

## **Factsheet A1: Equal Lives' Support Planning Service**

You can design your support plan with advice from family, friends, a care assessor, with guidance from Equal Lives' free Information, Advice and Support service or use a Support Planning service from the Norfolk County Council preferred providers list.

You can discuss with your care assessor if you feel you need support to get your plan together. To use our Support Planning Service your care assessor who will make a referral for you.

You can choose to have 3, 6 or 9 hours of support time, with the option to purchase additional hours if required. The level of support you require must be approved by your care assessor before proceeding.

If you fund your care yourself (i.e. you are not eligible for services) you may wish to pay privately for this service. If so, you can make a referral yourself by phone, email, online or in writing to Equal Lives' Support Planning service.

As part of our service a dedicated adviser can provide advice and guidance on:

- Other Equal Lives' services that may be of use to you
- Preparing your support plan to ensure it meets your community care needs, as identified in your personal budget questionnaire
- Provide information and guidance to walk you through the process



- Make you aware of the documentation you should receive and ensure this happens
- Provide information about Direct Payments and Directly Commissioned services and help you choose which may work best for you
- Discuss using an agency or other service and help you reach a decision on what may work best for you
- Employments costs, if you wish to employ staff using your budget and ensure you are aware of your responsibilities
- Discuss setting your budget and creating a financial breakdown
- Help you consider contingency plans so that your plan keeps you safe and you have a back-up plan to get you through any difficulties that may occur throughout the year
- How to budget for services that can support you with Employment & Recruitment, Payroll and Supported Accounts, if you choose to purchase any/all of these
- Managing your personal budget money yourself and record keeping
- Using nominated representatives to help you manage your budget, if necessary and ensure you have the support you need
- Review process

*Support Planning services are funded by Norfolk County Council, not from your personal budget. Your support plan must be signed off by a care assessor from community services before you can start your planned services.*



## **Further information:**

Your support plan explains how you are going to spend your personal budget to achieve independent living outcomes. Personal budgets should only be spent to cover eligible needs. There is no check-list of what can or cannot be bought with a personal budget but it must be spent legally and safely and cannot fund general living costs or NHS services.

People eligible for community care can complete a Personal Budget Questionnaire (PBQ) with a care assessor from community services. Contact Norfolk County Council on Tel: 0344 800 8020 for further information or contact Equal Lives on 01508 491210.

A care assessor (sometimes called practitioners, social workers or care co-ordinators) will provide you with a copy of your completed PBQ. This is called a PBQ Summary and it highlights areas where you may be experiencing some barriers to living independently. These barriers may be a lack of support to achieve the outcomes such as; personal care, community participation, staying safe, support with parenting, communication or giving a carer(s) a break.

Once you have your PBQ Summary the care assessor will advise you as to how much in £'s your personal budget (PB) is for one year and you can start your Support Plan (SP). You can use your personal budget as cash called direct payments (DP) or ask community services to hold your PB and provide direct services (DS) via in-house services. You can choose a mix of both if you wish.

If you require further information or would like this factsheet in an alternative format you can contact us by calling: 01508 491210, by emailing: [info@equallives.org.uk](mailto:info@equallives.org.uk), or by writing to: Equal Lives, 15 Manor Farm Barns, Fox Road, Framingham Pigot, Norfolk, NR14 7PZ.

