# The Personalisation Customer Journey in Derby

**EXIT**   **EXIT**   **EXIT**   **EXIT**   **EXIT**   **EXIT**

**Information, Advice, Advocacy and Support available to everyone** (self-funders, non-FACS eligible and FACS eligible):
- Commissioned by DCC from voluntary / 3rd sector / social enterprises etc ('grant funded')
- Provided by voluntary / 3rd sector / social enterprises etc from their own resources – either 'free' or at a cost
- Commercially available from independent providers, including micro-providers

**Pre-contact**

Sources of information

**Initial Contact**

Screening

**Initial / Crisis / Emergency intervention**

Assessment

Safeguarding

FACS eligibility

**Reablement, Recovery, Rehabilitation**

**Long Term Support**

Self-directed support

Personal Budgets

In-Control
7 Steps

**Review**

Sign-post to and maximise use of universal services

Build on and build up people's social capital / wealth

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