Self Directed Support
A guide for people with social care needs and carers

Large print booklet
What is Self Directed Support?
Self Directed Support (SDS) is the new way that Surrey County Council delivers care and support services (social care) to adults (aged 18 and over) and their carers in Surrey.

Self Directed Support and social care services are available to people who need some help or support to manage day to day activities and tasks that are a part of everyday life, such as washing and dressing, help with eating and drinking, getting out and about and being part of the community. There may be any number of reasons why you need support, like having difficulty moving about, needing to be reminded, or because you have difficulties seeing or hearing.

Support to carers can be given to help them continue to carry out their caring role, and maintain their life outside of their caring role.

Self Directed Support is about getting the support you want. It is about what is important to you. Self Directed Support can help you to live as independently as possible. It gives you greater control over your care and support, and your life.
Self Directed Support is based on seven principles:

1. **Right to independent living**
   If an individual has an impairment, which means they need help to fulfil their role as a citizen, then they should be able to get the help they need.

2. **Right to a personal budget**
   If an individual needs ongoing, paid help as part of their life, they should be able to know what money is available to pay for that help and be able to decide how the money is used.

3. **Right to self determination**
   If an individual helps to make decisions then decision making should be made as close to the person as possible, reflecting the person’s own interests and preferences.

4. **Right to accessibility**
   The system of rules within which people have to work must be clear and open, in order to maximise the ability of the individual to take control of their own support.

5. **Right to flexible funding**
   When an individual is using their personal budget, they should be free to spend their funds in the way that makes best sense to them, without unnecessary restrictions.
6. **Accountability principle**  
The individual and the Local Authority both have a responsibility to each other to be clear with each other about the reasons for their decisions.

7. **Capacity principle**  
Individuals, their families and their communities must not be assumed to be incapable of managing their own support, learning skills and making a contribution.

**The seven steps of Self Directed Support**

The seven steps of Self Directed Support are:

Step 1: Completing the contact assessment

Step 2: Completing the Supported Self Assessment (SSA)

Step 3: Calculating your indicative personal budget

Step 4: Planning your support

Step 5: Agreeing your support plan and approved personal budget

Step 6: Putting your support plan into action

Step 7: Receiving ongoing support and reviewing your situation
Step 1: Completing the contact assessment
This is where you tell us about your circumstances, to enable us to work alongside you to help identify the solutions you feel may help. This is known as an assessment. This will be your first contact with one of our adult social care staff. Or you might complete it over the phone, or online.

Simple solutions
If, as a result of your contact assessment we can provide practical help to you or your carer quickly and easily, then we will do this right away, rather than asking you to undertake a more comprehensive (or complex) supported self assessment. This help could take many different forms:

- Providing you and or your carer with small pieces of equipment or services
- Short term breaks from caring duties (previously known as respite).

Are you eligible?
To find out if you are eligible to receive support, call our dedicated Adult Social Care helpline on 0300 200 1005, and speak with an expert adviser.

If you already receive care and support from us, and are interested in learning more about Self Directed Support, then do speak to us and we will be able to help you plan your support. Or we will speak to you at your next review. This review date is different for each individual, so you may be
offered a personal budget at a different time compared to other people.

**Step 2: Completing the Supported Self Assessment (SSA)**

The Supported Self Assessment is a full assessment where you or your unpaid carer (if you have one) will be able to give us a detailed description of your particular circumstances and needs.

It is a broader assessment than the contact assessment, and goes into more depth. This helps to give a more detailed idea of what life is like for you, and the areas of your life where you might benefit from some support. This assessment helps us to see what you and your carer’s eligible social care needs are, and it is used to help us work out how much money could be made available to meet your eligible social care needs.

How you complete the Supported Self Assessment is up to you. You can have as little or as much help as you need. We will ask if you would like to complete this with us, on your own, or with support from a friend, family member or representative from an independent organisation. In particular if you have a family member or friend who provides support to you as your carer, and you would like this arrangement to continue, it would be helpful to involve them.
Remember:

**Get help** – ask someone who knows you well to be with you to comment on your choices or help you to think about all aspects of a topic.

**Take time to prepare** – it may be helpful to make notes before you start to fill in the assessment.

**Be sure you understand** – if you don’t understand the questions then ask us or an independent organisation to give you practical examples.

However you choose to complete it, we will check through the form with you to make sure it describes all of your needs accurately and in enough detail.

**Eligibility criteria**

We have to make sure we treat everyone fairly, and give priority to those people who need our help most of all. To help us work this out we have guidelines to help us understand whether or not people’s social care needs, and carers’ needs, mean they are eligible to receive support. We call these guidelines ‘eligibility criteria’. The criteria describe the seriousness of the risk to your independence. The four levels that help us to prioritise social care services for adults are:

- low
- moderate
- substantial
- critical.
It is important that you give us as much information as possible to help us make the best decisions. To do this, you may want someone to act as an advocate for you. An advocate can help you say what you want, explain your rights, represent your interests, and get services.

We cannot guarantee services to everyone who gets in touch with us. If we cannot help you directly, we can provide information and point you to other organisations that may be able to help.

Finally, we may need to ask someone else, such as a community nurse or occupational therapist, to carry out a further assessment to help us decide whether you are entitled to care or support.
Step 3: Calculating your indicative personal budget
If your assessment shows we can help you to meet your eligible social care needs, we will tell you how much money could be available for your help. This money is called an indicative personal budget.

The process for agreeing support is different for carers. Carers will not receive an indicative personal budget, and will be able to start planning their support when they have been told about their eligibility for support as a carer.

If you are a carer you will not have to make a contribution towards the support you receive and, therefore, will not have to complete a financial assessment. Sometimes people need to pay for some of the services themselves.

We will do a financial assessment with you to work out what you might need to contribute. We will also help you to make sure that you (and your carer, if you have one) are claiming any state benefits to which you may be entitled.

Step 4: Planning your support
Your support plan is where you describe what is important to you and how you want to meet your assessed social care needs. The support plan needs to describe how your solutions meet your needs. It needs to work within the indicative personal budget or, if you are a carer, the amount of support you may be able to receive.
The practical solutions you identify to meet your needs might not be services or support from an individual or agency. You can think about spending your indicative personal budget in all sorts of ways, provided it keeps you safe, is lawful, effective and affordable.

**Safe** means that your support plan will keep you safe and not leave you exposed to unnecessary risks.

**Lawful** means that the plan does not break any rules or laws.

**Effective** means that the plan is going to meet your needs.

**Affordable** means that the plan is within your indicative personal budget.

**Getting help**
It’s important that you get any help you need to understand the forms and to fill them in. There is a range of different support options available to you and we can tell you all about these.

It is worth spending time thinking and talking about ideas with friends, family, and other people who know you well and who you trust. Think about who you know that could help, and what goes on in your neighbourhood and local area that might provide some suitable solutions for you.
**What you can and cannot buy**
You can be as creative as you like when it comes to purchasing your care and support services, so long as it meets the needs identified in your Supported Self Assessment. You cannot use your indicative personal budget to pay for:

- NHS healthcare
- Housing costs
- Household bills.

**Step 5: Agreeing your support plan and approved personal budget**
However you decide to complete your support plan, we will check through the form with you to make sure it covers everything. We also complete a section on the form. Once we have both agreed the information in the form we will let you know what the approved budget will be.

**Step 6: Putting your support plan into action**
Once your support plan is agreed you can make the arrangements outlined in the plan. You can get help to do this or we can do it for you. We can explain the help available to you. You can decide how your personal budget is made available to you. We offer a range of options, which can be used individually or in combination. These include:

- A Direct Payment (DP) – the county council pays you an amount of money. The money can then be spent on solutions and services of your choice to meet your eligible social care needs, and over which you have control.
• Indirect Payment (IP) – this is made available if a person is not able to consent to a direct payment, but where a direct payment is deemed to be in their best interests. It can be paid to a person that is ‘suitable’. There are rules and guidance to help the council decide who is a suitable person.

• Supported managed account - this is a direct payment to you that is held on your behalf by Surrey Independent Living Council (SILC) who then manage the payments under your instruction and make payments on your behalf.

• Individual service funds - your personal budget, or some of it, can be lodged with a service provider for you to draw from to get support as and when you need it.

• Surrey County Council arranges and pays for your support.
Step 7: Receiving ongoing support and reviewing your situation
Once the practical solutions you identified in your support plan have been put in place, we will come back and check to see how you’re getting on with your support plan.

This will happen within three months of your services and support being put in place. This is your opportunity to tell us which parts of your support are working well for you in meeting your eligible social care needs. You can also tell us if there are any parts of your support that you would like to change.

Case studies Making a difference to people’s lives
Case study 1 – how Self Directed Support helped Andrew

Andrew is 72 years old and lives on his own. He isn’t managing to look after himself so well at the moment. He doesn’t have much contact with friends, family or people in his community and is pretty isolated these days, but the friends he does have are worried about him as his health has been getting worse and he hasn’t wanted to accept any help.

When we met with Andrew he said he wanted to feel better about himself and take pride in his appearance again, like he used to when he was in the Navy. He really wanted to see his friends more and pick up his old interest in motorbikes.
Through Self Directed Support Andrew has employed a friend as a personal assistant and is now happy to have some support with home care workers visiting him to help him look after himself better. Andrew is getting out and about again, has been to some motorcross events and sees the old crowd at the pub and has a richer life. As a result he feels more able to manage his diabetes.

Andrew has been able to make decisions about his life, get the help that works for him, and has taken control of his health issues.
Case study 2 – how Self Directed Support helped Sarah

Sarah is 40 years old and is very active and likes to be busy. She has Down’s Syndrome and a mild to moderate learning disability. She lives with her parents, who are both in their sixties and retired.

Sarah had been attending a county council day centre but felt she was not learning or developing any new skills, which meant she was still fairly dependent on her parents.

Sarah wanted to do something about her situation and so she spoke with her local support team, who advised that she should complete an assessment to describe her needs. Sarah completed a Self Directed Support assessment and support plan, and her parents completed a carers’ assessment also.

As a result, Sarah is now attending college, and employs a personal assistant to support her. She can now enjoy leisure activities and has met new friends. With the help of her personal assistant she has also developed skills in shopping and cooking. Sarah is working one day a week in a local café, supported by EmployAbility, a supported employment scheme to help people enter voluntary unpaid employment.

Overall, Sarah has become more independent, and this has given her parents a break from caring. Sarah is very pleased with her support plan. She
feels much happier and is glad to be learning and developing new skills. She feels that her support plan has taught her how to live more independently.

Sarah’s parents are also very pleased that her support plan is meeting her needs in a way that supports her; they feel it has also helped ease the pressure of their caring duties.

Sarah’s plan has been reviewed, and identifies future needs. Without Self Directed Support, Sarah would have remained within a traditional support setting that limited her opportunities, and placed a huge amount of pressure on her parents to provide care and support for her on a daily basis.
Frequently asked questions

• What is the difference between Self Directed Support and the way I currently receive services?
• Can I receive Self Directed Support?
• What if I am able to receive Self Directed Support, but I don’t want it?
• If I receive Self Directed Support, can I still access Surrey’s traditional services?
• How will I find the services that I need?
• Can I employ a member of my family as my personal assistant?
• If I wish to recruit a personal assistant with my personal budget, who will organise the employer’s tax?
• Will Self Directed Support put extra strain on my carer?
• What are the benefits of completing a Carer’s Needs Assessment when we’ve been through so many assessments before?
• Will my Carer’s Needs Assessment be sent to me in the post for me to complete on my own?
• If we are assessed together, will the person I care for have to be present when adult social care staff come to discuss my Carer’s Needs Assessment with me?
• Am I a carer?
What is the difference between Self Directed Support and the way I currently receive services?
Currently your services are ‘prescribed’ which means that after assessing your needs, we inform you of the services you will receive to meet your needs. In contrast, Self Directed Support gives you a budget instead of a standard care service. You choose how the money is best spent to meet your needs. This will give you the opportunity to design services to suit your individual needs, to change them if they are not working as you hoped, and to pursue personal interests, like voluntary work, education and training, gym membership, hobbies and other social activities.

Can I receive Self Directed Support?
To date, Self Directed Support has been piloted in specific areas across Surrey with older people, people with physical and/or sensory disabilities, people with learning difficulties, people with mental health needs and people with mental capacity issues, so that we can monitor how the processes and tools work for people. This year, we will be rolling it out across the rest of the county, and by April 2011, Self Directed Support will be the standard way we deliver adult social care services in Surrey. For more information, contact your local team if you are already receiving support from the county council or call our dedicated Adult Social Care phoneline on 0300 200 1005.
What if I am able to receive Self Directed Support, but I don’t want it?
Self Directed Support is designed to ensure that the services you receive are right for your individual circumstances and are delivered the way you want them to be delivered. It will not impose any services or support on you. Therefore, it isn’t a question of “not wanting” Self Directed Support, because you can choose to receive the same services as you have done in the past. What matters is that you have a choice, and you may wish to change the way you receive your services in the future.
If I receive Self Directed Support, can I still access Surrey’s traditional services?
Yes, you can. When people receive their personal budgets, they can choose the services they want to meet their needs. Some may choose the same services they get now, and some people may choose something quite different. Therefore, we need to make sure that the types of services available in the future are ones that are most appropriate to meet people’s needs. There will always be a need for some services, like residential care, but the type and amount of these services may change through Self Directed Support.

How will I find the services and solutions that I feel will help?
Adult social care can help, or our team of independent, professional brokers will help you find the right services to suit your needs. You can, of course, ask anyone else you want to help you – like friends, family, a carer, or an advocate.

Can I employ a member of my family as my personal assistant?
Yes, a family member can be employed as a personal assistant, as long as they do not live at the same address as the person in need of support.

If I wish to recruit a personal assistant with my personal budget, who will organise the employer’s tax?
This will only be an issue if you choose to employ your own personal assistant through a direct
payment. If you choose to take this responsibility, advice and guidance on organising the tax and other administration is available from the Surrey Independent Living Council:

- www.surreyilc.org.uk/pages/organising-your-own-support.php
- 01483 458111
- admin@surreyilc.org.uk

Will Self Directed Support put extra strain on my carer?
No. Your carer plays a crucial part in supporting you and in making sure that your situation does not deteriorate, and they may have needs in their own right. Therefore, when we assess the level of support you require, it is also very important that we assess your carer’s willingness and ability to continue supporting you, if this is what you wish, and assess their own needs in relation to this.

From this assessment, we may provide support to your carer to help them continue in their caring role. At the same time, we want to ensure your carer is not disadvantaged in taking on caring responsibilities, and so we may help them maintain their work situation and continue to pursue hobbies, social and leisure activities. As a result, your carer may be given a personal budget of their own. If you wish, you may also choose to use some of your personal budget to give them extra support.
What if I want to change the support I have chosen?
You can contact us at any time to discuss your support plan. You can then choose to make changes to the way you spend your personal budget to meet your needs. If your circumstances change, you may need a reassessment, to see if you have enough money to meet the change in your needs and your support.
Am I a carer?
‘Carers look after family, partners or friends in need of help because they are ill, frail, or have a disability. The care they provide is unpaid.’ Carers (UK) definition.

You don’t have to be living with the person or supporting them on a daily basis, but you may feel that the support you give does affect you.

To find out if you may be entitled to an assessment of your needs contact the local team of the person you care for or our dedicated Adult Social Care phoneline on:
Telephone: 0300 200 1005
Fax: 020 8541 9004, or
Email: contact_centre@surreycc.gov.uk (if the person you care for does not wish to be assessed).

What are the benefits of completing a Carer’s Needs Assessment when we’ve been through so many assessments before?
A Carer’s Needs Assessment gives you an opportunity to think about yourself and how your caring role affects areas of your life. It gives you an opportunity to consider whether you want to carry on your caring or support role and to what extent you may wish to do so. It is not a test of how well you perform care or support tasks.

As a carer you may be able to receive support in your own right. There may also be solutions that you identify with the person you care for that benefit
you both. With Self Directed Support, we explore your needs as a carer as an integral part of the needs of the person you care for.

Although you do not have to complete a Carer’s Needs Assessment, it is recommended that you do. The Carer’s Needs Assessment can:

- Give you the opportunity to tell us whether you want and/or are able to continue with your caring role
- Tell us how your caring role impacts on your daily life
- Help us work out whether support or funding can be used to help you in your caring role, together with appropriate information and advice
- Affect how much the person you care for receives for their personal budget.

**Will my Carer’s Needs Assessment be sent to me in the post for me to complete on my own?**

You will receive a copy of your Carer’s Needs Assessment prior to you completing your assessment. This is so that you can read it through and start to think about what it is you want to tell us about your caring role and how it affects your life.

You are able to choose how much or little support you want to complete your Carer’s Needs Assessment, and who you want to support you. We will discuss this with you and the support options available to you.
**Myth busting**
If you have chosen someone other than one of our adult social care staff to help you complete the form, we will always make a time to come and see you to go through your completed form with you to make sure you have provided all the information needed to explain your situation fully.

If it is difficult to have a discussion in the presence of the person you care for, you will be offered an opportunity to meet and talk somewhere where you feel more comfortable to do so. You can also have the person who helped you complete your Carer’s Needs Assessment with you at that discussion.

**If we are assessed together, will the person I care for have to be present when staff from adult social care come to discuss my Carer’s Needs Assessment with me?**
No, only if you say you want them to be.

It is important that when talking about your caring role and how it affects you, that you feel able to talk freely. It is understandable that it is sometimes difficult to do that in front of the person you care for. Think about a time and place that would be best for you and tell us when we can contact you to make an arrangement to see you. Remember that you can have others with you to support you at that time too.
Is Self Directed Support just a way of the government saving money?
No, that’s not what Self Directed Support is about. First and foremost, Self Directed Support is about people having more control over their lives. To begin to make this possible, people need more control over their money and support. In Control, the charity that designed Self Directed Support, argues that when people control their own money, they tend to spend it more effectively. This is because they understand their own needs and circumstances better than others can.

Self Directed Support is unlikely to lead to any overall savings for the government. This is because any savings are likely to be redirected to people who are excluded from getting services at the moment, or who need support but don’t like the limited services on offer.

Has Self Directed Support in Surrey cost the department more money?
The Self Directed Support pilot sites in Surrey have not experienced an increase in budget spend. In some instances, the support that people have chosen has resulted in a reduction to their initial personal budget.

Self Directed Support is just another fad that won’t last!
Self Directed Support builds on a long history of disabled people trying to take control of their lives, and Government policy over the last twenty years.
has been directed towards people having support, which is flexible enough to meet individual needs.

The current system is inefficient and those caught up in this system – professionals and people using social care – want something better. Self Directed Support does seem to improve people’s lives and costs no more money, and politicians, professionals and ordinary people are unlikely to ignore something so attractive.

Some people think that Self Directed Support can only work for people who can manage their own money and support, how true is this? There are lots of different ways that people can take control of their lives. People do not have to deal with cash directly to control how their budget is spent. There are many different ways for people to control a personal budget, including taking the money as a direct payment, involving a broker or an appointed representative to help spend the money on the right services, and having someone else manage the money.

Will Self Directed Support put social care professionals out of work? This is not the case, and professionals will play an important but different role.

The social care system is there to enable people to be full citizens in their communities and to protect those who are vulnerable or at risk. Self Directed Support will mean that professionals need to form
new, more equal relationships, with the people they support. For many staff members this means being able to return to facilitating and enabling people to have the choice and control they want in their families and community, rather than managing services.

**What about people who may not want to take too much control?**
Everyone likes to be in control at some level, but that doesn’t mean people have to control their money and support, if they don’t want to.

People can take as much direct control over funding and support as they want. For instance, they may choose to take a small first step, perhaps, directly controlling part of their funding and/or support. When they see the advantages, they can choose to take more control.

**Is Self Directed Support just for people who want to live their lives as independent adults, and not so suitable for people who are growing old and frail?**
Self Directed Support doesn’t dictate the lifestyle that people must lead. Rather, it offers people the means to tailor their support to their preferred lifestyle. This may be as simple as choosing when to get up and when to go to bed. The current system can struggle to make sure even these simple things are right for people who need support. It’s not about age, but about choice.
Some people worry that Self Directed Support will result in individuals becoming isolated and vulnerable to people taking advantage of them. Is there any truth in this? And what if I am worried about someone else using my personal budget?

There is no reason to think that Self Directed Support is less safe. In fact, people will be safer than in previous situations, as they will receive services of their choice, which they can control.

There has been no increase in safeguarding referrals during the pilot phase of Self Directed Support in Surrey. Furthermore, our duties to manage risk and to safeguard and protect people from harm remain unchanged, as does the legislation regarding our statutory obligation to do so, regardless of whether care and support services are delivered by Self Directed Support or the traditional ‘prescribed’ method. There is also a section in the support plan which covers ‘managing risk’ along with ‘when and where you need help’ and ‘staying safe and well’. A support plan will not be agreed if there is no detailed plan for support and if the plan puts you or others at risk.

Only the person allocated a personal budget can use the money. See pages 14 and 15 for the various ways in which a personal budget can be made available to you.
There is also no reason to think that people will be isolated. Under Self Directed Support, advocates, brokers, family members and friends can assist people and their carers to decide what their needs are and work out how services can meet those needs. The amount of professional support on offer also differs according to the risks associated with each person’s situation. It is Surrey County Council’s duty to identify and manage risk in conjunction with you and those who support you.

**How are personal budgets and direct payments different?**
Personal budgets and direct payments are not the same thing.

A personal budget is an amount of money that people can spend in order to meet their needs. They can decide exactly how and when that money is spent, and therefore they control any services, which they purchase.

A direct payment is one way in which a person can manage their personal budget. It is a cash sum paid to a person, for them to spend on meeting their needs.

As well as direct payments, people may choose to use some, or all, of their personal budget on services provided directly by Surrey County Council or another organisation, or they may want the finances to be managed by someone else, but still choose how their money is spent.
Will people really be allowed to spend their money flexibly?

It is very important that people are allowed to spend their money flexibly. Personal budgets can be spent on almost anything, as long as the service or activity that is purchased meets a person’s assessed needs and it is for people to choose which service they like so long as it meets these criteria:

- Is legal
- Is not related to NHS health care
- Does not include household bills
- Does not include ongoing housing costs.
Do personal budgets count as income and affect eligibility for benefits such as Daily Living Allowance?
No. Personal budgets will not affect welfare benefits, because they are not classed as income to the person. In any case, welfare benefits such as Income Support, Incapacity Benefit, Attendance Allowance and Disability Living Allowance are not means tested. This means that, if someone receives a personal budget, it will not affect his or her eligibility for any of these benefits.

Does the whole process of Self Directed Support take a long time?
Supporting people through their assessment and support planning can sometimes take a little longer.

However, a holistic assessment where the people involved, either an individual or a carer, have the opportunity to explore their needs fully and make choices about what support would make a difference to their quality of life, is proving very rewarding for all those involved. As a result, in Surrey, there has been an increase in carers’ assessments and services. In addition, there has been a huge rise in the numbers of compliments our teams have received from families who feel their lives have improved as a result of Self Directed Support.
Further information
Please note that, regardless of whether or not you are entitled to receive care and support services, Surrey County Council’s dedicated phoneline for Adult Social Care enquiries can offer you a range of information and advice, including:

• Further information about Self Directed Support;
• How to obtain this document in another format (large print, braille, on audiotape, in another language);
• Contact information for independent organisations that offer advice on your rights and entitlements and can explain Self Directed Support;
• Information on how to make a compliment or a complaint.

Tel: 0300 200 1005 (lines open Monday to Friday 8am -6pm)
Fax: 020 8541 9004
Email: contactcentre@surreycc.gov.uk
Web: www.surreycc.gov.uk/selfdirectedsupport

Contact:
Adult Social Care Team
The Contact Centre
Conquest House
Wood Street
Kingston Upon Thames
Surrey, KT1 1AB
**Surrey Independent Living Council (SILC)** is an organisation run by disabled people that supports people with social care needs to manage their personal budgets and live independently.

**Address:**
**Surrey Independent Living Council (SILC)**  
Astolat  
Coniers Way  
Burpham GU4 7HL

Tel: **01483 458111**  
Web: [www.surreyilc.org.uk](http://www.surreyilc.org.uk)

**Information for carers**  
Please also note that there are support networks for carers. To find out more about these networks across the country, please contact one of the following organisations:

**Action for Carers (Surrey)**  
They campaign to ensure carers’ rights are recognised and to make sure carers get appropriate services, as well as providing some specialist services for carers. They work closely with statutory and voluntary agencies across the county and can signpost carers to local support schemes for individual advice and information.

Tel: **01483 302748**  
Web: [www.actionforcarers](http://www.actionforcarers)  
**Carersnet**
Carersnet is the Surrey website for carers. The website provides a wide range of information to carers across Surrey and is constantly updated with news, events and information.

Web: [www.carersnet.org.uk](http://www.carersnet.org.uk)

**Carers UK**

Carers UK is one of the national organisations for carers. They are instrumental in helping the Government to develop the right policies for carers and they provide information to carers across the UK.

Tel: **020 7922 8000**

Carersline **0808 808 7777**

Web: [www.carersuk.org](http://www.carersuk.org)

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If you would like this information in large print, Braille, on tape or in another language please contact us on:

Tel: 03456 009 009
Minicom: 020 8541 9698
Fax: 020 8541 9575
Email: contact.centre@surreycc.gov.uk