



Delivering a personalised service

Why do we need this guidance?

At the Unique Support for Unique People we want to give the people who use the service as much choice and control as possible over the support they receive. This is often referred to as a personalised service or personalisation. We want to provide individuals with a personalised service that meets their needs and wishes and we are committed to helping people to be active, involved and contributing members of their community.

How will this happen?

We will:

Make our service accessible

- have accurate, clear information in a suitable format;
- Find out about services that you may benefit from;
- know who is responsible for what.

Use person-centred approaches to shape the service we provide.

- listening to you so we know what you would like;
- involving you in planning;
- shape the service around you, rather than fit you into how we usually do things;
- giving you opportunities to try out new things;
- providing plenty of opportunities to tell us how things are going.

Work with others in your life.

- making sure it's known who you want involved;
- involving them in your support if you would like them too.

Make our services flexible and integrated.

- communicating and working with other people who support you;
- giving you chances to say if something is not working for you, or there is something you do not like and changing it.
- making sure that any change happens as smoothly as possible.
- including information about person-centred approaches in the initial visit.

Encourage and support you to be part of your community.

- helping you find out about things in your community that may interest you;
- supporting you to contact people, groups or community resources;
- giving you support to engage in different activities;
- supporting you to attend social, cultural, or religious events;
- helping you to be politically active and vote (if this is something you want us to do);
- Helping you to get or keep a job (if this is something you want us to do);
- Enable you to develop new skills and/ or practice using them at home or elsewhere;
- Helping you to challenge people or organisations that harass or discriminate against you.

Help you to manage risk.

- giving you the chance to do the things you would like to do;
- keeping risk assessments proportionate;
- balancing risk with your well-being and the opportunity to do the things you want.

Be open and transparent about what we do:

- making sure you are informed about your service, especially about any changes to it and the reasons for it
- making sure you know who to ask, if you have any questions
- keeping the systems accurate
- making sure the processes are clear and checking that you understand them
- being clear about the costs and sending you clear invoices if you are paying directly for the service.

Policy to be reviewed January 2026