

Tuesday 21st October 2008

Folks

**PLEASE NOTE: THAT THESE RULES ONLY COVER CUSTOMERS
APPLYING TO DARLINGTON FOR SUPPORT**

Having attended a couple of meetings on Thursday and Friday last week I am aware that there is some confusion over a couple of changes within our Darlington DSA Specialist Support group so I am hoping this brief note will prove helpful. This note covers Study Skills and 3 quotes and gives you some information on future changes for NMH quotes.

10 Hours Study Skills

We have agreed within our own unit in Darlington that for the majority of customers 10 hours study skills should be sufficient to meet their needs. From time to time we appreciate that some of our customers will require more than that and what we are asking for is documentary evidence up front that will support the extra requirements - we need to know what will be achieved in those study skills hours and what benefits there will be to the customer - please bear in mind that we are trying to give customer support but this support must also build into their strategy the need to become independent. Once this information is received from the Needs Assessment Report we will check through it and if matched up with our criteria will be agreed, if not they will be granted 10 hours and we will wait on further evidence this should also be backed up by ILP etc. If more is being asked for after initial request we will want to know why customer requires more - did something fail first time or is it the customer feels that they still require some further support? At present some Lass insist that this comes through the original Assessment Centre some accept it directly I will be speaking with colleagues at the DSA-QAG Board meeting on Friday to decide what is best way forward and will advise your early next week.