Personal Budgets
giving you choice and control over your care and support.

THE ROYAL BOROUGH OF
KENSINGTON AND CHELSEA
**What is a Personal Budget?**

A Personal Budget is a sum of money the council assesses you as requiring to meet your care and support needs. The Personal Budget is to pay for your care and support needs each week.

**How you can use your Personal Budget**

There are three ways to use your Personal Budget:

- **An Arranged Service** – The council manages your Personal Budget on your behalf and chooses your care services for you. This may include purchasing a package of care from a local care agency, or day centre. However, it will be based on what was agreed in your Care and Support Plan.

- **A Direct Payment** – The council gives you your Personal Budget and you arrange and purchase your own care and support needs. This may include hiring a Personal Assistant (PA). There is lots of information available on how to manage a Direct Payment. ‘Skills for Care’ is a particularly good organisation if you have questions around hiring a PA. They have a PA Toolkit which is free for residents. Request a copy of the Toolkit by phoning 0113 241 1275.

- **An Individual Service Fund** – The council gives the money to an independent, registered organisation to hold for you as a fund. You can choose who this agency is. The independent organisation then works with you to arrange and purchase your support needs based on what was agreed in your Care and Support Plan. They manage your Personal Budget on your behalf and do all the associated paperwork.
**Who can receive a Personal Budget?**

Any adult who is a resident in the borough and has been assessed as having ongoing care and support needs. This includes carers who are eligible for support from Social Services.

**How do I get a Personal Budget?**

There are three steps to receive a Personal Budget:

**Step 1: Assessment** – the council will carry out an assessment of your care and support needs with you.

**Step 2: Calculating your Personal Budget** – from the assessment, the council will work out if you are eligible and how much money is required to meet your needs.

**Step 3: Care and Support Planning** – the council will work with you to decide the best way to meet your needs.

The council will review your Care and Support Plan on a regular basis to ensure that it is still meeting your needs.

**What happens if I am not eligible for a Personal Budget?**

If following an assessment, the council determines that you are not eligible for services, they will provide you with information and advice or direct you to other local voluntary organisations that may be able to offer support.

**What can I spend my Personal Budget on?**

Your Personal Budget should be used to meet your care needs as agreed in your Care and Support Plan. Often this may include having assistance to get washed or dressed, assistance to prepare meals, tidy your home or help you with shopping and housework. Where
appropriate, the care and support will assist you to do these things yourself.

You can also use your Personal Budget to attend social groups or community centres to meet other people.

**Is there anything I can’t spend my Personal Budget on?**

You cannot spend your budget on anything that is not agreed in your Care and Support Plan. It specifically cannot be used to pay off debts, or household bills. It cannot be used to buy food, alcohol, cigarettes, drugs, or for gambling.

**Will I have to contribute financially towards my Personal Budget?**

You will be financially assessed to see if you are required to contribute towards your Personal Budget.

**Where can I get more information?**

If you would like more information about Personal Budgets, or have other queries please contact your local council on 020 7361 3013. Alternatively, you can contact Action Disability Kensington and Chelsea (ADKC) who have experience of dealing with enquiries about Personal Budgets, on 020 8960 8888.

If you, or a family member, has access to the internet, you can also find information on the People First website at www.peoplefirstinfo.org.uk. This site has a wealth of information on a variety of topics including Personal Budgets.

We have included the ADKC leaflet and a list of organisations that offer independent information and advice.
Independent information and advice

The following organisations offer specialist advice on a wide range of issues including health and disability, care and support options, money, benefits, and accommodation. Those marked with an asterisk (*) offer some level of information and advice about the Care Act.

ADKC*
A user led organisation managed and controlled by disabled people, campaigning for the rights of disabled people, delivering accessible activities, information, advice and advocacy services.

ADKC Action Disability Kensington and Chelsea
Silchester Road, W10 6SB
Telephone: 020 8960 8888
www.adkc.org.uk

Age UK*
The country’s largest charity dedicated to helping everyone make the most of later life through providing services and support to inspire, enable and support older people.

Age UK Kensington and Chelsea
1 Thorpe Close, W10 5XL
Telephone: 020 8969 9105
www.ageuk.org.uk/kensingtonandchelsea

Carers Network*
Kensington and Chelsea Hub is the first point of contact for unpaid adult carers living in Kensington and Chelsea who need information, advice or support about being a carer.

Beethoven Centre, Third Avenue
London W10 6JL
Tel: 020 8960 3033
www.carers-network.co.uk

Citizens Advice Bureau*
Helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.

Citizens Advice - Kensington
2 Acklam Road, W10 5Q

Citizens Advice – Chelsea
Chelsea Old Town Hall,
Kings Road, SW3 5EE
Telephone: 0300 300 1174
www.citizenadvice.org.uk/local/kensington-chelsea

Mind
Mind provides advice and support to people with mental health needs and their carers.

Kensington and Chelsea Mind Office
1, 7 Thorpe Close, W10 5XL
Telephone 020 8964 1333
www.kcmind.org.uk
Personal Budget User Group and Surgery

The Personal Budget User group is an opportunity for people with Personal Budgets or Personal Health Budgets, people who pay privately for care, people who get support from friends/relatives and unpaid carers to talk about care issues.

The Personal Budget Surgery meets on the 1st Wednesday of the month, whilst the Personal Budget User group meets on the 3rd Wednesday of the month.

Missed a Personal Budget meeting? Get in touch to register your interest and be put on the mailing list.

Now you can find our Personal Budget flash and other Personal Budgets publications online. Please visit our website at: www.adkc.org.uk

For more information about the Personal Budget User group or the Surgery we run, please contact Martha or Jenny on: 020 8960 8888.

Follow us on twitter: @ADKCPBUserGroup
Email: PBadmin@adkc.org.uk or PBsupport@adkc.org.uk
Using your personal budget to employ a personal assistant (PA) can give you more choice and control over the care and support you receive - they work for you so you can decide what you want them to do and when you want them to work.

This can range from low level support such as transport or cleaning, to long term social or health care. Skills for Care’s Employing personal assistant’s toolkit can help you employ your own PAs:

- recruiting a PA, including advertising, interviews and doing the right checks
- before your PA starts, including writing a contract, providing a pension and insurance
- managing your PA, including supervision
- developing your PA, thorough training and qualifications
- sorting out problems

Visit: www.employingpersonalassistants.co.uk
Email: marketing@skillsforcare.org.uk for a paper copy
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If you are deaf or hard of hearing and a textphone user please prefix the numbers above with 18001 to access Text Relay (previously calledTypetalk), a 24 hours a day, seven days a week operator assisted telephone relay system. It is a national text to voice relay service run by British Telecom.

An operator will take the call and relay the typed text to the hearing person at the other end of the line. If you need further assistance you should contact 0808 808 0123.
How you can help us

We welcome feedback on how we might improve our services. If you would like to make a comment, compliment or complaint, please contact:

**Customer Feedback Team,**
Adult Social Care,
Floor 4,
Hammersmith Town Hall Extension,
King Street, Hammersmith,
London W6 9JU
Telephone: 0800 587 0072
Email: HSSCustomerCare@rbkc.gov.uk

**To find out more about direct payments contact:**

**RBKC social service line**
T: 020 7361 3013
E: socialservices@rbkc.gov.uk

**More information? View:**

[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk) for a wide range of information about what's available locally to help you stay independent.