

Personalisation and Self-Directed Support

Frequently asked questions

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Getting Started

Q: What is personalisation?

A: Personalisation is about people finding the right solution to getting support they need to be part of their community. Personalisation gives people control of their life and a say in how they really want to live their life. It assumes that most people want to be citizens in their community with rights and responsibilities.

Q: What is self-directed support?

A: Self-directed support is a way of working out a personalised solution for each individual. It means:

- finding out what is important to people with social care needs and their families;
- helping them to know what money is available;
- planning how to use the available money to get the life they want.

Self-directed support means people will have a better chance of getting support that is right for them and their family because they are in charge.

Q: What is an individual budget?

A: An individual budget gives you an understanding of the amount of money available to spend to meet your needs.

The money can come from different sources for example Social Work Services and the Independent Living Fund (ILF).

You can use your budget in different ways. For example, it can be used to:

- buy support to attend college;
- buy equipment ;
- arrange a short break.

See frequently asked questions on spending your money on page nine.

Q How will you work out my budget?

A: An estimated budget will be worked out using a Resource Allocation System.

This is the system used to work out the amount of money you will have for your care and support.

The estimated budget is based on your needs as set out by you in the self-evaluation questionnaire.

The estimated budget will allow you, with support, to complete a full support plan that best meets your needs.

Once the support plan has been approved, this amount of money can be spent on your support.

See frequently asked questions (FAQs) on organising your support on page six.

Q: What is an outcome based support plan?

A: This is a document that records how your individual budget will be used to make any changes you want in your life and to meet your needs.

Q: Can an individual's Guardian or Attorney request and receive self-directed support on their behalf?

A: Yes. A Guardian or Attorney can request and receive self-directed support on behalf of someone they represent.

Q: What is support brokerage?

A: Support brokers help people plan and organise their care and support. They do not provide services directly.

Support brokers are independent and work directly with people, making sure they stay in control and get the most out of their lives.

Q: What arrangements are there in place for brokerage?

A: At the moment we are still working on this but Glasgow Centre for Inclusive Living (GCIL) do provide assistance on support brokerage.

Q: Can I opt out of self-directed support?

A: You can opt out of making decisions about how your budget will be spent. However, everyone in Glasgow with support needs will re-assessed and given a new budget to plan with and we will support you to do this.

Organising Your Support

Q: Who decides how the money is spent?

A: Social work staff will look at the support plan with you and together you will decide if the plan:

- gives you the right support;
- keeps you healthy and safe;
- helps you do the things you want to do;
- is a good way to spend the money.

The support plan will go to a Resource Allocation and Screening Group for final approval.

See frequently asked questions on spending your money on page nine.

Q: Will close family and carers be involved in the self-evaluation questionnaire?

A: Close family members and carers may be appropriately involved.

However you may prefer for your family and carers not to be involved.

What is important is that you feel appropriately supported throughout the process and choose someone who knows you well to help you.

Q: Will I have to pay for the services received through self-directed support?

A: When someone gets a social work service arranged by Glasgow City Council a financial assessment is completed to decide how much, if anything, the person should pay towards the service.

It is just the same with self-directed support. Glasgow City Council will assess people in the usual way and decide how much, if anything, they should pay into the self-directed support budget.

Q: Do I have to manage the money and organise my support?

A: You can take the money and:

- manage it yourself;
- manage it with support from someone you trust and choose to help you;
- get support from an agency to help you plan your support and manage your money; or
- leave the money with Glasgow City Council and tell your care manager how you wish your budget to be spent.

See frequently asked questions on spending your money on page nine

Q: Where can I go to buy the services I need?

A: You can:

- make arrangements yourself and employ your own staff;
- buy services from an agency;
- buy services from a private service provider or voluntary agency.

Whoever you buy your support from will be responsible to you as well as to the local authority.

Some people have a contract with a service provider to provide any emergency cover they may need should any problems arise.

Your care manager may direct you to an agency that will be able to help you.

Q: What can I do if I think the individual budget is not enough?

A: You will be asked to complete a support plan with your care manager based on the estimated budget.

If you think the budget does not meet all your needs and you are concerned about levels of risk to you, this should be recorded in your plan. The support plan will be authorised by a panel.

The panel can review your plan and either recommend:

- an increased resource;

- suggest other ways of managing the risk; or
- recommend that the budget is enough to keep you safe and well.

Spending Your Money

Q: How do I decide how much to pay people who support me?

A: Our advice would be that you seek advice to do this. There are organisations that can help you with this and your care manager will tell you how to get this help.

Q: Can I employ a family member?

A: Close relatives cannot usually be employed to provide support services. This general position remains important. A person can have a very different relationship with an employee than a family member. Conflicts of interest can result from employing a close relative.

Self-directed support is not meant to replace the help you get from your family and community.

In exceptional circumstances, Glasgow City Council may be prepared to consider allowing you to use self-directed support to pay a close relative.

Or, if you are receiving money from the Independent Living Fund (ILF) it may be possible to use this part of your overall budget to employ a relative who does not live in the same household. You will need to discuss this with your care manager.

Q: Can I buy occasional short breaks (respite)?

A: Yes, if the short break provides a positive experience for the person with support needs and gives their carer respite, that is a break or rest from looking after another person.

Short breaks can be offered in a wide variety of setting, for example:

- residential homes;
- respite-only units (for example, specialist guest houses);
- in the home of another individual or family who have been specially recruited ;
- at home through a support worker or sitting service;
- in more ordinary settings such as hotels or caravans.

Q: Can I use my funding to pay someone to keep my house clean and tidy?

A: Yes, if it has been agreed in your support plan.

Q: Will it be possible to share a worker between two or three friends?

A: A group of people may wish to buy support for shared activities.

This may help you to make friends.

Speak to the person helping you plan your support if you would like to do this.

Q: If I use money for a personal assistant, what would I do if the personal assistant goes off sick?

A: Plans can be put in place to manage this possibility. The Glasgow Centre for Inclusive Living (GCIL) can arrange a replacement if a personal assistant is off sick. GCIL can also train you to become a good employer and give you information about what you need to put in place to cover emergencies.

Q: If I don't spend my budget, will it be taken back?

A: If a small amount is left over at the end of the year, you may be allowed to carry it over to the next year. Self-directed support should meet and pay for care and support needs, not leave people with money in their bank accounts. If you get more than £2,600 a year we will check how it is spent four times a year. We take back any money not used but may leave up to 10% in your bank account. If the funds are always underspent we would review and change your budget.

Q: When money is in the bank, will it gather interest?

A: It probably will not be in the bank account long enough to gather interest. If it is, even a small amount of interest is considered council funds and may be recovered as part of monitoring.

Q: Where is the money coming from?

A: The money will come from existing council services. For example, when a person moves out of day services their budget will come from the day service budget. Their place in the day centre will not be filled.

Q: Is self-directed support just about saving money?

A: No, plans to introduce self-directed support were underway before the financial crisis reached its peak because it offered individuals choice and control .

We do know however that self-directed support can provide value for money.

You can buy more for your pound when you are in control.

We are operating in tough financial climates and so it is even more important to make sure self-directed support is in place.

General

Q: How often will social work staff check that the plan is working?

A: Soon after your support plan is in place, we will check to make sure:

- you are getting the support you need;
- you are safe and well;
- the plan is working well;
- the money is being spent on what was agreed in the support plan.

Then we will agree with you how often we will check again. This must be at least once a year.

Q: Who can I complain to if I am not happy with the self-directed support process?

A: If you are not happy with the process you can make a **complaint to the council as follows.**

- You can phone 0141 287 8714
- You can write to:

**Freepost RLYU-GKGE-JGLJ
Customer Comments
Chief Executive Department
Glasgow City Council
G2 9RZ (You do not need a stamp)**

- You can fax 0141 287 8444
- You can contact us online at
www.glasgow.gov.uk/en/ContactUs/commentcomplaint

Q: Who do I complain to if I am not happy about the services provided by a provider or by a personal assistant?

A: If you are not happy with the services being provided by a provider or by a personal assistant, you should complain to the provider or take it up with the person concerned.

Or, a complaint can be made to the Care Commission about any registered service.

Q: I previously had personal support through the Independent Living Fund (ILF) funding, but the person providing it didn't come back after the first session. This left me with a bad experience of receiving this type of support.

A: This must have been very disappointing for you, but people also have good experiences of arranging their own support. We recommend you view watch the DVD 'Self Directed Support – What it means to you' (produced by the Scottish Consortium for Learning Disability). Copies of this are available in all centres and all of the new social work areas.