



Information Sheet

Information on Support Planning for Wiltshire Council Staff

Overview:

What is a support plan?

A support plan describes how a person wants their life to run, including any changes they would like to see and which bits they would like to stay the same. Support Planning can be seen as a way of moving from how a person's life is now to how they want it to be and can include services which are paid for and also personal/ non payable outcomes too.

How do Wiltshire CIL Support Customers?

Wiltshire CIL are a user led organisation and where possible we encourage customers to complete their own support plans either themselves or with support from family and friends. We offer three levels of support.

Level 1: People encouraged to complete the support plan themselves. Wilts CIL support through online and office based resources.

Level 2: People to attend a workshop and receive assistance from peer mentors in addition to resources available through Wiltshire CIL

Level 3: A support planner to work 1:1 with people with more complex needs

How long does it take to complete a support plan?

A Support Plan can take between 1 - 12 weeks to complete. The length of time depends on the customer. If they can complete their plan independently then this can be completed as quickly as 1-2 weeks, however, some customers choose to spend longer developing their support plan.

If the customer needs a home visit then in most cases we can complete the support plan within 4- 8 weeks.

If Wiltshire CIL have completed the support plan before and there are little or no changes then we can usually complete the support plan within 2 -3 days.

Important: If there is no up to date DP Agreement on CareFirst we are unable to submit the support plan. Please ensure that you take this out to the customer at point of assessment or as soon as possible afterwards to ensure that they have signed and returned it on time. If the agreement is not signed it can delay the support plan from being submitted.

What does the customer need before Wiltshire CIL contact them?

Customer Coordinators and Social Workers should send out a copy of the customer's assessment. This means that the customer will have a copy of their outcomes and what their support needs are. This will enable them to develop their support plan and how they would like to be supported.

It is always helpful if the support planning process is explained to the customer at the assessment and to ensure the customer knows about WCIL's support planning services and what is next for them.

Who can be referred to the support planning service?

Anyone on Direct Payment can choose to use our support planning service.

Ones that we cannot accept include support plans which are urgent and need to start within 2 weeks of the referral date.

If you are unsure if we can take the referral or action it within the timescale needed please do phone us and ask. **0300 1233 442**

We are more than happy to complete joint visits. We also welcome Wiltshire Council workers new and existing to meeting with us at our offices in Devizes or we can come out to your teams to give more information on support planning and what we offer.

GENERAL DISCLAIMER: This 'Information Sheet' is intended to be a guide only and is not produced by Wiltshire CIL as a legal document.

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