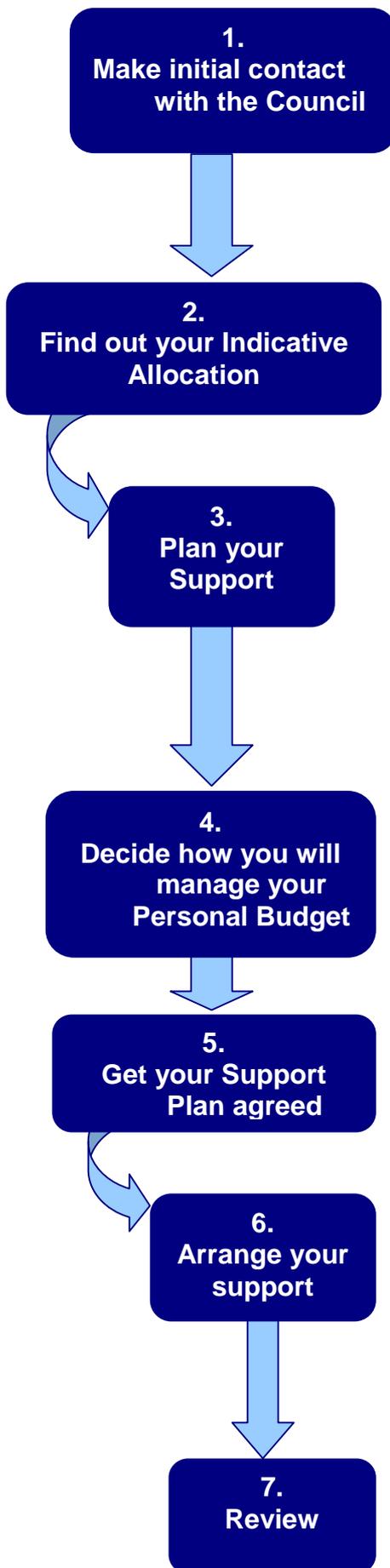


7-Step process to Self Directed Support



Merton Adult Access Team (MAAT) will help identify your needs. If you are already in contact with us then whoever you are liaising with will ensure you get the right information about what you need to do.

You will be sent an information leaflet and a Self Assessment Questionnaire for you to complete and return to the council. The Council will contact you first to go through your SAQ, and again to do a financial assessment of your circumstances.

If you're eligible for Self Directed Support, the council will send you a letter advising you of the approximate amount it will cost to meet your eligible needs. This should arrive within four weeks of the Council receiving your completed SAQ and undertaking a financial assessment of your circumstances.

With this letter you will receive a Support Plan Template to help you develop your own personal support plan. You need to complete this and return it to the Council. There are three ways to get help:

1. The Support Planning Service: this service is hosted by Merton Vision, Merton Mencap and Age Concern
2. The Council's Direct Payments Support Planning Service
3. A social care practitioner can help you with your support plan

You choose how you want to receive your personal budget – as a Direct Payment to yourself or a nominated representative, as Directly Provided Services (the Council will manage your personal budget and arrange services from its contracted providers on your behalf), or a combination of both. See options above for who can assist you with this.

The Council must validate that your support plan is effective, affordable, lawful and safe. Once this is done, the Council will send you a letter confirming your Personal Budget (allow four weeks from start of support planning until support is arranged).

If you have chosen to have a Direct Payment for some or all of your personal budget, someone from the Direct Payments team will contact you to help you arrange your support. If you have chosen to have your support directly provided by the Council on your behalf, you will be informed of when your support will commence. Your support should start within four weeks of being told your indicative allocation.

Within six to eight weeks of you commencing your support package your support planner will contact you to check that your personal budget is working, and your needs are being met. The Council will continue to review your circumstances at appropriate intervals during the year.