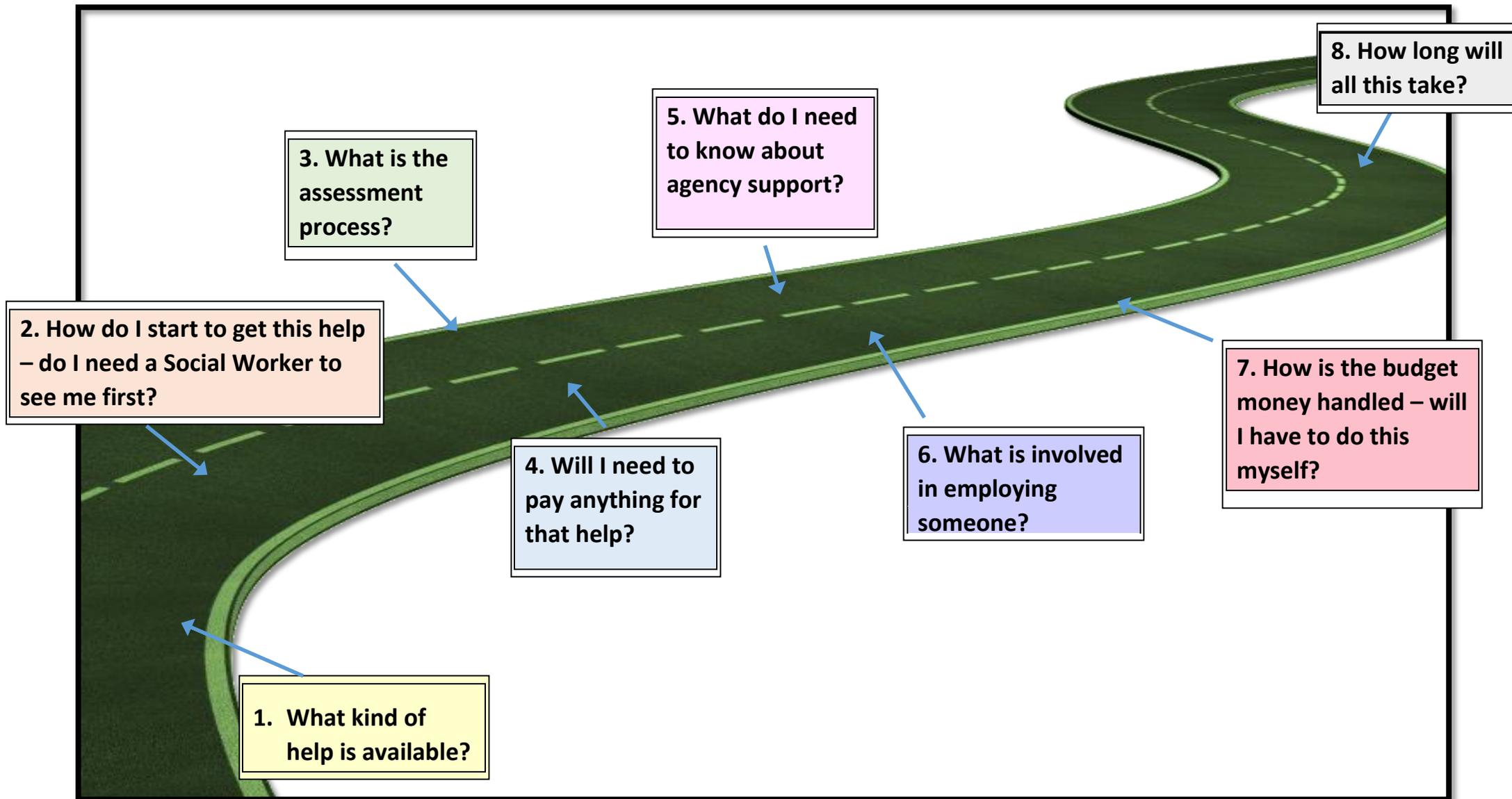


Personal Budgets Roadmap – Follow each section for the answers to your most frequent questions



	Roadmap Headings	Simple Outline	Equal Lives website pages you might find helpful
1	<p>What kind of help is available?</p>	<p>There are a range of care and support services available from your local council. These might include:</p> <ul style="list-style-type: none"> • equipment • help in your home • community support and activities • day centres • home adaptations • residential care <p>but check with your local council as they may have other options available for you.</p> <p>For the rest of this document we focus on Personal Budgets. A Personal Budget is the amount of money that the council has calculated would be needed to meet your social care needs.</p> <p>Direct Payments are a way of receiving this Personal Budget, so you can arrange your own social care support e.g. by employing a Personal Assistant (PA), or you can let the council arrange an agency worker to help you.</p>	<p>https://equallives.org.uk/info-and-advice/care-and-support/personal-budgets/</p>

		<p>First of all, you have a financial eligibility assessment and an assessment of needs to see if you are entitled to the help. Social care is means-tested which means that, if you have income or wealth, you may be asked to contribute or pay in full for services.</p>	
2	<p>How do I start to get this help – do I need a Social Worker to see me first?</p>	<p>You need to contact the social services department or the contact centre in your local council to arrange an assessment of needs. You don't need to have a Social Worker – anyone is entitled to ask for an assessment of needs.</p> <p>Each local authority will have its own assessment procedure and information about this should be available on their website.</p> <p>In Norfolk you would call 0344 800 8020 between 9am and 5pm, or go to https://www.norfolk.gov.uk/care-support-and-health/contact-our-social-care-team or https://www.norfolk.gov.uk/care-support-and-health</p> <p><u>To be eligible for support you must be able to say 'yes' to all of these questions:</u></p>	<p>https://equallives.org.uk/info-and-advice/care-and-support/personal-budgets/</p>

		<ol style="list-style-type: none"> 1. Do you have support needs due to or related to a physical or mental impairment or illness? 2. Do these needs mean that you are unable to meet two or more specified <i>outcomes</i>? 3. As a consequence there is, or is likely to be a significant impact on your <i>wellbeing</i>. <p>Have a look at our Factsheet 20 'Assessment of Your Needs' on our website, which includes notes on what they mean by outcomes and wellbeing.</p>	
3	<p>What is the assessment procedure?</p>	<p>You get an initial assessment of needs (usually the initial one is done as a triage (i.e. an assessment of urgency) over the phone) where they look at what else is in the community that might meet your needs, and if there is something, you will not get a Personal Budget.</p> <p>The assessment of needs is called the eligibility assessment. You will be allocated a care assessor who will visit you to carry out an assessment of needs. This is based around a series of questions called a Personal Budget Questionnaire (PBQ) that you and your care assessor will do together.</p> <p>You will also have a financial assessment.</p>	<p>https://equallives.org.uk/info-and-advice/care-and-support/personal-budgets/</p>

		Have a look at our Factsheet 20 'Assessment of Your Needs' on our website.	
4	Will I need to pay anything towards that help?	<p>If you have more than £23,250 in savings then you will not be eligible for financial support from the council towards your care. If you have less than £14,250 in savings you will not have to pay a contribution. If you have somewhere in the middle, you will be asked to pay a contribution, which is on a sliding scale so that you contribute more if you are closer to the upper limit.</p> <p>See our Factsheet 21 'Financial Assessment' on our website.</p>	<p>https://equallives.org.uk/info-and-advice/care-and-support/personal-budgets/ and https://equallives.org.uk/info-and-advice/care-and-support/funding-your-own-support/</p>
5	What do I need to know about agency support?	<p>There are pros and cons. If you use an agency you don't have to employ anyone, and it is their responsibility to make sure someone is always available to provide support – but they are more expensive than employing your own PA. If you use a PA you have to employ them, but you choose who supports you, you build up a relationship, and you have a lot more flexibility in the hours they will visit.</p> <p>See our Factsheet 22 'Home care services – using an agency' on our website</p>	<p>https://equallives.org.uk/info-and-advice/care-and-support/self-employed-workers-and-agencies/ and https://equallives.org.uk/info-and-advice/care-and-support/personal-budgets/</p>
6	What is involved in employing someone?	There are a lot of things to consider, but you can get help with this. Equal Lives is one of a number of	https://equallives.org.uk/info-and-advice/care-and-

		<p>organisations that can support you with all of the steps involved.</p> <p>See our Factsheet 23 'Using a Personal Assistant' on our website.</p>	<p>support/recruitment-and-employment/ and https://equallives.org.uk/info-and-advice/care-and-support/personal-budgets/</p>
7	<p>How is the budget money handled – will I have to do this myself?</p>	<p>You don't have to. Once your Personal Budget has been agreed, you can ask the council to manage the money and if necessary organise agency staff to provide your care.</p> <p>If you choose to have a Direct Payment, you will need to have a look at what this means. See the website links for more information.</p>	<p>https://equallives.org.uk/info-and-advice/care-and-support/direct-payments/ and https://equallives.org.uk/info-and-advice/care-and-support/managing-money-and-paying-staff/</p>
8	<p>How long will this take?</p>	<p>There is a waiting period between asking for an assessment of needs and actually getting one. This might be several months, and can take nearly a year in some areas. If you are hoping to get financial help with adaptations to your home, you need to be aware that if you pay for things to be installed before the financial assessment has taken place (even if you have borrowed to pay for things) then you will not be reimbursed. Getting your care plan finalised should take place within a month, and if it takes much</p>	<p>http://www.communitycare.co.uk/2015/11/12/complaints-social-care-assessments-rising-says-ombudsman/ and https://equallives.org.uk/info-and-advice/care-and-support/personal-budgets/</p>

		<p>longer than that, consider complaining to the Ombudsman (but you have to go through the earlier stages of the complaints process first).</p> <p>See our guide to the complaints process, a template letter for making a complaint, and a sample complaints letter to Norfolk County Council on our website.</p>	
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