

Appendix 1 – The Call off / Selection Process

The care needs of the Citizen are assessed by Adult Social Care. The need for a day service will be identified along with the type of activities the Citizen wishes to engage in and the outcomes that they would like to achieve.



A Citizens indicative personal budget amount is set based on the assessed need



The Social Worker / Assessor will then select all of the providers from the Accredited List who are able to provide the required service, meet the needs of the Citizen whether this be physical, cultural or mental health needs and achieve the outcomes set for the citizen.



The Selected Providers will be discussed with the Citizen and the Social Worker / Assessor will support the Citizen and their carer where appropriate to choose which Day or Evening Service they wish to attend. This may include the Social Worker or Community Care Assessor facilitating visits to the provision.



An agreement will be reached between the Citizen and their carer, the Provider and Adult Social Care as to which service represents the best value. In making this decision a variety of factors will be considered including but not limited to the specific services offered by the provider, the location of the service, the capacity of the service to accommodate the Citizen and their particular support needs and the types of activities offered by the service.



Social Worker / Assessor obtains authorisation for package from Adult Panel.



The service commences

There may be occasions where a Citizen chooses to attend a day or evening service which has been assessed as not being sufficient to meet their needs. In these instances a citizen is still able to choose this service, however this will be done through the provision of a Direct Payment.

A Citizen may also choose to attend a day or evening service which is outside their personal budget. Where a citizen chooses to do so and where there are services available which can meet their needs and offer better value for money, a Citizen may choose to attend the more expensive provision and alter / reduce the amount of time which they spend at the service, in order to fit within their personal budget. Alternatively the Citizen could choose to attend this service through a Direct Payment and pay the additional monies in respect of the service.