Personal Budgets

Giving you choice and control over your care and support.
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 that you can 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 determine that you are not eligible for services, they will provide you with information and advice on 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, please contact your local council on 020 7641 1175. This will take you to the main call centre and you can then ask to be put through to Information and Advice.
Alternatively, you can contact one of the voluntary organisations in your borough:

**Disability Connect Westminster - 020 3080 0385**

If you or a family member has access to the internet, you can also access 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 a leaflet with 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.

**Action on Disability***
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.

Action on Disability (AoD)
Lillie Road, London SW6 7SR
Telephone: 020 3080 0385 / 07825 373 859
www.actionondisability.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.

Beethoven Centre,
Third Avenue,
London W10 4JL
Telephone: 020 3004 5610
www.ageuk.org.uk/westminster

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

Westminster Carers Hub,
Beethoven Centre,
Third Avenue,
London W10 4JL
Telephone: 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 Westminster
21a Conduit Place,
London W2 1HS
Telephone: 0300 330 1191
www.westminstercab.org.uk
Migrant Resource Centre*
Offers advice and information on benefits, debt, housing, employment or immigration.
24 Churton Street, London SW1V 2LP
Telephone: 020 7834 2505
www.migrantsresourcecentre.org.uk

Mind
Mind provides advice and support to people with mental health needs and their carers.
Mind (Wandsworth & Westminster)
Basement, Hopkinson House, 6 Osbert Street, London SW1P 2QU
Telephone: 020 7259 8100
www.wwmind.org.uk

Westminster Society*
Provides quality services and creates new opportunities for people with learning disabilities and their families in Westminster. They are committed to improving people’s lives.
Westminster Society, 16A Croxley Road, London W9 3HL
Telephone: 020 8968 7376
www.wspld.org.uk
Are you:
• A Westminster resident?
• A disabled person or someone with a long-term condition?
• Aged 18 to 60?
• Hoping to become less isolated and get out and about more?

Disability Connect:
• Works at your pace.
• Gives one to one support to decide and plan what you want to do.
• Provides peer support, a range of advice, information and workshops.
• Helps you communicate using Internet, Email or Text

Got a question?
Yasmin Mian - Project Co-ordinator
020 3080 0385 / 07825 373 859
yasmin.mian@actionondisability.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
If you are deaf or hard of hearing and a textphone user please prefix the numbers above with 18001 to access Text Relay (previously called Typetalk), 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 service. 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,
London W6 9JU
Telephone: 0800 587 0072
Email: asccustomerfeedback@westminster.gov.uk

To find out more about Direct Payments contact:
Westminster adult social care
T: 020 7641 1444
020 7641 1175
E: adultsocialcare@westminster.gov.uk

For more information on services provided by the Council please view:
www.westminster.gov.uk/adult-services

www.peoplefirstinfo.org.uk
for a wide range of information about what’s available locally to help you stay independent.