

FREQUENTLY ASKED QUESTIONS FROM OUR BROKERAGE EVENT

17TH July 2008

Will there be a Payroll Service?

London Borough of Redbridge can provide information on payroll services for people using direct payments.

What is a resource allocation?

Over the last few years the government has supported some pilot projects to test out a new way of working. This included looking at how people's needs are assessed, and how money would be allocated. This is called the Resource Allocation System. In Redbridge we have used the learning from other areas and have developed our own Resource Allocation System (RAS)

How do you know you will get allocated the right amount of money?

We will work out how much money you are entitled to using our RAS. Across the country and locally we have found that in most cases the amount of money allocated does meet peoples needs.

Who can change the amount?

The Local Authority can only change the amount of money you are allocated. You can ask to have your needs reassessed if something has changed for you since your last assessment, or if you find that the budget

allocated to you does not allow you to meet your eligible needs.

How long does a reassessment take?

Is there a time limit to complete your self-assessment?

Usually a member of the Community Learning Disability Team (CLDT) will contact you to arrange a date to meet. This person will help you and your carers complete the self-assessment, and may need to ask other people working with you for their reports. In most cases you will have a completed report within 4 weeks.

Are there any specialist services?

There are specialist health workers within the CLDT like occupational therapists, speech and language therapists, physiotherapists, nurses, doctors and psychologists. They may be asked to meet with you to assess you.

There are also some organisations working in Redbridge who work with people with special needs, like sensory needs, physical disabilities, behavioural needs. The council meets regularly with providers to talk about what services need to be developed in the area.

How long will the process take?

The time it takes from the date of your reassessment meeting to the setting up of your services will depend on many things. Once your reassessment is complete it will take a few days to agree the amount of money you are entitled to. If you are going to have help from a support broker, you will be contacted within 3 days of the referral being made. Once you have agreed your

support plan this will be presented to a panel that meets every 2 weeks, so you should be able to put your plans into action soon after this.

Who does the self-assessment and what questions do you ask?

You and your carers can complete these forms with the help of a care manager from the CLDT. If you would prefer, the care manager can do this on your behalf or an advocate can also be involved to help you with this.

There are 9 sections in the assessment, which help us to understand your needs:

Communication

Daily Living

Health and Sensory

Staying Safe from Harm

Making Decisions

Relationships

Being part of your community

Work, Leisure and Learning

Risks and problems: how I behave

Part of the assessment tells us about your carers too.

Where are services located?

There are different services throughout the borough. RCHL have been working with the council to produce a menu of services. We will keep adding to this as we hear about different opportunities available in and around the Borough.

Will the locality bases building be updated?

There are plans to make sure that people with different needs can use each of the locality-based centres. They will all have proper facilities for people who need support with personal care, and space for groups to meet. Some bases will have special facilities like the spa at Mulberry.

What if people can't afford the service they want?

We all make choices about what we can do based on our budgets. Within the menu of services there will be information on the costs of different services to help people make these choices.

Do I have to have an individual budget?

Yes, this only means that you will know the amount of money you are allocated after your assessment. You will then be able to choose whether you organise your own support, or ask a support broker to help you, or ask the council to do this for you.

Will people in residential services get an individual budget?

No, usually when the council pays for 24hour residential care this includes funding to meet all the individuals needs. In the past this was not always the case, and where people have had additional services for day care, we will be working together to look at what choices are available for each person.

Could we develop a friendship group among the people who are going to go to different day centres?

Each of the locality-based centres will look at what they can do to make sure people have opportunities to meet up with friends. The support brokers will also help you to look at when you could meet your friends and make sure this is in your plan.

Will we be able to try things out before we make up our mind?

Yes, there will be opportunities for visits and free taster sessions from some providers. Also, if you change your mind about any of your activities, you can make changes to your support plan. Your care manager will have to agree that the plan still meets all your needs.

Will there be advocacy support for people with high-support needs?

Yes, the council pays for an advocacy service for people with high support needs. "Daffodils" provide this at present

How will you identify and rectify unmet needs and respond to them?

Each year the Learning Disability Partnership updates the information it has on the needs of people using the services, and coming into the services. It uses this information to talk with providers about what needs to be developed in the borough.

If there is a gap, we look at whether there are services close by in other boroughs until it is possible to develop them in Redbridge.

How will smaller providers adapt to the sudden changes and possible increased number of clients?

The council is working with all the providers to make sure they are aware of the changes, and will support the changes wherever possible

Eligibility Criteria, will people who are no longer eligible find a service?

The Learning Disability Partnership fund a signposting service to help people who are not entitled to council funding to find activities and services. The contact for this service i