

## **Frequently asked questions – *document four***

### ***Why are services changing?***

The government says we need to change services. It is also giving councils less money to provide services, so we need to decide what to spend our money on.

### ***Why might services close?***

Some services don't have as many people going to them as they did previously. People are choosing to do different things, so we need to support them differently.

### ***When will the changes happen?***

Any changes have to be agreed by the Council's cabinet where they will also consider what people have said during this consultation. If there are changes then these will begin to happen after April 2012.

### ***Will I still get help/support?***

All people currently receiving a service will be re-assessed before any changes are made to their service to ensure that their needs are met under Fair Access to Care (FAC) criteria.

### ***How much will my new service cost?***

Everyone whose service changes will be financially re-assessed to check that they are paying the right amount. If your service increases you may need to pay more, but if your service decreases you will pay less.

### ***How will I get to my new service/get around?***

If your assessment says that you need transport to get around, this will continue to be provided. A charge is payable for each journey. If you receive Disabled Living Allowance Mobility Component and are able to do so then you will be assessed to see if you could

## Vision for Disability Day Services

make your own transport arrangements e.g. by using your Motability car

### ***What are direct payments and personal budgets?***

A personal budget is the amount of money which the Council assesses as being necessary to meet your needs. You can decide to use Council commissioned services, or you can manage your personal budget through taking a Direct payment where you receive an amount of money into your bank account for you to arrange and pay for services yourself. You cannot buy a council service with this money.

For more information go to:

<http://www.gateshead.gov.uk/Care%20and%20Health/CommunityCare/PersonalisationFAQs.aspx>

### ***Can I stay with my friends?***

A lot of people will continue to receive their service from the same place, although some of the activities on offer may change. However everyone is treated as an *individual* and we cannot guarantee that people will continue to attend services together.

### ***Can I have the same staff?***

There are no plans to change the staff who work in our services, although they may be working differently and doing different things with you.

### ***What can I do if I'm not happy with my new service?***

Anyone who is unhappy with their service should discuss this with the manager of the service in the first instance. If you need support to do this, or wish to talk to someone else, you can arrange to speak with an Advocate who can help you make your views known. The Council also has a Complaints and Compliments leaflet.

<http://www.gateshead.gov.uk/Care%20and%20Health/CommunityCare/LeafletLibrary.aspx>