

# Individual Budget Support Contract



**Easy Read**

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# Introduction



This is about the support you will get from Equal People Mencap.



It is a legal document. It explains what you have to do and what Equal People Mencap will do.



You will also have an Individual Budget Support Plan. This gives us more information about the support you want.



Your Support Plan will be reviewed every year.



You will also get a Service User Handbook.



The Service User Handbook tells you:

- More about the support
- How to contact Equal People Mencap
- Who manages the service
- How to complain
- What you can do if you are not happy with how we deal with your complaint.



# Our support

We can provide a wide range of support.



## One to one support

We charge £17.50 per hour for one-to-one support to adults to help you with independent living or doing things in the community.



We charge £18.00 per hour for one to one support to children (up to age 17) to help you do things in the community or at home.

Our charges include:

- The wages of the support worker
- The cost of managing the support worker
- Expenses - like travel expenses
- Other costs - like rent, electricity, and rates.



Your support worker will have at least one hour a week for meetings and admin.





## **Two to one support**

We charge £18.00 per hour for each member of staff if you have complex needs and need two-to-one support



## **Healthy Living Project Group**

We charge £5 to £15 per hour to go to the Healthy Living Project or training in Daily Living. See our Healthy Living Brochure for the cost of each activity.



## **On-call**

We can provide emergency support 24 hours a day.

## Sleep-ins



These will be charged at £131.10 per night.

Sleep-ins start at 10pm and finish at 8am.



If you need support of more than 1 hour required during the night, it will be charged at our hourly rate.



## Waking Night Support

We will arrange this to meet your own needs. We will charge £23.50 for this.



## Holiday Support

Support to go on holiday costs £166.74 per day and £131.10 (10 hours) per sleep-in.

You also have to pay for the support worker's accommodation, insurance food, travel and expenses.

# What Equal People Mencap will do



We will provide staff who:

- Are well trained and experienced in supporting people with learning disabilities
- Have up been checked by the **Disclosure and Barring Service (DBS)**
- Have had training in keeping people safe
- Turn up on time
- Are respectful and person-centred
- Are insured



**Disclosure and Barring Service (DBS)** checks are when we make sure that your support worker has never been in trouble with the Police.





Our managers will:

- Check that they are working properly
- Have meetings with them to talk about how they are working



We will support you in the way you want to be supported at the times that we both agree.



You will know your support staff and you will have a chance to agree to be supported by them.



Our staff will support you to say what you want. Also to help you to talk about your feelings and frustrations.

We will support you to find safe ways to say what you want.



We will make arrangements at least one week beforehand.

If a session needs to be delayed or cancelled you will be told as soon as possible.



We will make sure you know about how to complain.

We will listen to your complaints and deal with them quickly.



Our staff will keep to our rules. You can ask to see a copy of our rules.

You will be given a Tenant & Service User Handbook.



We will give you information about the support we have given you in a way that you can understand it.

# Our staff



All our support workers will:

- Follow your plans and help you to do the things you want to do
- Help to improve the quality of your life
- Treat you with dignity and respect
- Help you to have a choice about what you want
- Help you to look after your money better
- Keep you healthy and safe
- Help you to take part in your local community
- Help you to enjoy your life





## Independent Living

Independent Living Support staff will follow your **Health Action Plan** and your **Risk Assessment**.

These will be reviewed every 6 months.



A **Health Action Plan** is your plan to stay healthy

A **Risk Assessment** is your plan to stay safe.



## Personal care

Personal care will be provided by trained staff in a way that is:

- Maintains your dignity, respect and privacy
- Helps you to do more things for yourself



## Community support

Our support workers will help you to be more confident out and about and travelling.

They will help you to be more independent.

# What you must do



You must:

- Tell us if you need to change any arrangements in plenty of time

If you don't you may still be charged.



- Make a complaint at any time by calling the on-call manager on 07768 286 596 or using our complaint procedure.

We may contact Social Services if your complaint is very serious.



- Be respectful towards support staff





You must not:

- Shout and swear
- Threaten our support staff
- Use violence

We would take this very seriously.



You must pay for your support sessions within 14 days of receiving an invoice.

You can pay by Direct debit which may be easier for you.

## The contract



A contract is a legal agreement.



Contracts to provide support from Equal People Mencap usually last for a year. We usually have a review after 9 months.

You can have a contract for support for a shorter time if you want.

# How much support



**Equal People Mencap** agree to support you.

How many hours a week?

How much per hour?



**Equal People Mencap** agree to give you sleep-in support.

How many sleep-ins a week?

How much per night?

## Activities

Activity - cost

Activity - cost

Activity - cost

Activity - cost

**Total**



# Signatures



Signed

Date

Name

Role



I agree to **Equal People Mencap** supporting me as written on the last page.

I have read or had explained to me the details of the contract.

My support Plan forms part of the contract.



Signed

Date

Name

Witness

Name

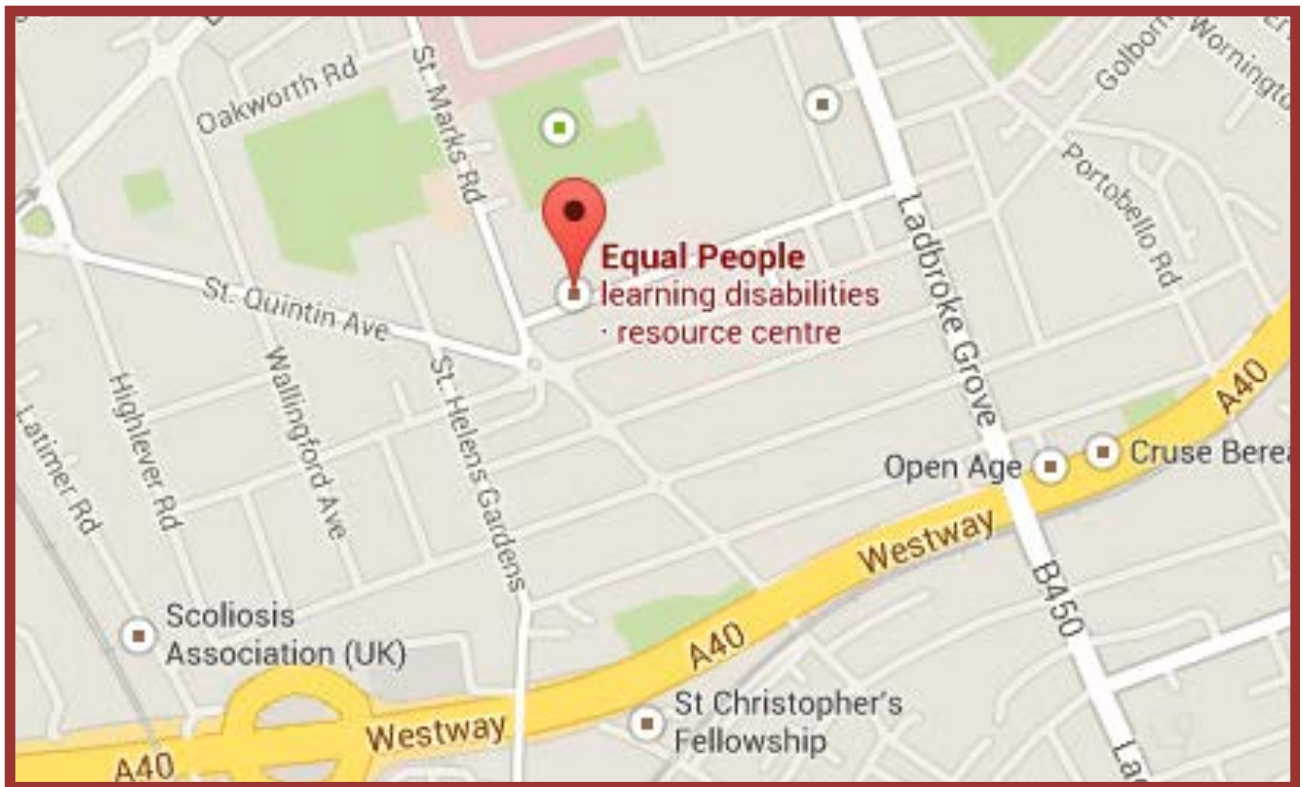
Date

How long is the contract?

When will it be reviewed?



Either side can cancel this agreement by writing to the other side at least 6 weeks before they want it to stop.



**Equal People** **men**cap

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