



A Guide to Personal Budget and Direct Payment Reviews



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Useful Contact Details

The name of the person who did my assessment and where they work:

I can contact them directly or at their office on:

I can email them at:

If you no longer have a named worker then you will need to contact Norfolk County Council:

- **Telephone:** 0344 800 8020 (Mon-Fri 9am - 5pm)
- **Direct Payment Team:** 01603 638170
- **Email:** information@norfolk.gov.uk
- **Website:** www.norfolk.gov.uk



First Review

Once your care and support plan has been set up and any services and other support arranged, you should have your first review. This should be completed within 6-8 weeks, depending on your needs. This review is to make sure that:

- All the agreed support is in place and working well
- You're able to achieve the 'outcomes' that are important to you and this is having a positive impact on your 'wellbeing' (for example, if one of your outcomes was to do some voluntary work, then you have been able to do this and it is having a positive impact on how you are feeling)
- If you have a Direct Payment, that it is being managed as agreed
- Any money you have to pay towards your support is being paid as agreed

The first review will be carried out either during a home visit or over the telephone. A friend or family member can be involved in this if you think this would be helpful.

If you have any questions or concerns about your first review, please contact Norfolk County Council on 0344 8008020 or contact one of the organisations listed at the end of this guide for help.

First Review - Things that need to be done

You can use the table below to make any notes:

Review Date	Things to be done	By Who	By When



Yearly (also known as annual) review

The Annual Review is to look at how your care and support plan and Personal Budget (if you have one) has worked for you over the past year, and to see if any changes are needed. This review is organised by Norfolk County Council. If you would prefer to have the same person carrying out your review you can ask, but this cannot be guaranteed.

You are welcome to have someone with you at the review meeting, and this could be a friend or family member. If you have a lot of difficulty in being involved in your review, and there isn't anyone who can help you, Norfolk County Council can arrange for an Independent Advocate to support you. Please contact us if you want to talk to us about this.

The first annual review happens around 10 months after your care and support plan was agreed. If you have a Personal Budget it allows enough time to set up the next year's budget.

The County Council will contact you to agree the date and time, and tell you who will be doing your review. If you have a Personal Budget you will also be sent a copy of your 'Personal Budget Questionnaire' before the meeting, so that you have a chance to read through it and see if anything has changed: this is a copy of

the form you filled in to assess your needs at the start of the Personal Budget process.

If you have a Personal Budget you should complete a new Personal Budget Questionnaire at the review.

If you and the person doing your review disagree about your support needs, you can ask for someone else (such as their Team Manager), to become involved. You can ask for this by telling them at the time, or by calling Norfolk County Council on 0344 800 8020 (Mon-Fri 9am-5pm). You can also contact one of the organisations listed at the end of this guide for help.

After your review, you will receive a copy of your new care and support plan. If you have a Personal Budget this will include a clear breakdown of the costs of your support. You will also receive a copy of your Personal Budget Questionnaire. You should make sure you fully understand this or ask for it to be explained in more detail. Even if nothing in your Personal Budget Questionnaire has changed, you may receive a different amount of money in your Personal Budget than the year before. The reason(s) for this will always be discussed with you. Any changes to your support should be agreed between you and the person doing your review, and you should fully understand the reason for these changes. If you disagree, you can contact one of the organisations listed at the end of this guide for help.



Annual Review - Things that need to be done

You can use the table below to make any notes:

Review Date	Things to be done	By Who	By When

Unplanned reviews

If for any reason your circumstances change and you require more support or no longer need as much support, you should contact Norfolk County Council. Unplanned reviews can be requested as many times as you need. Before your review takes place, gather as much information as you can about why you have requested the review; for example, that you need extra or less care, and why. You should never be left at any time without the support you need.

Organisations who may be able to help and advise you about Personal Budget Reviews include:

- Equal Lives
- Age UK Norfolk
- Alzheimer's Society
- Deaf Connexions
- Opening Doors

Details of these and other organisations can be found at the end of this guide. You can also refer to:

- Norfolk County Council website – www.norfolk.gov.uk
- Norfolk Customers Services Centre (CSC) - 0344 800 8020



Citizens Advice Bureau regional offices:

Attleborough

- Town Hall, Queens Square, Attleborough NR17 2AF
- 03444 111 444

Diss, Thetford and District

- Shelfanger Road, Diss IP22 4EH
- 01379 651333 (Diss)
- 01842 752777 (Thetford)
- 01842 764860 – Welfare Rights and Money Advice

Fakenham

- The Old Rectory, 21 Oak Street, Fakenham, Norfolk NR21 9DX
- 03 444 111 444

Great Yarmouth

- 2 Stonecutters Way, Great Yarmouth NR30 1HF
- 03 444 111 444

King's Lynn Office

- White's House, 26 St Nicholas Street, King's Lynn PE30 1LY
- 03 444 111 444

Holt

- Kerridge Way, Holt NR25 6DN
- 01263 713849

Dereham

- Assembly Rooms, Ruthen Place, Dereham NR19 2TX
- 03 444 111 444

Watton

- The Cabin, Harvey Street, Watton IP25 6EB
- 01953 882 746

North Walsham

- The CAB Offices, New Road, North Walsham, Norfolk NR28 9DE
- 01953 882 746

Norwich

- St George's Street, St Crispin's House, Norwich NR3 1PD
- 01603 660857

Wymondham

- 6 Griffith Court, Wymondham NR18 0GU
- 01953 713622



Deaf Connexions

Aims to provide a range of services to people with varying degrees of hearing loss and to raise awareness.

It also provides a specialist advocacy service for deaf people and services for the deaf BSL signing community

- 01603 660889
- Minicom: 01603 661113
- Textphone: 07932 069352

Equal Lives

Equal Lives provides information, advice and advocacy on disability rights issues, from welfare rights to social care

- Unit 15, Manor Farm Barns, Fox Road, Framingham Pigot NR14 7PZ
- 01508 491210
- info@equallives.org.uk

Norfolk Deaf Association

Offers support, advice and information to people with hearing loss and their families

- Tel/Minicom: 01603 404440
- nda@norfolkdeaf.org.uk

Opening Doors

A user-led organisation run by people with learning difficulties to support people with learning difficulties

- 01603 631433

POhWER Norfolk

POhWER Norfolk provides Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) including Deprivation of Liberty Safeguarding (DoLS) and Relevant Paid Person's Representative services (RPPR). All services can be accessed via a direct independent advice and signposting service from 8am to 8pm Monday - Friday

- 0300 456 2370
- pohwer@pohwer.net

West Norfolk Deaf Association

Gives free help, advice and support to people with hearing loss

- 01553 773399
- Textphone: 01553 774766



Contact us

Equal Lives

15 Manor Farm Barns
Fox Road, Framingham Pigot
Norwich, Norfolk
NR14 7PZ

Telephone: 01508 491210

Textphone: 01508 491215

Website: www.equallives.org.uk

Email: info@equallives.org.uk

Facebook: www.facebook.com/equallives.org

Twitter: www.twitter.com/equallives_org

This Booklet was produced by Equal Lives, Norfolk County Council and people who receive Personal Budgets

