



PHOTO OF INDIVIDUAL

Registered Charity No 298609



## **INDIVIDUAL BUDGET SUPPORT CONTRACT**

This document sets out the details, rights and responsibilities related to an agreed contract of support between Equal People Mencap the provider and the purchaser or purchaser's legal advocate.

This document includes a sheet to be completed detailing what support is requested.

This document is to be used alongside any Individual Budget Support Plan that shows in detail how the individual wants the budget to be used and how the support is to be provided.

The Support Plan will be reviewed and updated at least annually.

This document is to be read alongside the Service User handbook which details all elements of support available to individuals, complaints procedures and contact details for Equal People Mencap, Care Management, Ombudsman and Care Quality Commission with whom Equal People Mencap are registered for personal care. (Provider ID 1-131466768).

Typical contract lengths are 1 year, with reviews at 9 months.

Short-term contracts can be agreed for specific work or periods of time.

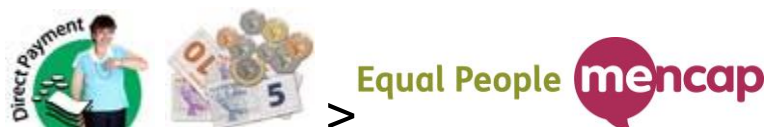
Equal People review our services and hourly rates annually.

Individuals will be given at least 6 weeks notice of any proposed changes.



Equal People mencap staff will provide support in line with each individual's wishes as set out in their support plan.

The support may be with independent living skills, community access and personal care or a combination of these.



**Support is charged at £16.75 per hour for independent living or community support or £17.50 per hour per staff member for those with complex needs who require 2:1 support.**

**Attendance at one of the Healthy Living Project Groups or training sessions (Daily Living Service) from 1st January 2017) will be charged at £15.50 per hour or £45.00 for a 3 hour session.**

The number of hours/sessions and length of contract will be clearly set out in the contract we make with you.

The hourly rate is split as follows for

- Staffing 77.2 %
- Management 9.6 %
- Support expenses for example travel with the person 3.8 %
- Overheads for example rent, equipment, utilities 9.4 %



Any support will include at least 1 hour per week where staff are working on behalf of the individual but may not be with them (arranging or attending meetings, telephone calls, maintaining records etc).



# 07768286596

On-Call. Emergency telephone support is available 24 hours a day within the agreed contract rate. However any calls requiring a call out or additional staff support will be charged at the hourly rate (depending on contract) per hour or part thereof.



**Sleep-ins.** These will be charged at £40.05 per night. Sleep-ins start at 10pm and finish at 7.30am.

Direct support of more than 1 hour required during this period will be charged at the agreed hourly rate or part thereof.

**Waking Night Support.** This will be arranged on an individual basis.



**Holiday Support.** Support to go on holiday (or away) will be charged at £151.26 per full day and £40.05 per sleep-in plus accommodation, insurance food, travel and expenses (usually about £20 per day so that excursions etc can be supported) for the staff.

Part days will be charged at £16.75 per hour.



The individual will be asked to sign a log for each completed support session, signed by the staff member and monitored and stored by the Floating Support Manager.

Individuals who pay for their support will be sent invoices each month.

Payment is expected within 14 days of receipt of the invoice.

Where the local authority takes responsibility for payment for support services monthly invoices and evidence of support will be provided. **Payment is expected within 14 days of receipt of the invoice.**

## Support , Monitoring and Review



Support will be provided by staff who have received the appropriate training, induction and enhanced Criminal Records Bureau clearance and who abide by all of Equal People mencap's policies and procedures.



Individuals will choose and agree who supports them (only staff known to a person will work with them) and how and when they are supported.



All Equal People mencap's support will address the following desired outcomes:

- The individual's plans and wishes
- Improving the quality of life
- Being treated with dignity and respect
- Enabling increased choice and control
- Improved economic well-being
- Health, safety and security awareness
- Meaningful community participation
- Enjoying and achieving.



Independent Living Support will include the development, action and review of support and health action plans and individual risk assessments that are reviewed at least 6 monthly.



Personal care will be provided by trained staff in a way that maintains an individual's dignity, respect and privacy and encourages increasing independence.



Community support and access (e.g. going to/from college) will include support to develop self-confidence and increase community awareness and independence.

Equal People mencap agree to provide.....hours per week at £.....per hour.

Equal People mencap to provide.....sleep-ins per week At £.....per night.

Signed..... Date.....  
Print.....Role.....

I agree to Equal People mencap providing the above support. I have read or had explained to me the details of the contract. My support Plan forms part of the contract.

Signed.....Date.....  
Print.....  
Witness.....Print.....Date

This contract is for..... and will be reviewed in.....

Either party can cancel this agreement by giving 6 weeks notice in writing.

## Rights and Responsibilities

### A. Equal People mencap



1. Equal People agree to provide staff who are:
  - **Well trained and experienced in supporting people with learning disabilities.**
  - **Have up to date Enhanced Criminal Records Bureau checks and have attended Safeguarding Adults and where appropriate Child Protection Training.**
  - **Punctual, respectful and person-centred.**
  - **Insured.**
  - **Supervised and appraised regularly.**
2. Equal People mencap will provide support in line with the individual's wishes and at the agreed times.

The individual will be familiar with and have agreed to have support from all staff that are put forward for the support sessions.

3. Equal People mencap staff will support individuals to express their wishes, feelings and frustrations and understand that sometimes this can be difficult and stressful for the individuals.
4. Equal People mencap will support individuals to find ways to express themselves that minimise risks to themselves and those around them.
5. Equal People mencap will ensure that all support times and activities are agreed at least 1 week in advance with individuals. If a session needs to be delayed or cancelled the individual will be informed as soon as possible. Any missed

sessions will be replaced at a time of the individual's choosing.

6. Equal People mencap will ensure all individuals are aware of and can use our complaints policies and procedures. Equal People mencap will listen to and follow up all complaints received promptly.
7. Staff will abide by all of Equal People mencap's policies and procedures as set down in the "Putting Philosophy into Practice" and Health & Safety files.

Copies are available to individuals. Equal People mencap staff will be aware of and abide by all current relevant laws and legislation.

8. Individuals will be provided with current Tenant & Service User Handbooks.
9. Equal People mencap will provide accessible evidence of support provided and outcomes worked for or attained.



### **B. The Individual (and/or advocate/family)**

1. The individual agrees to provide as much notice as possible of any change to support required. Cancellations on the day may be charged if staff cannot be diverted on to other work.
2. The individual may raise a concern or make a complaint at any time by calling the on-call manager on 07768286596 and/or using Equal People mencap's complaints procedure.

Social Services or other appropriate authorities may also be contacted regarding concerns about the service provided.

3. The individual agrees to be respectful towards support staff.



Personal verbal abuse, physical threats and actual violence may lead to the support session being halted either temporarily or completely for the day.

Equal People mencap reserve the right to review support or take further action as appropriate.

4. The individual agrees to pay for the support sessions within 14 days of receiving an invoice based on the signed timesheets.

Direct debit payments can also be arranged for regular support sessions.

Registered Charity Number 298609

**Brief Details from Full Support Plan**

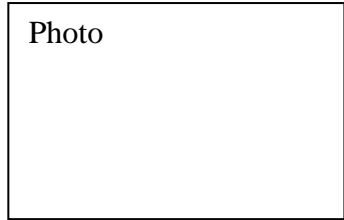
MY SUPPORT PLAN

Photo

Name:.....

What I want to do is.....

( Activities, Aims and outcomes wanted – what is important to me)



The support I want to help me to this is.....  
(who, when, how long, best way to support me)