



# My Agreement with Freedom Support



## Easy Read Agreement



Freedom Support Solutions  
Unit A1, Sovereign Park  
Lathkill Street, Market Harborough,  
Leicestershire LE16 9EG

## Thank you for choosing Freedom Support



Everyone who uses our services gets an Easy Read Agreement that says:

- What you want us to do
- What we want you to do
- The kind of service you would like.

## Our standards



- We want you to have the best service possible.
- We want your service to be right for you and your needs.



- We will make sure all our staff and volunteers are very good at their jobs.

- All our staff and volunteers have up-to-date **DBS** (Disclosure and Barring Service) **checks**.

**DBS checks** used to be called “CRB checks”.

## The cost of your service



We will talk to you about your needs and agree on:

- The cost of your service
- The kind of service you will get
- The services you will not get.



When the Council agrees to pay for your support you get a **Personal Budget**.

When you have to pay for some of your support, you get an **Assessed Fairer Charge**.



If you don't get a **Personal Budget** you can still use our services. But you will have to pay the total cost.

## Paying for your service



We tell you what your daily charge is.

We will charge you £                      each month,  
and send you an invoice for this amount  
every month



You can pay us directly from your bank  
account on Day 28 of each month.



Every year we will look at what you pay.

If the cost changes you will get a new Easy  
Read Agreement showing the new cost.

## What your service includes



- All the support in your agreement
- Support to match your individual needs
- How we can support you to stay healthy and safe
- Use of the centre when you need to.

## What your service does not include



- Travelling to and from the centre
- The cost of activities Freedom Support does not provide such as
  - going to the gym
  - going out for a meal
  - going out to see a film.

## Do you need help with travel?



We can help you to travel to and from the centre, and add this to your daily costs.