



Personal Budgets and Brokerage Support Service in Hertfordshire



We offer a free, confidential and independent Brokerage Support Service to help people and their families to choose the services they need.

Brokerage Support Service

The Brokerage Support Service is to help people and their families to create a support plan and make choices about the services they need.

What is a support plan?

A support plan is there to meet the agreed outcomes identified in your needs assessment. A support plan should outline what you want your support services to do for you, how this support will help you live independently and how much this support will cost.

What is a Support Broker?

A Support Broker is someone who will work with you to create a support plan. They can explain what options you have and assist you in planning, costing and setting up services using your personal budget. They will work with you and your care co-ordinator to ensure that your support plan continues to meet your on going needs.

You can use this service if you:

- Access mental health services in Hertfordshire
- Have an eligible need for social care
- Have an agreed personal budget
- Need some help to choose and plan your support

For more information, please call **HertsHelp** on **0300 123 4044** or see the back of this leaflet for all the ways you can contact us.



HertsHelp

Local advice, information and support to make life easier

If you need help and don't know where to turn, contact **HertsHelp**.

We can help you or put you in touch with someone else who can.



“ Thank you for the rapid response and help. ”

“ So pleased to be able to speak to someone about my concerns. ”

“ This is a great service - you can call about anything and they try to help. ”

HertsHelp ☎ 0300 123 4044
www.hertsdirect.org/hertshelp

How to contact us:



telephone - 0300 123 4044 (charged at local rate)



minicom - 0300 456 2364



text - send the word 'hertshelp' with your name and number to 81025



email - info@hertshelp.net



Skype - Hertshelp
(8am to 6pm Monday to Friday)



fax - 0300 4546 2365



post - Hertshelp, Hertlands House, Primett Road, Stevenage, Herts SG1 3EE

website - www.pohwer.net
- www.hertsdirect.org/hertshelp



Follow us on Twitter @POhWERadvocacy

Access to information

- We provide leaflets and information in a variety of languages and formats, Easy Read, audio and DVDs
- We have access to translation and interpreting services
- We use communication toolkits, Makaton and other signing techniques