



An easy guide to

Being in control of your support

Personalisation





What is Personalisation?



Personalisation gives people more control over their lives.



Instead of social services saying what support is best for you, you get to choose your support.



You get an amount of money to spend on support.

You choose how to spend it to meet your assessed needs.

This is called **Self Directed Support.**



How does Self Directed Support work?



First you need to contact us to see if you have needs we can meet.

Not everyone can get help from us, it depends on your needs.

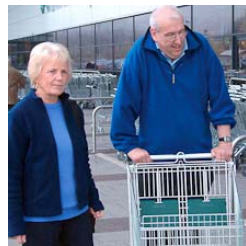
Call us on
(01254) 587547.



You help us do an assessment of your needs.



You say what you want support with.



We will say how much money we can give you - this is called your **Personal Budget**.



We will say if you need to pay any money towards your support.

This depends on how much money you have.

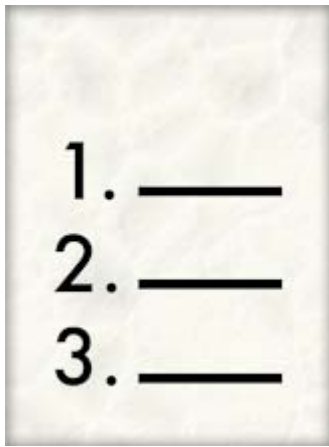


Some people won't need to pay anything.



You make a **Support Plan** which tells us how you want your Personal Budget to be spent.

You can get help with this if you want.



Your Support Plan tells us how much control you want to have.



It tells us who will support you, when they will support you and what they will support you with.



You can arrange your own support, or someone can help you arrange it.



You tell us how you want your Personal Budget to be managed.



You can choose to manage your Personal Budget yourself.

This is called a **Direct Payment**.



Or an agent, provider, trust or social services can manage your Personal Budget for you.



We can help you choose which is best for you.



We need to agree your Support Plan with you.



You then get on with living your life.



You see your social worker every so often to see how things are going and to change anything that you need to change.



At your review you need to tell us if you are meeting your goals.



Why could
Self Directed
Support be better
for you?



It puts **YOU** in control of
your support.



You tell us what you need
support with.



You decide how best to
spend the money to meet
your needs.



It's an easy process.



What if you need help with Self Directed Support?



You can get help from people you trust.



You can get help from the Council.



You can get help from your family, friends, or local community groups.



What can you spend your personal budget on?



You can use it to pay for services from the Council.



You can use it to pay for support from other organisations or people.



You can spend it on anything that meets your support needs.



But you can't spend the money on anything that breaks the law.



We have to check to make sure your support is meeting your needs.



But we care more about you getting the results you need than what you spent the money on.



How can you find out more information?



For more information please ring us on (01254) 587547.

If you would like this information in another language or format please ring (01254) 588980.

اگر آپ یہ معلومات کسی دوسری زبان یا طریقے سے سمجھنا چاہتے ہیں تو براہ مہربانی لنڈا ہینڈرسن کو (01254) 588980 پر فون کر کے انتظامات کروالیں۔

আপনি যদি এই তথ্যটি অন্য ভাষায় বা আকারে বিস্তারিত জানতে চান, তবে দয়া করে যোগাযোগ করুন: লিন্ডা হ্যান্ডেরসন কে: (01254) 588980

আ মাঙিতী গীজ্ঞ ড়োঁ ঝাখা ড়ে স্বত্বত্বমাং তমনে সমঞ্জববামাং আবে ঝেবুঁ গুঁ তমে ঐত্বত্বতা ড়োঁয তো, মড়েববানী ক়রী ড়িন্ডা ড়েব্বসনননো (01254) 588980 নংবর পর ঝে মাটেনী ব্যবস্থা ক়রবা সংপর্ক ক়রো.

