Appendix 2: Personal Budget Customer Journey September 2014

Advice, information and First Contact with Adult Social Care Signposting to community services for non FACS Via hospital or Contact Adult Social Care (CASC) eligible people Urgent support will be provided (if necessary) at point of contact Reablement (where appropriate) Free time-limited support to maximise independence Assessment Ongoing FACS eligibility established Outcomes for support articulated Indicative budget calculated, agreed and communicated to the person Financial Assessment Form given Interim support will be provided whilst the support plan is being developed Development of Support Plan Personal budget management option decided Plan developed that shows how personal budget to be used to meet outcomes Support Plan and final budget approved The council will approve the plan and agree the release' of the money if the plan meets the outcomes, is creative, safe, person-centred, has a clear action plan, risk acknowledgement / management etc. Support Plan implemented DP (PD) contract signed if needed Personal budget paid All elements of the plan are actioned Review of Support Plan