



**Executive Director
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Dear parent or carer

Introducing Personalisation and Self Directed Support

On Thursday 7th October, Glasgow City Council will decide if it will introduce Personalisation which could change the way you or your relative receive care or support from the council's Social Work Services. I am writing to you because I expect there will be publicity about this in the media. There may be coverage in newspapers, television or radio before this date.

What is Personalisation?

Personalisation is a national policy which gives choices about support arrangements. It will allow choices about what support is received, when and who provides this support. Personalisation will allow for support needs to be more fairly linked with resources.

Personalisation is new for most people in Glasgow, but the council has been piloting this policy over the last year in East Glasgow and it has been well received.

It has also been popular in England where many people already direct the way they are supported.

What is Self-Directed Support?

Within a personalised approach, Self-Directed Support gives the service user control and therefore more flexibility and choice over their care or support.

For example, instead of relying on the activities provided at a day centre, you might arrange for someone to help your relative attend local classes or go swimming. Self-Directed Support can also access:

- a short break (respite)
- equipment
- temporary adaptations
- housing support services

What happens next?

If the council approves Personalisation everyone who receives care or support through the council's learning disability services will be contacted by someone from Social Work Services, or from one of our support agencies, to further explain the approach. This will happen between mid October and mid November 2010.

Supporting you with the change

I realise this is a significant change and I know that many of you value our traditional services. Some people may choose to continue to make use of our services but others might choose to do something quite different. We will work with you to support you with these choices. We know that you will need more information about the change and we are working to have this available in the next few weeks.

More information

We are setting up a phone helpline to deal with any questions you might have about Personalisation and Self-Directed Support, and as soon as this number is available we will publicise it as widely as possible. In the meantime, general information about Self-Directed Support can be found at www.in-control.org.uk and www.selfdirectedsupportscotland.org.uk/.

Yours sincerely

David Crawford
Executive Director Social Care Services

If you need this information in another way please phone 0141 276 5421