

# Council Commissioned and Contracted Services

A Personal Budget is the amount of money that the Council has allocated to you to pay for your assessed Care and Support needs. This can either be taken as a private payment which is called a Direct Payment, or the Council can manage this budget for you and commission services on your behalf.

## What is a Commissioned Service?

This is a service that the Council arranges and pays for on your behalf, including Council delivered services. This is possible because the Council manages a range of contracts for services with different Social Care Providers. It is therefore able to manage all aspects of those services on behalf of the people that chose them.

The Council monitors all the Social Care providers that it has contracts with regularly to ensure they are providing a quality service and that all their staff are appropriately checked and trained. If problems arise with the service the Council is able to take action to ensure that improvements are made.

## How does a Commissioned Service Work?

If you are assessed as needing a Social Care service you will receive a visit from a Social Care Practitioner who will assess and discuss your needs with you, and make sure you are aware of the options available to you.

If you chose to have a service that is commissioned and managed by the Council then the Council will help you find the most appropriate service for you. They will arrange details with that service provider and you will be notified of the start date of your service.

The Council will then manage your care service through quality monitoring of the service provider and regular reviews. If problems arise the Council will address these problems on your behalf and work to ensure you are happy with the service you receive.

## Who can have a Commissioned Service?

Anyone who has met the eligibility criteria for Council support and is assessed as being eligible for Council financial support can have a commissioned service if they chose to.

## Will I have to pay anything towards my Commissioned Service?

Anyone who has a Personal Budget must be financially assessed by the Fairer Charging team. Details of the financial assessment for community care packages can be found online at: <http://www.nottinghamcity.gov.uk/fairercharging>

The Council will pay for the total costs of your Care directly with your service provider. Anything that you need to contribute to your care will be collected directly from you by these providers. Self-funders who are assessed as fully funding their care costs are still eligible for Commissioned Services.

You will be visited by the Adult Fairer Charging team to determine how much money you contribute to your care package and how much money Nottingham City Council contribute to your care package. The fairer charging assessment is a financial assessment and is separate to the care needs assessment that is completed by the Social Care Assessor

### **Who employs the staff providing my service?**

The staff providing a service to you will be employed by private agencies. However these agencies will be under contract with the Council and will have to meet certain standards around staff recruitment and training. The Agencies will be answerable to the Council if there are any problems with the staff delivering your service.

### **What happens if I have a problem and what support will I have to manage my service?**

You will not need any specialist skills and knowledge to have a commissioned service. A Social Worker will be assigned to you and will talk you through all your options and help you chose the most appropriate service for you. That service will then be managed by the Council on your behalf.

If you have a problem you can address this directly with your care provider. If you are not happy with their response or feel unable to do this you can ask the Council to do this on your behalf.

### **What will my responsibilities be?**

If you choose to have a commissioned service the overall responsibility for your care will lie with the Council. The Council will be responsible for ensuring the quality of your service, which includes making sure the care you receive comes from a suitably trained and experienced person. It is also responsible for ensuring that your service provider is paid for the service it delivers to you.

If you experience any problems with your service that you are not able to resolve you should notify these to the Provider and/or the Council via the Health and Social Care point on **0300 333 333**. You will also have access to the Council's complaints team who will support any complaint you make about your service.