

How can I get in touch?

You can contact us via:

Telephone: **020 3642 4630**

Email: **richmondsds@hestia.org**

Website: **www.hestia.org/index.php/how-we-help/self-directed-support**

Where to find us

Citibase, 20 Mortlake High Street, Richmond SW14 8JN

Our offices are open Monday to Thursday from 9am to 5.15pm and on Friday from 9am to 5pm.

Interesting in working as a Personal Assistant (PA)? Find out more: www.hestia.org/index.php/get-involved/self-directed-support-opportunities

If you need this publication in an alternative format, such as a different language, audio tape, Braille or large print, please call us on **020 8891 7971**.

Hestia is a registered charity (No 294555) and company limited by guarantee (No 2020165). Our registered office is: Maya House, 1st & 2nd Floor, 134-138 Borough High Street, London, SE1 1LB. Tel: 02073783100. Website: www.hestia.org



working in
partnership
with



Richmond Personalisation Support Service

Helping you to find and arrange the care and support services you need.



Hestia is providing a Personalisation Support service for people living in the London Borough of Richmond upon Thames.



Here is some information about the services we can offer you and how to get in touch with us:

Who is the service for?

- Adults and young people living in Richmond who have a direct payment and/or have services arranged by the Council.

What support does the service offer?

Support planning:

- Helping you to create a support plan that meets your needs and goals by using your personal budget.

Brokerage:

- Helping you to set up and arrange the support services you have identified in your support plan.



Direct payment management support:

- Providing advice on how to manage your direct payment money, such as the records you need to keep and how to complete the council's monitoring forms.

Managed account service

- Managing your direct payment money on your behalf if you cannot do this on your own.

Personal Assistant (PA) & Employment support service:

- Helping you to recruit and employ a PA of your choice from our PA register or from the local community.

Payroll service

- If you employ a Personal Assistant (PA), Hestia can provide you with a payroll service to help you to pay your PA(s).

Training workshops:

- We will be running training sessions and workshops to help you to manage your direct payment on your own, and learn about becoming an employer of a PA.

