Your Individual Service Agreement

with

The Richmond Fellowship Scotland
This is important information about your Individual Service Agreement with The Richmond Fellowship Scotland.

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If you have a legal representative who is responsible for your support, then this Individual Service Agreement is with them and you have been involved in it.
This section is for you if you have someone who helps you plan your support. We want you to tell us who this is. Are they your legal representative? Please tick the box that applies to you:

- [ ] Yes
- [ ] No

Tell us who this is:

- **Their name**
- **Their address**
- **Their telephone number**
- **Their email address**
More about the Personal Plan

You have a Personal Plan.

Please tick the box that applies to you.

☐ I have agreed my Personal Plan with The Richmond Fellowship Scotland.

☐ My legal representative has agreed my Personal Plan with The Richmond Fellowship Scotland

Your Personal Plan tells us what’s really important to you.

It tells us what’s really important for you to keep the same or to achieve.

It tells us what you want your life to be like

Your Plan also lets us know about you and what you want us to support you with.

Your Plan also lets us know about risk and what’s been agreed.

We will always talk to you about changes to your Personal Plan.
This is a list of the three things that are most important to you to keep the same or to achieve.

The 1st is....

The 2nd is....

The 3rd is....
This is a list of the things that The Richmond Fellowship Scotland will support you with. These are your support requirements. This support contributes to you achieving the things that are most important to you to keep the same or achieve.
Everyone has risks in their lives. Some risks are to you. Some risks are to other people. These are the things that we have agreed are important for you and we will work together on so that you can live your life safely and well.

The 1st is.....

The 2nd is.....

The 3rd is.....

The 4th is.....

The 5th is.....

The 6th is.....
Sometimes you might want to do something different. This is called ‘flexible support’. You need to tell us before you get flexible support. This is so we can make sure we have staff for flexible support.

This is a list of things that you want flexible support with.

You want flexible support to.....

You will tell us.................................week/s ahead.

You want flexible support to.....

You will tell us.................................week/s ahead

You want flexible support to.....

You will tell us.................................week/s ahead.

You will tell us.................................week/s ahead.
There might be some things we must do and these are called ‘essential service provision’. These are things in your support that either you or your Social Worker have said must happen. This might be things that must happen at a certain time.

You must get support to/at....

The Richmond Fellowship Scotland must.....

You must get support to/at....

The Richmond Fellowship Scotland must.....

You must get support to/at....

The Richmond Fellowship Scotland must.....
If you want staff to support you with activities........

You will have to pay staff costs

Activity 1

You want staff support to....

You want to do this activity (weekly, monthly) ..... 

You will pay up to £..............

This will pay for..............
More about the Personal Plan

Activity 2

You want staff support to....

You want to do this activity (weekly, monthly) ....

You will pay up to £..............

This will pay for............... 

Activity 3

You want staff support to....

You want to do this activity (weekly, monthly) ....

You will pay up to £..............

This will pay for...............
Please tick the box that applies to you

☐ I want The Richmond Fellowship Scotland to look after my Individual Service Fund.

☐ I do not want The Richmond Fellowship Scotland to look after my Individual Service Fund.

If you have ticked ‘yes’, here is information about your Individual Service Fund.

Your total Individual Service Fund is made up of:
Public Authority pay £........................... a week

You pay £......................................... a week

The cost of support from The Richmond Fellowship Scotland is
£....................a week, for ..........hours of support and
..........................sleepovers, ..............waking nights .............on-calls

We have entered into an agreement with a Secondary Provider for you.

Their name is ............................................................................

They have agreed to ..................................................................

The weekly cost to them is £.....................................................
More about your individual service fund

Your Personal Plan says what your Individual Service Fund should pay for. It might not just be for staff support. There might be other things like holidays, goods or equipment.

These are the other things your fund will pay for.

You want to use £………of your budget for

...........................................................................................................................................................................

You need to tell us ..................................................weeks ahead

You want to use £………of your budget for

...........................................................................................................................................................................

You need to tell us ..................................................weeks ahead

You want to use £………of your budget for

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You need to tell us ..................................................weeks ahead
Choosing your staff

Please tick the box that applies to you.

☐ I want to be involved in choosing my staff

☐ I want my representative to be involved in choosing my staff

☐ I do not want to be involved in choosing my staff

This is how you will help choose your staff

This is how ................................. will help choose your staff
More about choosing your staff

These are the names of the main staff who support you.
- 
- 
- 
- 

If the main staff cannot support you then you will get support from these staff.
- 
- 
- 
- 

If none of these staff can support you then this is what will happen.
You have a right to -

1.1 Decide what is in your Personal Plan.

1.2 Have a copy of your Personal Plan.

1.3 Have a named worker, sometimes called your keyworker.

1.4 Have your care and support reviewed every six months and when you ask.

1.5 Be involved in choosing your staff.

1.6 Have your views included in staff supervision and appraisal.
Your have a right to (continued) -

1.7 Say what you think about your support. We will give you a copy of our Complaints and Suggestions Policy and Procedure and information about Social Care and Social Work Improvement Scotland.

1.8 Independent Representation. We will support you to set this up if you wish.

1.9 Be treated with respect by our staff.

1.10 Have good support.

1.11 Change your Support Provider.

You are responsible for-

2.1 Paying any money due to The Richmond Fellowship Scotland for your support.

2.2 Paying for any staff costs that have been agreed with you.
Rights and responsibilities for The Richmond Fellowship Scotland

The Richmond Fellowship Scotland have a right to -

3.1 Notice from you, if you change Provider. The notice period we have agreed is...........weeks.

3.2 Any payment due for support, as agreed.

The Richmond Fellowship Scotland have a responsibility to -

2.1 Involve you in your Personal Plan, as much as you want.

2.2 Make sure we understand who is involved in your life, and what their role is.

2.3 Make sure staff are trained, to meet your needs.

2.4 Be fair employers because staff have rights.

2.5 Keep staff healthy and safe at work. You can ask to see our rules about staff health and safety.

2.6 Work to National Care Standards. We will give you a copy if you wish.

2.7 Ensure that staff are trained and work to the Scottish Social Service Code of Practice.
Use of staff car(s)

Staff who use their car at work have

- A Driving Licence
- Business car insurance
- MOT

It is The Richmond Fellowship Scotland's responsibility to check this, once a year.

Please tick the box that applies to you

☐ I want staff to use their car as part of my support.

☐ I do not want staff to use their car as part of my support.

Staff are paid 40 pence for each mile they drive. If you choose to use staff cars in your support you will pay this cost.

Staff will write down all about each car journey they make. You can ask to see this.

We will send you a bill every four weeks.
More on use of staff car(s)

You can tell us what car journeys you want staff to make. List them here.

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You can set a limit for the number of miles that staff drive in a week. If you want to do this write the number here

........................................... Miles in a week.

Do you want staff to save up miles if they do not use them in one week? They can use these miles with you at another time. Please tick the box that applies to you.

☐ Yes   ☐ No

You will only have to pay for miles that you use.

We will ask you to wear a seatbelt when you are in a staff car. This is unless you have a special reason not to wear a seatbelt. We must see the reason written down.
We will look at this Individual Service Agreement again within 1 year.

You can ask to change this contract at any time.

Your signature

Your legal representative’s signature

Your Team Manager’s signature (for The Richmond Fellowship Scotland)

Phone number

The date