envelope stamped with 72p (first class) or 54p (second class).