

Nottingham City Council

Equitable Care and Support Policy: Easy-Read Version



Safer, cleaner, ambitious
Nottingham
A city we're all proud of



Nottingham
City Council

Easy-Read: Equitable Care and Support Policy

1. What This Policy Is About

This policy explains how Nottingham City Council helps adults who need care and support. It makes sure everyone is treated fairly and gets the help they need. The Council must also use its money wisely so it can help as many people as possible.

2. What Fair Support Means

Fair support means giving people the help they need in a way that suits them. It also means using public money carefully. Not everyone will get the same help, but everyone will be treated fairly. The Council will look at each person's situation and decide what help is best.

3. How the Council Decides What Help to Give

The Council will talk to you to understand what help you need. They will check what services are already available, like help from family, friends, or health services. If you still need more help, the Council will make a plan with you. They will also look at how much money they have to spend and choose the best value option.

4. Your Personal Budget

A personal budget is the amount of money the Council will spend to meet your needs. You can use this money to choose the kind of help you want, as long as it meets your needs. If you want something that costs more, you or someone else may need to pay the extra cost.

5. Making Sure Everyone Is Included

The Council wants everyone to feel welcome and respected. They will listen to your views and make sure your care fits your culture, language, and beliefs. They will work with you and your family to make a plan that works for you.

6. Understanding and Making Decisions

The Council will check if you can understand and make decisions about your care. If you can, they will ask for your agreement. If you can't, they will make a decision that is best for you, following the law.

7. What Happens If You Disagree

If you don't agree with a decision, you can talk to the Council. They will try to solve the problem by talking with you. If that doesn't work, you can make a formal complaint. The Council wants to work with you to find the best solution.