



Community Brokerage Network

BRIDGING THE GAPS

Client charter

Working together to find the right support for you

At the Community Brokerage Network (CBN), we're here to help you take more control of your care and support and make choices that work for your life. This charter sets out what you can expect from us, and what we ask in return, so we can work together in the best possible way.

What you can expect from us

We'll take time to get to know you, your needs, your strengths, and your goals, and we'll tailor our support to suit your situation. Whether you're new to the social care system or you are already receiving support, we're here to help you make informed decisions.

We offer:

- **Clear information and advice** about Self-directed Support (SDS) and other available options
- **Practical planning support** to help you build a support plan that meets your needs and preferences
- **Guidance for key meetings**, including help preparing for social work assessments and support during them
- **Ideas and options** to help you understand how you can use any SDS personal budget in creative and meaningful ways
- **Connections** to services, local groups, and opportunities in your community
- **Support during transitions**, whether you're leaving school, changing services, moving home, or facing a new life stage
- **Social Care Advocacy**, depending on the advocacy you need we can either help you or refer you on

What we ask from you

We believe in mutual respect and trust. Our team works hard to support many people across Ayrshire, and we ask that you treat us with the same kindness, consideration, and patience that we offer you.

To get the most from our service, we ask you to:

- Stay engaged and let us know how things are going
- Tell us if something's unclear, we're always happy to explain
- Work with us on any tasks we've agreed together

We're here to work with you, and we value open, honest communication every step of the way.

Understanding our role

We want to be clear about what we can and can't do

We are not social workers, and we don't carry out formal assessments. What we can do is help you think through your needs, prepare for discussions with social work, and feel confident about expressing your views. We don't provide direct care or personal assistants, but we can help you find suitable care providers or link you with organisations that offer recruitment and payroll services.

If you disagree with a social worker's decision, we can help you challenge it and guide you through the complaints process, but we can't complain on your behalf. If needed, we'll refer you to an advocacy organisation who can help further.

We are not medically trained and cannot advocate on your behalf for medical matters but will do our best to help you access social care and support you may need. We suggest you speak with a GP or other health professional for help with clinical or medical matters.

What to know about eligibility

We can help you request a social care assessment, but we don't decide who qualifies. That decision lies with your local Health and Social Care Partnership, based on criteria they set.

Sometimes there are delays in assessments or care due to staff shortages, unfortunately, that's also outside our control. If you're told you're not eligible for support, we can still help by connecting you with local resources or supporting you to make arrangements if you are self-funding.

Understanding Self-directed Support (SDS)

We'll help you understand your options under Self-directed Support and what you may be able to do with any personal budget you're given. SDS is designed to give you choice and control. However, local policies and budget limits might affect what's possible. Your broker will talk you through this and help you make the most of what's available.

Taking control and sharing your views

Our aim is to help you take more control of your care and build the confidence to advocate for yourself, now and in the future. We'll give you the tools, support, and knowledge you need to work towards your goals. And we'll walk alongside you as you do it.

We want to make our service the best it can be. If you're happy with the support you've received, we'd love to hear from you. If something hasn't gone the way you expected, please tell us, your feedback helps us improve.

You can contact us by phone or email. If you'd like to make a formal complaint, just ask for a copy of our complaints process or visit our website for more information.

Need more info?

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Community Brokerage Network is a Community Interest Company.

