



Option 2 – Directing Your Support

Directing your support means you have choice and control over your support without having to take on the responsibility of managing your budget. You are in control and make all decisions relating to how and when you will be supported. You will decide on the goods, activities and services you want to access, and these will be paid for on your behalf.

Your practitioner will discuss the available choices within option 2 and help you make an informed decision. The 2 choices are:

- A) Aberdeen City Council administers the budget on your behalf
- B) A 3rd party Individual Service Fund (ISF) administers your personal budget



What is an Individual Service Fund?

An Individual Service Fund is where a provider holds your personal budget and will pay for your support on your behalf.



Your Personal Budget

The Local Authority will inform you of your final amount to spend on meeting your agreed outcomes. This is called your personal budget. However, this funding is provided by the Local Authority and therefore must be accounted for and audited in line with statutory responsibilities. A 3rd Party will be managing your budget on your behalf and therefore need to keep: receipts, invoices and bank statements (vouchers).

Personal budgets will vary from person to person due to different needs, outcomes and circumstances. Your personal budget will also be reviewed annually.



“I know what goods, activities and services I want”

Where you know of the goods, activities and services you wish to access now is the time to begin to make contact and enquire about the cost and availability of services, this is called ‘shopping for your support’. Remember it is up to you who you would like to support you, and how and when, to meet your needs. For further guidance see Table 1: *Questions that will help your decision making* (page 2).



“I don’t know where to start”

If you are unsure how to start the support shopping process your practitioner will provide you with information. It is up to you to decide who you would like to support you, how and when, to meet your needs. First steps could include visiting the MyLife Portal at <https://aberdeencity.mylifeportal.co.uk> where some goods, activities and services are



listed, speaking to friends, family and colleagues and having further conversations with your practitioner.

It is up to you to decide who you would like to support you, how and when. See Table 1 (below): *Questions that may help your decision making.*

‘Shopping’ for your support

Table 1: Shopping for goods, activities and services and 3rd party ISF administrators	
Questions that may help your decision making (this list is not exhaustive):	
Paying for services, activities and support	
Negotiation must take place with providers to ensure that the cost is not excessive.	
Agencies	3rd Party ISF Administrators
Questions to think about when approaching providers:	Questions to think about when approaching 3 rd Party ISF administrators:
<ul style="list-style-type: none"> ✓ This is my allocated budget what can you provide me for this? ✓ How will you invoice me? ✓ If I need to cancel for any reason, what is the notice period, and will I be charged? ✓ These are the times I want to be supported, can you provide workers at these times? ✓ Who do I contact if I am unhappy in any way? ✓ What happens if the goods, activities or services are not meeting expectations? ✓ What happens if I no longer want you to support me? 	<ul style="list-style-type: none"> ✓ What services will you provide me with? ✓ What are the costs? ✓ How are the costs broken down? ✓ How often will they meet you? ✓ How often will they meet you with your practitioner? ✓ When and where will they meet you? ✓ Who will organise these meetings? ✓ What financial information will they provide to me and the council? ✓ Who will ensure the invoices have the correct information on them e.g. hours of support / cost and who will you contact if these are wrong? ✓ How often will they give you the financial or other information? ✓ Is this suitable for you? ✓ What do you need to do (your responsibilities)? ✓ What are their responsibilities? ✓ Who do I raise concerns with if I am unhappy?
Goods, Activities and Services	
Questions to think about when approaching providers	
<ul style="list-style-type: none"> ✓ What are the costs for this activity, can this be negotiated? ✓ Can I have a trial day? ✓ How will you invoice? ✓ How will I provide them with the correct invoicing address? ✓ Who do I contact if I am unhappy in any way? ✓ What happens if I no longer want you to support me? 	



Choice A: Aberdeen City Council administers your budget on your behalf

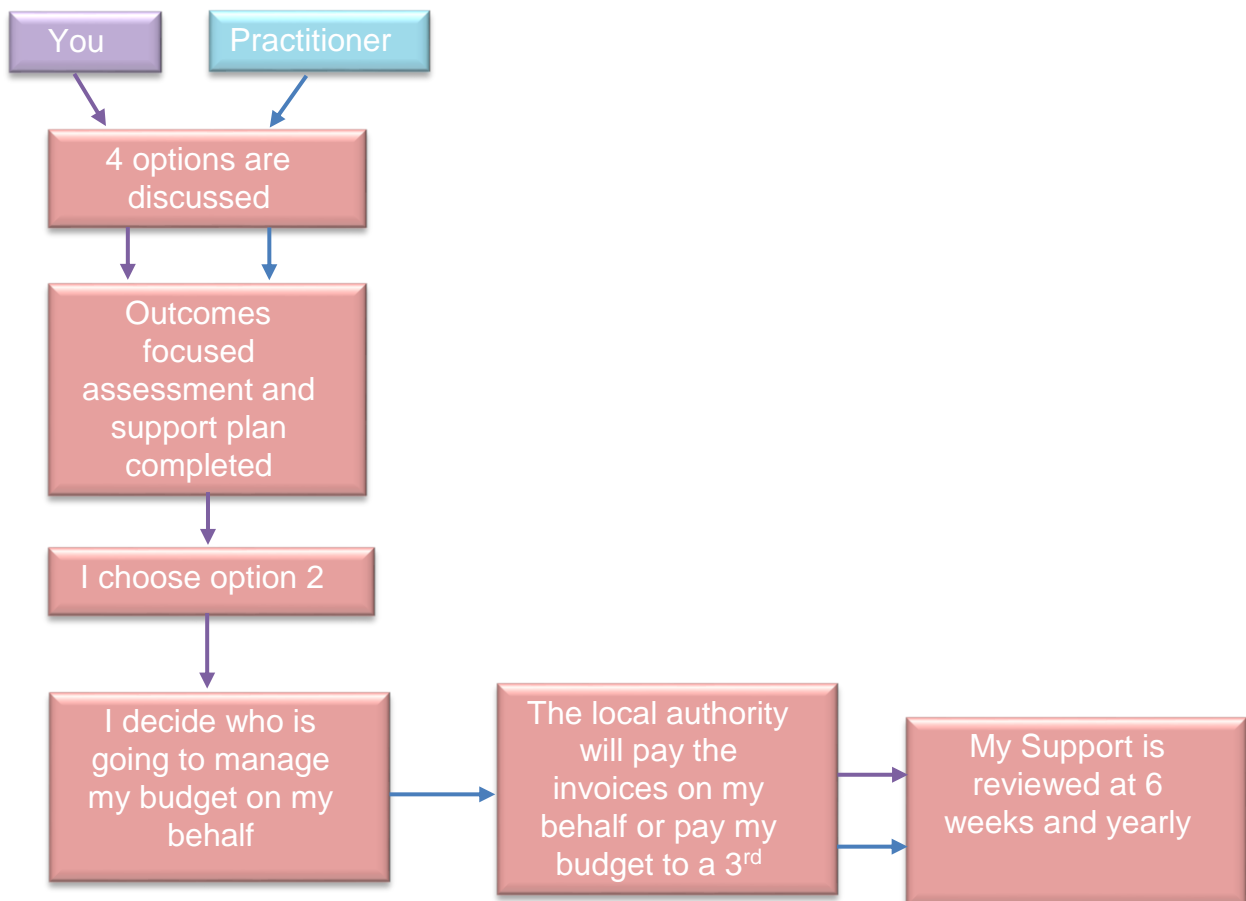
- You have already decided what goods, activities and services you wish to access

What are the steps?	
1	<p>You have a conversation with your practitioner and decide which outcomes are most important to you for the year ahead (all outcomes may not be met each year depending on the decisions you make).</p> <p>You agree your Outcome-focused assessment with your practitioner.</p>
2	<p>You and your practitioner develop a support plan and agree how your personal outcomes will be met. You can invite others to this meeting. You will talk about what support would be best for you.</p> <p>You will consider your circles of support, what unpaid and paid support you have and need. This is called co-producing your support plan. The co-produced support plan will form the basis of your six-weekly and annual reviews to ensure that your outcomes are being met.</p> <p>Your support plan can be shared with whomever you wish and can be shared with your chosen provider.</p>
3	<p>Your practitioner will guide you to the MyLife Portal where you can find information to assist you with accessing goods, activities and services (this section is regularly updated) The MyLife Portal web address is: https://aberdeencity.mylifeportal.co.uk/home/.</p> <p>Your practitioner will guide you on how to plan and source goods, activities and services (this is called 'signposting').</p>
4	<p>You 'shop for your support' (<i>see Table 1, page 2</i>) and choose what goods, activities and services you would like to meet your outcomes and support needs.</p> <p>You may want to choose a provider/care agency who can meet your assessed support needs but the total cost of the support may exceed your personal budget. If this is the case then you must pay the additional sum privately. You have the opportunity to negotiate the costs with your provider.</p>
5	<p>Contributing To Your Care:</p> <p>Where you are assessed as being eligible to contribute to your support we will pay your personal budget minus your contribution, this is called being paid your personal budget net rate. You will pay your contribution to the supplier(s) directly. <i>See page 9: Contributing To Your Care.</i></p>



6	Payments can be recurring or one-off payments. Aberdeen City Council will pay the invoices on your behalf. These are sent directly to the Council (your practitioner will advise you on the process to get your goods, activities and services paid). This can include a unique one-off payment as explained on page 5.
7	<p>At six weeks you will have a conversation with your practitioner to ensure your support needs are being met. This is known as a 6-week review.</p> <p>You decide who will be invited. The review is to talk about how your personal budget is being spent, to consider your support plan and to give you the opportunity to talk about what is working, what is not and what you may want done differently.</p> <p>You can discuss any proposed changes with your practitioner and the provider you have chosen. Your support plan will then be amended to reflect those changes.</p>
8	You and your practitioner will then review the support plan annually to ensure that personal outcomes are being met.

What are the steps?



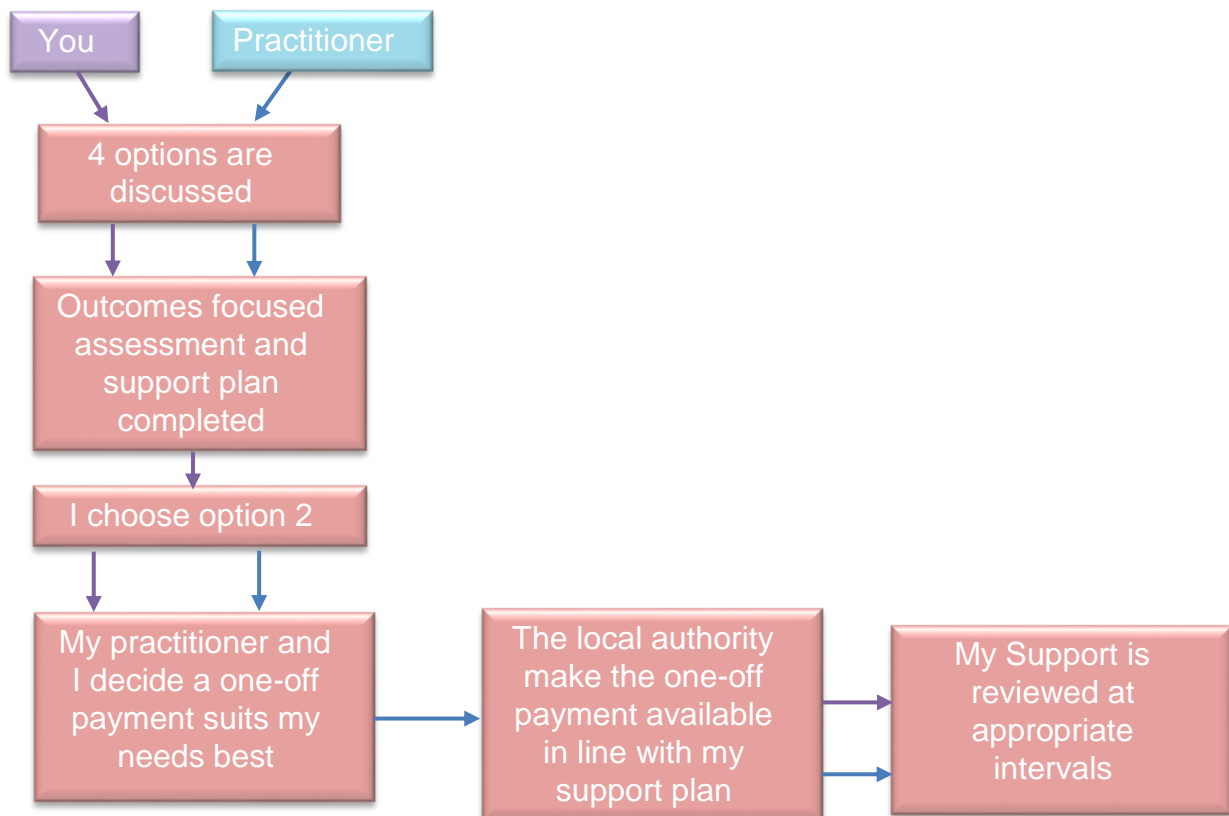


One-off Payments

This type of payment enables the payment of goods, activities or services. One-off payments are only considered in exceptional circumstances when all other options have been explored and been found unsuitable. As with all personal budgets any expenditure must be linked to an assessed outcome and meet your identified support needs. A one-off payment cannot exceed £1,000 per annum.

A one-off payment may not be suitable for you. However, if this is the case, your practitioner will discuss this with you.

What are the steps?	
1	At this point, you and your practitioner have decided that a one-off payment is suitable to meet your needs. As stated above, this must be linked to an assessed outcome.
2	Your practitioner should ask you how your goods, activities or services will be paid for. This will then be recorded in your support plan as the local authority require clear evidence for any cash payments made.
3	An initial 6 week review will take place to ensure that the money has been spent to meet your assessed outcomes. You will then work with your practitioner to identify any future dates to review the one-off payment.



Choice B: Third party ISF administers your personal budget



You are unsure how to best to meet your support needs or which services are relevant to your support needs and you would like support from **out with** the council.

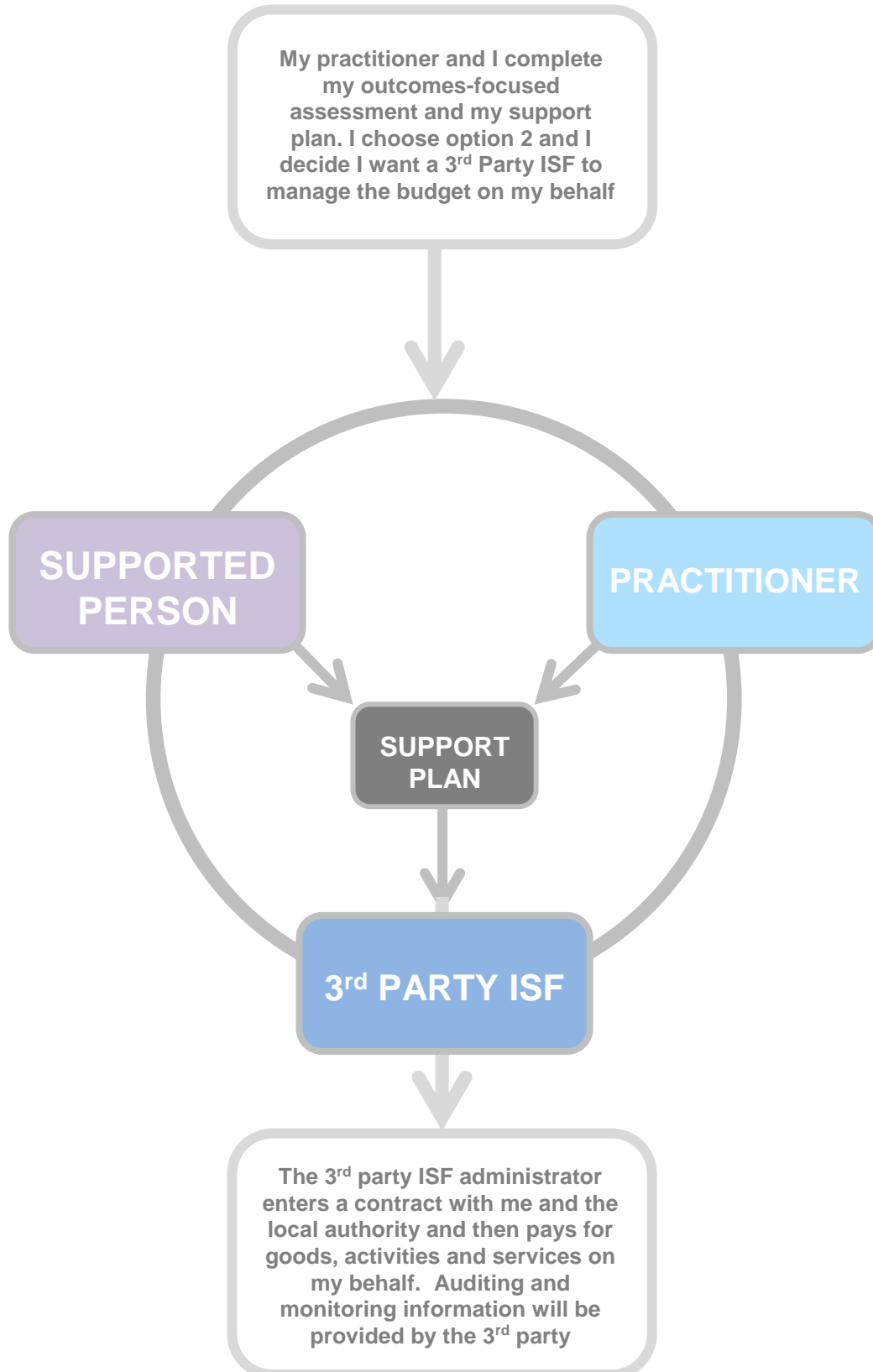
What are the steps?	
1	<p>You have a conversation with your practitioner and decide which outcomes are most important to you for the year ahead (all outcomes may not be met each year depending on the decisions you make).</p> <p>You agree your outcome-focused assessment with your practitioner.</p>
2	<p><i>You want more information about 3rd party ISF administrators and what their role is and you want support to shop for goods, activities and services.</i></p> <p>This section is under construction as further work needs to take place during 2019 to establish 3rd Party ISF administrators. The SDS Team can provide you with more information regarding what an ISF is and where to go to find more information. Steps 3-10 are there to guide you as to what you could expect if you chose to use a 3rd Party ISF.</p>
3	<p>You, the council and the 3rd Party administrator enter into an ISF Agreement for the provider to support you to find services.</p>
4	<p>You, your practitioner and 3rd party ISF administrator will then meet to develop a support plan and work out and agree how your personal outcomes will be met. You can invite others to this meeting.</p> <p>This is called co-producing your support plan. The support plan can be shared with whomever you wish, usually with those who will be supporting you.</p>
5	<p>The 3rd party ISF administrator will locate and shop for goods, activities and services on your behalf, they will negotiate the support you will receive to meet your outcomes and support needs.</p> <p>Negotiation must take place with providers to ensure that the cost is not excessive. The council does not advocate that you use your own money to pay for services, goods or activities where these are to meet assessed outcomes and support.</p>
6	<p>The co- produced support plan will form the contract between you and the 3rd party ISF administrator of your choice and will be the basis of your six-weekly and annual reviews to ensure that your outcomes are being achieved.</p> <p><u>You</u> must decide if you want the 3rd party ISF to administer your budget.</p>



7	<p>Contributing To Your Support</p> <p>Where you are assessed as being eligible to contribute to your support we will pay your personal budget minus the contribution you are to make. You and the 3rd Party Provider will agree how you will pay your contribution to them.</p> <p>See page 9, Contributing To Your Support.</p>
8	<p>You enter into a triparty agreement with the council and the 3rd Party ISF administrator.</p> <p>The 3rd party ISF administers your personal budget on your behalf and your practitioner will explain your responsibilities and the responsibilities of the 3rd party ISF administrator.</p>
9	<p>At six weeks you will have a conversation with your practitioner to ensure your support needs are being met. This is known as a 6-week review. You decide who will be invited. At the review you will discuss how your personal budget is being spent, consider your support plan and you will have the opportunity to talk about what is working, what is not and what you may want done differently.</p> <p>You can discuss any proposed changes with your practitioner and the 3rd party ISF administrator. Your support plan will then be amended to reflect those changes.</p> <p>Where your support plan is not meeting your needs or changes to the support plan are required, you will discuss this with the 3rd party and your practitioner.</p>
10	<p>You, your practitioner and the 3rd party ISF administrator will review the support plan annually to ensure that personal outcomes are being met.</p>



What are the steps?





Contributing to Your Care

Financial Assessment

A non-residential financial assessment will be completed with you, where appropriate, to find out if you are required to make a financial contribution towards your support. Your practitioner will support you to complete the initial financial assessment. This is known as 'Contributing to Your Support'.

Paying your contribution (if applicable) is your responsibility. Where the council are paying for goods, activities and services on your behalf the **net rate** will be paid, you must pay your financial contribution personally.

Where you are using the services of a 3rd party ISF administrator you must pay your financial contribution directly to them. This will ensure your goods, activities and services are paid. An individual agreement must be reached between you the 3rd party ISF administrator as to how this will be managed and paid.

Financial Monitoring and Audit

Monitoring

It is expected that 3rd party ISF administrators will complete and return financial monitoring statements to the council. It would be a joint responsibility between you and the 3rd party ISF administrator to keep all receipts as per the option 2 agreement to support the completion of financial monitoring returns to the council.

You must ensure that the invoices are correct and that the support you have received is reflected in the invoices. Where invoices are not correct you must speak to the company or organisation that sent you the invoice to clarify matters with them.

The council has a statutory responsibility to audit the use of personal budgets.

More information on each of the 4 options can be found on the MyLife Portal <https://aberdeencity.mylifeportal.co.uk/home/>. Alternatively, you can contact Aberdeen's Self-Directed Support Team. Email: SDSHelpline@aberdeencity.gov.uk
Tel: 01224 52 38 37.