

Adult Social Care Support Planning

SUMMARY

- 1.1 Good Support Planning is vital to the transformation of social care, ensuring that current and future customers have as much choice and control as possible over how their needs are met. Treating social care customers as active citizens rather than passive recipients of services is crucial in maximising the independence and self-confidence of older and disabled people. The Derby approach to support planning is intended to improve outcomes for customers as well as ensuring best use of resources for the Council.
- 1.2 This report sets out the current definition, vision and progress in relation to Support Planning in Derby. It also answers specific questions that have been asked by the Adults and Public Health Board.

RECOMMENDATION

- 2.1 Note the Support Planning developments as outlined in this report.

REASONS FOR RECOMMENDATION

- 3.1 Support Planning is an important strategic development in modernising Adult Social Care. It is intended to put customers in the driving seat in determining their own social care arrangements, and to increase their choice, control and independence.

SUPPORTING INFORMATION

4.0. Definition and vision

- 4.1 When a customer is assessed as being eligible for funding from Adult Social Care, they now have more choice and control over how that support is provided and who supports them and when. Customers are asked to create a 'Support Plan' that will describe how they want to live their life, and the support they need to achieve that.

4. 2. The Council are committed to an 'Empowering and Enabling Approach' to support planning where customers are supported to create their own Support Plans. Customers will have the opportunity to design and organise their own care and support, ensuring that this is personalised to their own circumstances. Customers will be able to choose the way in which they are supported and by whom, creating scope for innovation, creativity and flexibility - including traditional services if they so wish.
- 4.3 The Council's ambition is that all people who need support to live their lives will develop their own Support Plan, with the help of their 'circles of support' – family, friends and other people who may support them currently - or by engaging with peer support planners as appropriate. Customers are encouraged to use these 'low cost / no cost' options, but some people with limited social capital may need to - or decide to - procure some paid assistance when developing their Support Plan.
- 4.4 The Support Planning and Brokerage Hub was established last year to support developments in support planning by:
- Providing information, advice and guidance to customers, carers, providers and Council staff on all aspects of support planning;
 - Gathering information on providers, activities and services that will meet Derby customers' outcomes;
 - Developing and maintaining a register of peer support plans, volunteers and paid support planners from a variety of settings;
 - Monitoring and quality assuring completed Support Plans.
- 4.5 A new process has recently been put in place (Appendix 2) to ensure that the Support Planning and Brokerage Hub is contacted by the Social Care Worker at the point that the Outcomes Based Support Assessment is completed for an individual and their Indicative Personal Budget agreed. The Support Planning and Brokerage Hub will then speak to the customer or their carer to inform and advise them of their support planning options, encouraging them to do their own plans where possible.
- 4.6 During June and July 2013, the Support Planning and Brokerage Hub received 39 referrals from Social Workers to support customers because these customers expressed a desire to complete their support plan themselves with their circle of support. To date 34 referrals have been followed up and customers supported - All 34, with the help of carers and other family members or friends, are completing or have completed their own support plans. This is a positive step in the right direction, in empowering and enabling customers to support plan for themselves.
- 4.7 During the same period of June and July 2013 DCC Social Workers completed 263 support plans for people requiring care. The majority (75%) of these are for older people. The revised support planning process is now embedding into older people services and we expect to see a further shift towards people support planning for themselves over the course of the year. However, people will continue to have the choice for Council social work staff to support plan on their behalf.

5.0 Response to queries from the Adults and Public Health Board

5.1. Service users who have had a Support Plan

Over the last 12 months this is the number of customers who received new

Services by ethnicity:

	Age Group			
Ethnicity	A)18-64.	B)65+	Grand Total	% of Total
Asian Or Asian British - Bangladeshi	2	1	3	0.14%
Asian Or Asian British - Indian	21	48	69	3.27%
Asian Or Asian British - Other	11	7	18	0.85%
Asian Or Asian British - Pakistani	36	31	67	3.18%
Black Or Black British - African	2	2	4	0.19%
Black Or Black British - Caribbean	10	20	30	1.42%
Black Or Black British - Other	1	3	4	0.19%
Dual Heritage - Other	4		4	0.19%
Dual Heritage - White And Asian	2		2	0.10%
Dual Heritage - White And Black African	2		2	0.10%
Dual Heritage - White And Black Caribbean	2	1	3	0.14%
Not yet obtained	15	17	32	1.52%
Other - Chinese		1	1	0.05%
Other Ethnic Group	6	2	8	0.38%
Refused	15	33	48	2.28%
White - British	561	1165	1726	81.84%
White - Irish	9	25	34	1.61%
White - Other	18	36	54	2.55%
Grand Total	717	1392	2109	100%

By Client Category;

Category	A)18-64.	B)65+	Grand Total	% of Total
A)Physical Disabilities	394	1166	1560	73.97%
Sensory Disability:Dual sensory loss	2	14	16	0.76%
Sensory Disability:Hearing impairment/Deaf	8	47	55	2.61%
Sensory Disability:Visual impairment/Blind	18	52	70	3.32%
B) Mental Health	274	21	295	13.99%
B) Mental Health:Dementia		61	61	2.89%
C) Learning Disability	11	4	15	0.71%
E) Other vulnerable people	8	19	27	1.28%
Not Recorded	2	8	10	0.47%
Grand Total	717	1392	2109	100%

Although all customers will have received some support planning documentation, at present support planning processes are not consistent across all customer groups. Work is underway to ensure that all new customers receive a comprehensive support plan.

5.2 **How many of these have been completed in-house and how many by external bodies?**

Until recently, the three organisations who provided external Support Planning services for Derby customers were Disability Direct, PACE and Headway. Records shows that for invoices for Support Planning received between March 2012 and May 2013, 212 plans were produced by external organisations in this period, by:

- Disability Direct – 180 plans
- Headway - 3 plans
- PACE – 29 plans
- TOTAL = 212

Disability Direct is a Service-User Led Organisation and registered charity, which provides information, advice, support and services to people with disabilities in Derby.

PACE (Promote Ability Community Enterprise) is a Community Interest Company, which offers rehabilitative programmes and workshops for disabled people.

Headway Derby is a registered charity (affiliated to Headway – the national brain injury association) providing a range of support services for brain injured people, their

families and carers in and around Derby.

The remainder of the plans 1897 were produced by Council social work staff.

5.3 Average cost of the care plan service to the service user?

For customers assessed prior to 31.03.2013, the cost of producing Support Plans was met directly by the Council.

During this time external Support Planning organisations supported customers to produce Support Plans, at a cost agreed with the Council, of £10 per hour (plus VAT where applicable) – this amount having been proposed by Disability Direct. Organisations invoiced the Council for the cost of the support plans.

The average number of hours taken for support planning was 9 hours, with an average cost to the Council of £90 per support plan.

From 31.3.13 these arrangements changed. If costs are incurred now, these are met by the customer, utilising their Personal Budget. The Resource Allocation System that determines a customer's personal budget allocation was bolstered to reflect this change. This ensures customers are not financially disadvantaged due to the change in system. Further details are outlined in the document: "Practitioner Guidance: Funding Up-Front Costs of Support Planning, Employment Support and Third Party Banking" (Appendix 3).

Customers assessed after 01.04.2013 have been, and will continue to be, encouraged to produce their own Support Plans, with their 'Circle of Support' where possible. The Support Planning and Brokerage Hub and Social Care Workers will support customers with their support planning. Where they are unable to complete their own plans, and after other options have been considered, customers will be advised of external Support Planners who could support them.

Other options, at no cost to the Customer, are peer support, voluntary sector and current provider support. Despite efforts from the Support Planning and Brokerage Hub to develop this area, very few plans have yet been developed this way. However, these options will be developed by the Hub, supported by the Local Area Coordination project.

External support planners provide their support at different costs, from free to £35 per hour. Customers will pay for this support from their Personal Budget as a one-off up-front payment, at the point that their Support Plan is approved by Panel.

5.4 How we ensure the care plan is of minimum quality and what that is?

The Support Planning and Brokerage Hub has a role in overseeing the quality of external support planning, undertaken by customers and the voluntary and community sector.

All the Council's social work staff have been through a training programme to ensure they have the necessary skills and knowledge to author support plans. Managers undertake file audits to ensure compliance with standards.

Derby City Council has worked with the external support planning organisations to deliver training and also ensure that support planners have up-to-date CRB (Criminal Records Bureau, now Disclosure and Barring Service) checks.

All Support Plans are currently peer reviewed and approved by weekly departmental Panels, for Younger People, Older Adults and Mental Health customer groups.

The Support Plan must:

- Be SEAL – safe, effective, affordable, lawful
- Clearly identify how it meets customer outcomes as identified in Outcome Based Support Assessment (OBSA)
- Be within the Indicative Personal Budget; or if over this amount, must clearly identify risk to customer, that justifies the request for a higher Personal Budget

Also, in line with national guidelines, the Support Plan needs to detail how it satisfies the following 7 domains :

- what is important to you
- what you want to achieve or do differently
- how you want to be supported
- how you will use your Personal Budget
- how you will manage your support
- how you will stay in control of your life
- how you are going to make your plan happen.

A recently established process will see all plans completed by customers and by external Support Planners returned to the Council via the Support Planning and Brokerage Hub, so that the Hub team can check the quality of support plans before they go to Panel for approval.

5.5 How many care plans have had to be amended as they were not of minimum quality?

What effect these have had on the service user?

- Mental Health panels report that no plans have had to be amended.
- Older Adults –approximately 15-20% of Personal Budget Funding Applications are returned for rework.
- Younger Adults Panel request amendments to approximately 10% of Support Plans.
- Reasons for reworking plans include clearer outcome focus, identification of an effective way that customers will track and build on their skills levels; lack of customer choice with frequent patterns of using the same providers; plans not reflecting use of existing community facilities, e.g. Derby Adult Learning

Service.

Overall, for all groups, one effect of Support Plans being submitted, that are not of 'minimum quality', is that Customers and their families gain clarification that Panels will only accept Support Plans that meet minimum standards and meet assessed outcomes. Sometimes families insist that Support Plans are submitted that are significantly over the indicative Personal Budget advised, with no identified justification for this, and/or plans that request services/support that do not meet identified outcomes. Families request that these Plans are submitted, even when they are advised otherwise by Council workers. Such Support Plans are not agreed by Panels, families then adapt the Plans as advised.

5.6 How external bodies are approved to provide support plans – what criteria is used to assess them?

Customers now have choice and control over which providers they seek to support them at any point in the Self-directed support process. This includes at the Support Planning stage. The Support Planning and Brokerage Hub has met with six organisations who wish to continue/begin to support Derby customers with support planning. These organisations all have a proven track record of providing this service locally and/or nationally. Appendix 4 details the profile on each organisation, information that is freely available to customers.

OTHER OPTIONS CONSIDERED

- 6.1 Not continuing to develop Support Planning in the way described above will reduce the choice, control and independence of future customers of social care.

This report has been approved by the following officers:

Legal officer	N/A
Financial officer	N/A
Human Resources officer	N/A
Estates/Property officer	N/A
Service Director(s)	Perveez Sadiq, Phil Holmes
Other(s)	N/A

For more information contact:	S Stuart 01332 641883 e-mail: sarah.stuart@derby.gov.uk
Background papers:	None
List of appendices:	Appendix 1 – Implications; Appendix 2 – Referral Process to Support Planning and Brokerage Hub; Appendix 3 - Practitioner Guidance: Funding Up-Front Costs of Support Planning, Employment Support and Third Party Banking; Appendix 4 – Support Planning Organisation Profiles

IMPLICATIONS

Financial and Value for Money

- 1.1 The Council's Medium Term Financial Plan contains a target for reductions in social work staffing. Embedding support planning so that customers have more control, supported by local community organisations, shall help deliver savings whilst improving customer experience and outcomes.

Legal

- 2.1 None arising from this report.

Personnel

- 3.1 None directly arising from this report.

Equalities Impact

- 4.1 The Support Planning and Brokerage Hub work will develop to ensure that all sections of Derby's community are able to access good quality information about Support Planning.

Health and Safety

- 5.1 None arising from this report.

Environmental Sustainability

- 6.1 None arising from this report

Property and Asset Management

- 7.1 None arising from this report.

Risk Management

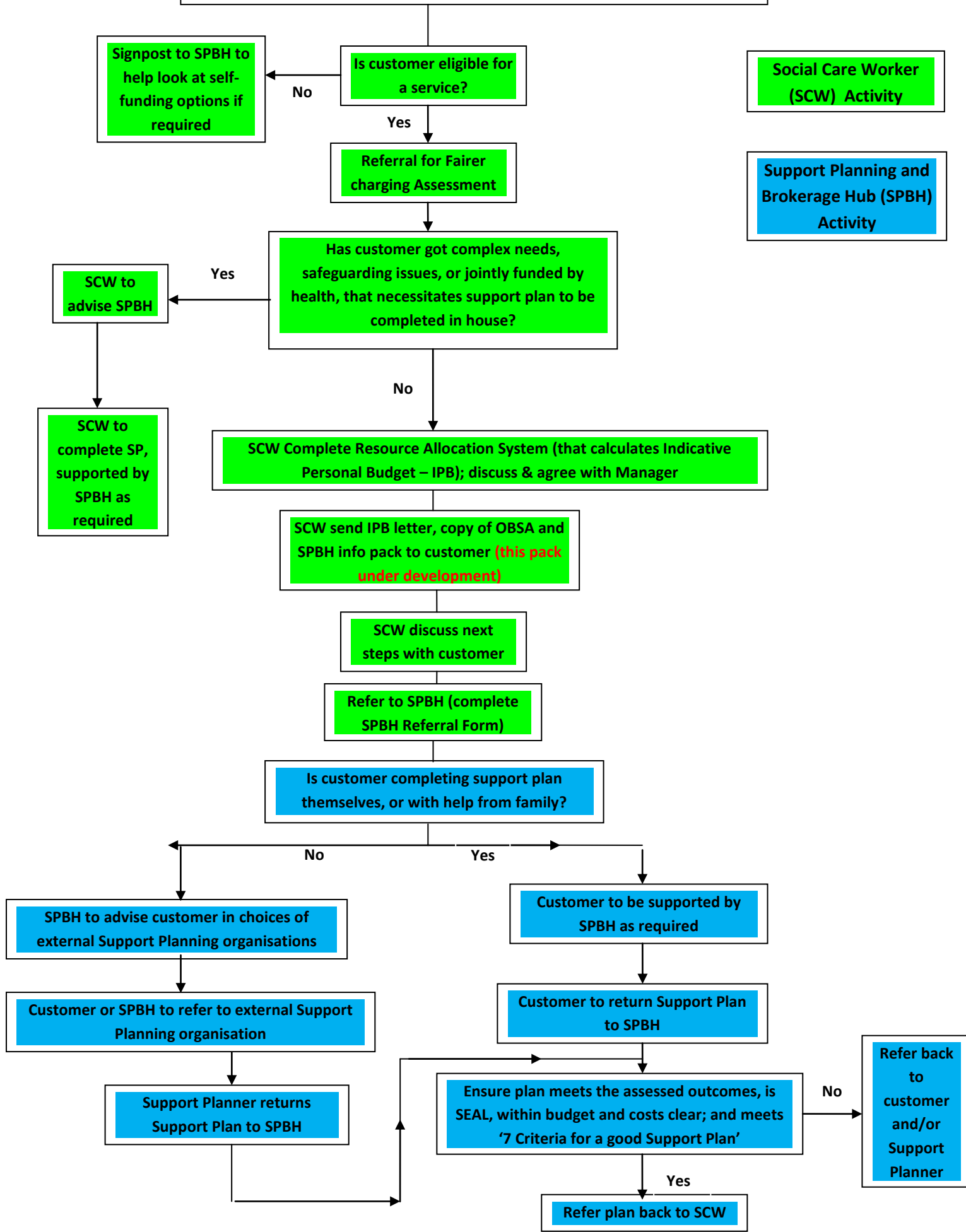
- 8.1 Support Planning changes are being monitored through the Adults, Health and Housing Transformation Board.

Corporate objectives and priorities for change

- 9.1 The Support Planning and Brokerage Hub service is intended to support good health and well-being in Derby, in particular:
- More people living longer in better health.
 - Better mental health and well-being.
 - More choice and influence over services
- 9.2 The Support Planning and Brokerage Hub service also supports being safe and feeling safe in Derby, in particular via:
- Working across council services and with our partners to deliver early intervention and prevention services for those most vulnerable in our communities.

APPENDIX 2 - SUPPORT PLAN PROCESS – WHAT TO DO ONCE A CUSTOMER HAS AN OBSA

Outcome Based Support Assessment (OBSA) complete





Practitioner Guidance: Funding Up-Front Costs of Support Planning, Employment Support and Third Party Banking

- 1.1 There are a number of start-up activities where customers receiving a Personal Budget might incur some costs before their approved Support Plan can be implemented. Examples include paying an organisation to help with Support Planning, and organising support to employ a PA.

Up until 31.3.13, DCC is and has directly paid the costs incurred by customers for Support Planning and Employment Support. From 31.3.13 this will change – these costs will now have to be met by the customer's Personal Budget.

2.1. **Support Planning**

There is an ambition that all people who need support to live their lives will develop their own Support Plan with the help of their circles of support or by engaging with peer support planners. Customers are encouraged to use these “low cost / no cost” options, but some people with limited social capital may need to - or decide to - procure some paid assistance when developing their Support Plan.

Areas where it is appropriate for DCC to continue to provide support with support planning are:

- People whose needs are jointly funded by health
- High level of risk
- Safeguarding
- Intense, variable and volatile needs

- 2.2. If a customer engages with an external Support Planner (paid or otherwise), the Support Planning and Brokerage Hub can advise customers, carers and practitioners which organisations and individuals are able to offer this support.
- 2.3. At the point that customers are informed of their Indicative Personal Budget, the Council has already established their eligibility for support from the Council under FACS. The customer is free to use their Indicative Personal Budget in any way they see fit to meet their eligible support needs provided that their Support Plan is Safe, Effective, Affordable and Legal (the SEAL test). This freedom includes being able to spend an appropriate proportion of their Indicative Personal Budget on buying some assistance with the Support Planning process itself. Offering Personal Budget holders

a choice about how they develop their Support Plan is exactly in line with the principles of Personalisation and Self Directed Support.

- 2.4. There is the possibility that people with less social capital could be disadvantaged by this approach; however social capital is taken into account in the RAS. Those with more carer support and who are therefore more likely to be able to draw up their own Support Plan with their circles of support get proportionately less budget. Those with little or no carer support get proportionately more budget.
- 2.5. Where customers' commission paid assistance with developing a Support Plan, payment will only be made to cover these costs once a Support Plan is produced which passes the SEAL test and is approved by the Council. This will help reduce the possibility of support planners being paid for sub-standard work.
- 2.6. If a customer commissions a Support Planner to carry out paid support planning work for them, they may be asked to make an agreement with the Support Planner, that ensures the Planner would get paid for work completed, even if customer decides for the plan not to be completed, for example where there is a change of circumstances or customer illness. This is a matter for discussion/agreement between the Support Planner and customer.
- 2.7 The amount Personal Budget holders can spend on assistance with Support Planning should be proportionate to the overall indicative amount. Below is a guide:

Size of Personal Budget	Support Planning Budget
Weekly Personal Budget up to £100	£50
Weekly Personal Budget between £100 and £200	£100
Weekly Personal Budget over £200	£150

Practitioners should advise customers of these amounts, which are only a 'guide', with discretion dependant on individuals' needs and circumstances.

It should be clarified to customers that these are 'one-off' payments.

2.8 **MANAGING A BUDGET AND EMPLOYMENT SUPPORT**

Disability Direct have previously held a contract with DCC to provide Employment Support - this contract ends 31.3.13.

- 2.9 In line with increased customer choice, there are now a number of providers available to customers in Derby, who offer a 'buffet-type' menu of support options, which cover employment support and support in managing a personal budget. Some aspects of this support will need to be paid 'up-front'. These will include:

- Recruitment costs, such as developing an employment contract, advertising,

- interviewing, following up references etc – approximately £200+
- Employment start-up costs such as registering with HMRC, planning employee rotas etc – approximately £60+
 - Employer Liability Insurance – minimum £70 (some insurances cover employment support etc, which would reduce the need for on-going ‘employment support’ costs)
 - Setting up a bank account for the customer’s personal budget – approximately £20-60

A customer’s Support Plan should detail any of the above services and costs as required. The Support Plan will detail all costings required at the start of the arrangement and include on-going costs, as required. Start-up costs (one-off payments) would be agreed when the Support Plan is authorised.

SUPPORT PLANNER PROFILES

Disability Direct – Blue Sky Brokers

Name of Organisation / Individual:	Disability Direct – Blue Sky Brokers
Brief profile of you/your organisation:	<p>Disability Direct is a charity which has been providing free information and advice to disabled people for the last 20 years. For the last 10 years we have been providing information, advice and support to disabled people on all aspects of Direct Payments and Independent Living in Derby.</p> <p>As Disability Direct has always been about providing free information and support to disabled people it was felt best that the Independent Living Service be given its own identity: and so Blue Sky Brokers was born.</p> <p>Blue Sky Brokers are the result of ten years of the most experienced expert information and advice available in the field of Social Care, Direct Payments, Personalisation and Employing Personal Assistants.</p> <p>We are here to provide you with all the support you need to write your support plan, access funds, find and employ your own personal assistants, find suitable services, help manage Personal Budgets, PA's and much much more.</p> <p>We are the only independent User Led Brokerage Service in Derby City.</p>
Groups that you have experience of supporting (i.e. age, disability, ethnicity etc):	We support all people with any disability/impairment of any age and from any Community.
Days and times of work:	Mon – Thursday 9am-5pm Friday – 9am-4.30pm
Support Planning and Brokerage Activity (i.e. what activity you will undertake with the customer to complete their Support Plan):	Support 1-1 to do own Support Plan Mentor to do own Support Plan Work in groups Provide workshops Arrange tasters Source Activities Make use of other free services within City
Costs:	Support Planning – Free of charge Management of Personal Budgets Including Employment Support

	– see menu of services which are available on request
Contact Details:	
Name:	Raj Johal/Robyn Hackett
Telephone Number:	(01332) 404040
Mobile Number:	07792 279035
Email Address:	raj.johal@disabilitydirect.com robyn.hackett@disabilitydirect.com
Website:	www.blueskybrokers.org

Penderels Trust

Name of Organisation / Individual:	Penderels Trust
Brief profile of you/your organisation:	Penderels Trust is an established provider of Direct Payments and Personal Budget advice with over 20 years experience of working with people with disabilities to enable them to live independently and be active in their local community. The Trust is a not-for-profit organisation.
Groups that you have experience of supporting (i.e. age, disability, ethnicity etc):	all disability groups including: physical impairments and/or sensory impairments, learning disabilities, disabled parents in a parenting role, older people, mental health service users, people living with HIV/Aids related illness, children and young people, carers, young carers and families.
Days and times of work:	Monday – Friday 8.30am-5pm Arrangements can be made out of office hours if required.
Support Planning and Brokerage Activity (i.e. what activity you will undertake with the customer to complete their Support Plan):	<p>The support plan is prepared by the individual with help from a member of our support planning team, usually done on visits to the individuals home. The plan is owned by the individual and will give an overview of their lifestyle, their needs and aspirations and any concerns or worries they may have. The plan will be produced in a way that suits them and can be in any format, from a written document to pictures and photographs.</p> <p>Through the support planning process, the individual (with the advisors support) will have identified what is working well in their life and what things they want to change. From this, the individual will be supported to work towards achieving the lifestyle they want. The adviser will guide them through every stage of the process including researching and exploring options available to them.</p>
Costs:	Low Level (up to 6 hours) £25 per hour = £150 Medium Level (7-12 Hours) £24 per hour = £288 High Level (13-20 hours) £23 per hour = £460
Contact Details:	
Name:	Penderels Trust
Telephone Number:	01226 201661
Mobile Number:	
Email Address:	sheffield@penderelstrust.org.uk
Website:	www.penderelstrust.org.uk

The Rowan Organisation

Name of Organisation / Individual:	The Rowan Organisation
Brief profile of you/your organisation:	<p>The Rowan Organisation has been providing services which facilitate choice and control for older and disabled people for over thirty years. The Rowan Organisation is a user led organisation (ULO) which provides support to older and disabled people in order to maximise their opportunity for independence. We provide services which support the use of Personal Budgets and Direct Payments to all eligible groups including disabled people, older people, people with a learning difficulty, people with mental ill-health, children, young people and carers. The services we provide include:</p> <ul style="list-style-type: none"> • Support Planning • Brokerage • Direct Payment Support • Information Service • Helpline • Payroll Services • Managed Accounts • Pre-paid Cards • Recruitment Line • Disclosure and Barring Service (DBS) Vetting Agency • Training • <p>For more Information please visit our website www.therowan.org .</p>
Groups that you have experience of supporting (i.e. age, disability, ethnicity etc):	<p>We have over 30 years experience of working with the following user groups:</p> <ul style="list-style-type: none"> • People with physical and sensory impairments • People with learning difficulties • People with mental ill-health • Older people • Children and young people • Carers
Days and times of work:	<p>Our core working hours are Monday to Friday 9.00am to 5.00pm, however we recognise that service users are not always able to meet within the above times and work flexibly with the service user to attend meetings to best suit their individual needs.</p>
Support Planning and Brokerage Activity (i.e. what activity you will undertake with the customer to complete their Support Plan):	<p>Our advisers are fully trained and accredited through the CredAbility scheme.</p> <p>We will support you to decide how to spend your budget to meet your needs, by drawing up a support plan and to achieve identified outcomes. Your support plan can be in any format you choose, from a written document to easy read words and pictures. It is a living document that can be shared with others, reviewed and updated to meet your agreed outcomes.</p> <p>We will support you to draw up your plan, which will be person-centred to achieve the choices you make. It will provide flexibility which will give you the control, ownership and opportunity to live your life the way you want to.</p>

Costs:	£33.00 per hour inc VAT
Contact Details:	
Name:	Cheryl Sullivan-Earp
Telephone Number:	02476 322860
Mobile Number:	07946 752034
Email Address:	cheryl@therowan.org
Website:	www.therowan.org



Tony Nottingham

Name of Organisation / Individual:	TNC
Brief profile of you/your organisation:	<p>Established in 2009 and provides;</p> <ul style="list-style-type: none"> • Brokerage & support planning services to individuals. • Consultancy support to organisations. • Training in relation to self directed support.
Groups that you have experience of supporting (i.e. age, disability, ethnicity etc):	<ul style="list-style-type: none"> • Older people • People with learning disabilities. • People with mental health problems. • People with dementia. • People with neurological conditions. • People with enduring health problems. • People with physical disabilities
Days and times of work:	Appointments can be made to fit in with the needs of clients and families, including evenings and weekends.
Support Planning and Brokerage Activity (i.e. what activity you will undertake with the customer to complete their Support Plan):	<ul style="list-style-type: none"> • Person centred planning • Research options • Support to interview/select potential providers. • Write costed supported plan in formats that are agreeable to both the client and the city council. Plan will include details of risk management issues, contingency arrangements and have a clear action plan for implementation, including relevant contact details. • Submit plan and, in liaison with client, respond to queries. • If requested, make necessary arrangements to ensure that the agreed plan is put into practice..
Costs:	Brokerage is provided for a flat fee of either £75 or £130. If two or fewer appointments are needed the charge will be £75, otherwise it will be £130.
Contact Details:	
Name:	Tony Nottingham
Telephone Number:	0115 926 9428
Mobile Number:	07956 314765
Email Address:	tony@tonynottingham.com
Website:	www.tonynottingham.com

OT Direct Ltd

Name of Organisation	OTDirect Ltd
Brief profile of you/your organisation:	OTDirect is an independent and impartial Occupational Therapy service with over 35 years experience in social care providing assessments of need, information and advice. Support planning is a core skill within our business and our profession. Our support planners are continually updating their professional skills and have undertaken specific support planning training with The National Brokerage Network; In Control and Helen Sanderson Associates to ensure we provide a quality support planning service.
Groups that you have experience of supporting (i.e. age, disability, ethnicity etc):	OTDirect's professional support planners have worked with a diverse range of customers over our many years in social care. As practicing Occupational Therapists we have experience working with children and adults with physical and mental health conditions; learning disabilities and learning difficulties and from a range of ethnic groups. With our occupational therapy skills we instinctively provide a holistic, creative customer centred service.
Days and times of work:	OTDirect offers appointments seven days a week including evenings as we recognise that standard office hours are not always convenient for our customers. Our support planners live and work in Derby City and Derbyshire providing us with a good local knowledge of services.
Support Planning and Brokerage Activity (i.e. what activity you will undertake with the customer to complete their Support Plan):	<p>OTDirect will:</p> <ul style="list-style-type: none"> • Discuss your outcomes with you. • Carefully listen to you to understand what your interests are and how you would like to achieve your identified outcomes. • Discuss with you how your outcomes can be met, always conscious of your choice, service quality and best value to you. • Accompany you to view and discuss potential services (if required). • Provide you with a clear and costed support plan. • Give you impartial advice and put you in touch with agencies who can manage your budget in regard to payroll etc should you prefer not to manage the finances yourself. <p><i>We have been complimented for our creativity when assisting customers with support plans; please see our website for customer testimonials and feedback.</i></p>
Costs:	£25 per hour (No VAT to be added)
Contact Details:	
Name:	OTDirect
Telephone Number:	01335 345406
Mobile Number:	07775 676651 or 07973 819634
Email Address:	otdirect@btconnect.com
Website:	www.ot-direct.com