

## Moving On - Places to Live - Living Independently with Support

Support is given to help people maintain tenancies and help people live independently in their own home. The Outreach Service provides visiting support to people living in their own homes across Bolton to help them maintain and develop their independence.

Support is provided in setting up and managing the tenancy. Support can also be provided to help with finance and money matters, filling in forms, claiming benefits and assisting with setting up your new home. This may include accessing furniture, gas and electrical suppliers.

Support Workers provide the necessary support which can range from 1 hour to 20 hours a day. As well as housing related support extra support can be provided, which relates directly to your individual needs.

For full information about the Outreach Service and how the service operates in Bolton please see information sheet number 12.

### What do I do if I want to complain?

There are a number of ways; you can talk to your Support Worker about your concerns. Often, this will be all you need to do to sort your problems out. Alternatively, you should talk to your Care Manager or contact the Customer Relations Team. More information about making a compliment or complaint can be found on information sheet number 23.

You may choose not to use our Service and make your own arrangements for support. You can do this by using a Direct Payment.

### What is a Direct Payment?

Direct Payments are a way of arranging your own services instead of Bolton's Adult Services arranging them for you. You can use the money to meet your personal and domestic care needs. You can use the money to employ staff or pay an agency to provide the support you need. With a Direct Payment you are in control and you decide who supports you, how they do it, and when.

For more information about Direct Payments see information sheet number 7.



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## How much will I have to pay?

Adult Services have a Fairer Charging Policy which explains which service there is a charge for and which services there is not a charge for. The Fairer Charging Policy explains how the amount you may have to pay is calculated. For more information contact the following:

**Finance Section (Income)**  
**Adult Services Department**  
**Le Mans Crescent**  
**Bolton, Lancashire BL1 1SA**

**Tel: (01204) 337213/337237**  
**Minicom Number: (01204) 365963**

