



# 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 determines 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 was 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 towards my Personal Budget?**

No. You will not be asked to contribute towards your Personal Budget. However, if you wish to purchase services over the amount of your Personal Budget, you may wish to make up the difference from your own money. This is often called a 'top-up'.

## **Where can I find more information?**

If you would like more information about how to use your Personal Budget, please contact H&F Advice on 020 8753 4198.

Alternatively, you can contact one of the voluntary organisations in your borough:

Action on Disability – 020 7385 2098

If you or a family member has access to the internet, you can also access information on the People First website [www.peoplefirstinfo.org.uk](http://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 7385 2098

[www.actionondisability.org.uk](http://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.*

### **Age UK**

#### **Hammersmith and Fulham,**

105 Greyhound Road,  
London W6 8NJ

Telephone: 020 7386 9085

[www.ageuk.org.uk/hammersmithandfulham](http://www.ageuk.org.uk/hammersmithandfulham)

### **Carers Network\***

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

Beethoven Centre, Third Avenue,  
London W10 6JL

Telephone: 020 8960 3033

[www.carers-network.co.uk](http://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.*

Hammersmith and Fulham  
Citizens Advice Bureau,  
The Advice Centre,  
338 Uxbridge Road,  
Shepherds Bush  
London W12 7LL

Telephone: 0300 330 1162

[www.hfcab.org.uk](http://www.hfcab.org.uk)

**Mencap**

*Mencap H&F provides a range of services and campaigns with people with learning disabilities and their families and run a support group for carers of people with a learning disability.*

HF Mencap,  
65 Aspenlea Road,  
Fulham, London W6 8LH  
Telephone: 020 8748 5168  
[www.hfmencap.org](http://www.hfmencap.org)

**Mind\***

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

H&F Mind,  
309 Lillie Road,  
Fulham, London SW6 7LL  
Telephone: 020 7471 0580  
[www.hfmind.org.uk](http://www.hfmind.org.uk)

## Hammersmith & Fulham Direct Payments Peer Support Group

This is a group for and led by  
Direct Payment Users.

**action on  
disability**

Life beyond barriers

The purpose of the group is to share experiences, knowledge, provide practical help, to support each other and set discussion topics.



Save the date!

The third Tuesday of each month



Refreshments will be provided

Times: 1pm – 3pm

Location: St Paul's Church Hall,  
Queen Caroline Street,  
Hammersmith, W6 9PJ

For more information, please contact  
Andrew Farrow, Peer Support Officer  
AoD Connect

Direct Line: 020 3080 0384

Email: [andrew.farrow@actionondisability.org.uk](mailto:andrew.farrow@actionondisability.org.uk)

Webpage:

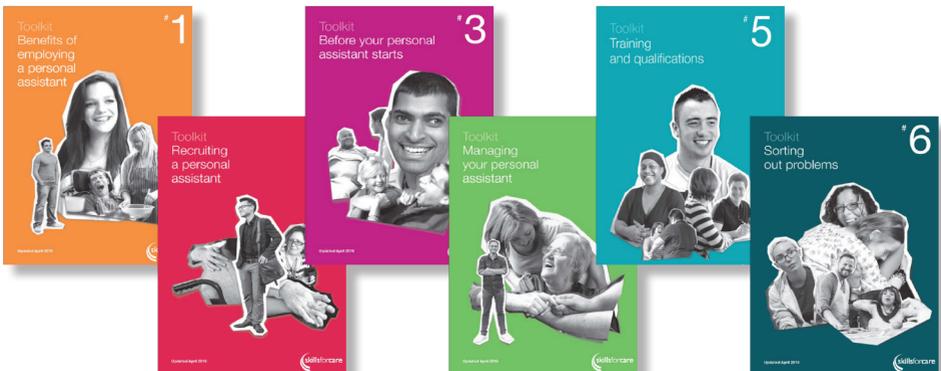
<https://actionondisability.org.uk/independent-living/>

# Take control of your care and Employ your own personal toolkit to help

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**, through training and qualifications
- **sorting out problems**



Visit: [www.employingpersonalassistants.co.uk](http://www.employingpersonalassistants.co.uk)  
Email: [marketing@skillsforcare.org.uk](mailto: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.



## Personal Budgets

**giving you choice and control over your care and support.**

Tick below if you would like a copy of this leaflet in:

Large print

Braille

Name:

Address:

Postcode:

Telephone:

**Please return this section to:**

Sensory Impairment Team  
145 King Street  
Hammersmith  
London W6 9XY

**Telephone:**

020 8753 4198

9am - 5pm

Monday to Friday

**Email:**

[h&fadvice.care@lbhf.gov.uk](mailto:h&fadvice.care@lbhf.gov.uk)

Direct Payments. September 2017.

## 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, Hammersmith

London W6 9JU

Telephone: 0800 587 0072

Email:

[ascustomerfeedback@lbhf.gov.uk](mailto:ascustomerfeedback@lbhf.gov.uk)

## To find out more about Personal Budgets contact:

### H&F advice

T: 020 8753 4198

E: [h&fadvice.care@lbhf.gov.uk](mailto:h&fadvice.care@lbhf.gov.uk)

For more information about our services and publications view them on [www.lbhf.gov.uk](http://www.lbhf.gov.uk)

## More information? View:



### [www.peoplesfirstinfo.org.uk](http://www.peoplesfirstinfo.org.uk)

for a wide range of information about what's available locally to help you stay independent.

