

PERSONALISATION YOUR SUPPORT YOUR WAY

A guide to Personalisation



Social Work Services is committed to providing high quality services that protect children and adults from harm, promote independence and deliver positive outcomes for the people of Glasgow.

As part of this, we are introducing **Personalisation**. This is a new way of delivering social care that promotes independence.

Independence does not mean you should do everything by yourself. Independent living means having the right support to live your life, the same as any other citizen. Independence gives you more freedom, choice, dignity and control in your life.

With Personalisation, you will have more control over the practical help you need to achieve your full potential.

What is Personalisation?

Personalisation means that you have more opportunity to choose the type of support you want to get the results you need. It also means you have more control over the budget allocated for this.

How does it work?

With personalisation you have more say with:

- **who supports you**
- **when you want support**
- **the kind of support you want.**

You follow a 7 step process as described overleaf.

There are 7 steps to Personalisation:

1

Step one: Your money

You will be asked to complete a **self evaluation questionnaire (SEQ)**. This will help us understand what you need and what you would like to achieve through your support. We will use your answers and a social work assessment to give you an estimated budget for the year.

2

Step two: Making your plan

You will develop a **support plan** using the estimated budget. Your care manager or social worker will help you do this. The plan will tell us what support is needed to meet your needs and achieve your aims.

3

Step three: Agreeing your plan

Your **support plan** will be reviewed by Social Work Services to make sure:

- your support needs are met
- the support plan keeps you safe and well.

This will be done by a **Resource Allocation Screening Group**.



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Step four: Organising your money

Once your personal support plan is approved, the money will be provided to you. You can manage the budget yourself or you can have someone help do it for you. For example:

- a family member
- an independent agency
- Social Work Services
- an advocate or advocacy organisation.

5

Step five: Organising support

Once the money is in place, you can organise the support you need, how and when you want it. Again, you can have help from others to organise your support.

6

Step six: Living your life

Once your support is up and running, you can get on with living your life and achieving your aims.

7

Step seven: Checking that it is working

Social Work Services will organise a **review** six to twelve weeks after your support plan is in place. This review is to check that you are:

- getting the support you need
- safe and well
- happy that the plan is working well
- spending the money on what was agreed in the support plan.

Another review is organised at least once a year. This is to make sure that your needs and aims are being met and to check if your situation has changed.

Your questions answered

Why introduce Personalisation?

There are many benefits to Personalisation:

- it promotes choice and delivers improved results
- it gives more control to people receiving support. You can have more say in what service meets your needs best and how this should be delivered to you
- it is a fairer, clearer and more efficient use of public money.

How will it affect me?

You will be at the centre of the process of deciding what support you need. You will have more choice in how you are supported and how you spend the budget. If you are able you will also be responsible for managing and controlling your support, with help from others when you need it.

Will I be able to have the same level of support as I have now?

This depends on how much money is allocated to you. This will be based on your current needs and your aims. This means that some people's budgets may be less, some may be more and others, who have never received support before, may be given a budget for the first time.

Who decides how much money I will receive?

There is a system in place to provide you with an estimated budget. This will help you to plan your support. A panel made up of Social Work and finance staff will approve your plan. They will agree the final budget based on your needs and what you want to achieve through social care support.



How is the budget worked out?

The self evaluation questionnaire and your social worker will help identify your needs and the level of support required.

We then use a **points allocation system**. This shows your needs on a scale from low needs all the way through to very high support needs. The needs you have are given a number of points. The points add up to a sum of money that you use to plan your support.

The plan is considered by a professional panel called the Resource Allocation Screening Group. They will discuss and approve your support plan and your final budget.

What services are available to help me through the process?

Your social worker or care manager will guide you through the process.

Support can be provided by family and friends or by an independent professional.

How long does the process take?

Each case is different. On average, it takes around 8 weeks from completing the questionnaire to receiving the money but sometimes it can take longer.

How can I spend my budget?

Budgets can be used to buy a much wider range of support than before. People have more choice and can be more creative than before. This is one of the benefits of Personalisation.

The focus is always on activities that promote choice and control and getting results that lead to a better quality of life. For example:

- help with personal care or domestic tasks that help you to continue living in your own home, such as having a bath, getting washed and dressed or help with housework
- support to help with learning or employment or for social activities you enjoy.

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

Yes. We want to encourage people to use their budgets creatively. This may include a group of people pooling resources to buy support for shared activities. This can help build relationships and friendships amongst groups.

What happens if my needs change during the year?

If there is an emergency or a short term change in circumstances, we can provide additional support. If there is a major change, we will look at what can be done within the existing budget or we can review your needs and go through the process again.

How is this different from the Direct Payments I have received before?

In the old system, the amount you received as a Direct Payment was based on a fixed number of hours of support that were decided for you.

In the new system, you are given an estimated budget to plan your support. You have control over how this budget is spent and more say in who you want to provide your support.

With Personalisation you are at the centre of the decision-making process.

Where can I get more information?

You can find more information online at:
www.glasgow.gov.uk/personalisation
www.in-control.org.uk
www.selfdirectedsupportscotland.org.uk
www.gcil.org.uk

Alternatively, you can contact your local Social Work office. There are a number of organisations who can provide information and advice on Personalisation, including:

Glasgow Centre for Inclusive Living (GCIL)

117/127 Brook Street
Glasgow G40 3AP
Phone: 0141 550 4455
www.gcil.org.uk

GCVS

Glasgow Council for the Voluntary Sector
11 Queen's Crescent
Glasgow G4 9AS
Phone: 0141 332 2444
www.gcvvs.org.uk

Glasgow Disability Alliance

Suite 301, The White Studios
Templeton Business Centre
62 Templeton Street
Glasgow G40 1DA
Phone: 0141 556 7103
www.gdaonline.co.uk

How to contact Social Work Services

You can contact us directly by visiting a local office, telephoning, writing, or you can be referred by another agency you are involved with, such as your GP. If you are in hospital, contact the social work staff there.

Local offices are open:

Monday to Thursday 8.45am to 4.45pm

Friday 8.45am to 3.55pm

When you have an appointment with a member of social work staff you can bring a friend, relative or someone else to speak on your behalf. If you prefer your appointment to be with someone of your own sex, please let the receptionist know. Occasionally this may take longer to arrange.

If you have an emergency:

- within office hours, we will give you an urgent appointment
- outwith office hours, phone our Standby Service on:
0800 811505

For information on the other formats this leaflet is available in, please contact the Communications Unit on 0141 287 8722.

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