



# The Living Well Approach Brokerage Support Service

## **What is brokerage support?**

Whether you have a direct payment personal budget from the IW Council or pay for your own care, you may be finding it difficult to know where to start in planning and organising the support you want. Managed by People Matter IW, the Living Well brokerage support project has been put in place to help you identify what support you need and assist you in putting everything in place.

## **How much does it cost?**

The service is free.

## **Do I have to have a broker?**

No, you don't; the choice is yours. You are entirely free to plan all your care and support yourself.

## **Why should I use the Living Well Brokerage service?**

We put you at the centre of choosing your own care and support. We believe it's essential to get to know you and understand what's important to you. The advice we give is independent and impartial and we aren't trying to sell you anything. We have wide ranging experience of what is available on the Island and take a creative approach to planning and implementing your support.

## **How long does it take?**

An initial meeting, which can involve family and carers if you wish, will probably take an hour or two. After that, if you would like us to, we will research and cost your plan. The time that takes will depend on how complex your ideas are but we would always aim to get back to you within 2 weeks with some initial suggestions which we can then discuss further. Once you have agreed the plan, we can then help you put any agreements and contracts in place.

## Living Well Brokerage Support



### **Alison Ings, Brokerage support co-ordinator**

"I am here to help you to identify what you want from your care and support plan and to help you put that in place. I have lots of experience of planning, budgeting and the way contracts work and can help to put together a fully costed plan so you always know what you are spending your money on."

**Julie Allchorn, Brokerage support officer.** "I believe people should be safe, happy and in control of their lives. I can help with this because I have a really good knowledge of services available on the Isle of Wight including the Voluntary sector."



### **Contact us on:**

**01983 241494** or **brokerage@peoplematteriw.org**



People Matter IW is the Island's user-led organisation, here for anyone who defines themselves as having support needs and their carers.

Our vision is to ensure that people resident on the Isle of Wight are enabled to shape and direct the support and/or services that they need to live the life they choose.

### **People Matter IW**

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