

## **What you can do if your service is cut**

### **When your service is cut, it means some of the support you get may stop. Or there will be less money to pay for it**



The government is giving less money to every council.

This means councils will have less money to spend.



Councils want to save money by stopping some services or spending less money on them.

Services are things like day centres and care homes.



This means that some people with a learning disability will not get the care and support they need.

For example

- some day care centres may close
- less people can get respite/short breaks

### **What can I do if they stop my service?**



1. Make a list of all the things you need help/support with in your life. Ask your social worker if you will still get help with these things.



2. Ask your social worker when your care/support will change? Ask them to write this information in a letter.



The council cannot take away your care/support without finding out what help/support you need first.

They find this out by talking to you. This is called an assessment



3. Write a letter to your social worker. Tell them that:

- your social worker should give you the care/support you need.
- your social worker must find out from you what care /support you need before they stop it.

### **Should I complain?**



You should complain if you are not happy with what the council have done.

You can complain when the council speaks to you to find out what you need. Or when they stop your care/support.



Phone your council.

Ask them how you can complain  
Get them to send you a letter to tell you how



## What can I do if my complaint does not change anything?

You can contact the Mencap Learning Disability Helpline

They are there to give you information and advice

### Contact them



By **phone** on 0808 808 1111



By **email** at [help@mencap.org.uk](mailto:help@mencap.org.uk)



By **textphone** on 18001 0808 808 1111



By **text** on 0771 7989 029



or by **post** at  
The Learning Disability Helpline  
Mencap  
3rd floor  
Delta View  
2309-2311 Coventry Road  
Birmingham  
B26 3PG

### Or you can contact the Local Government Ombudsman



This person? makes sure local councils are doing their job right. You can phone The Local Government Ombudsman on 0345 015 4033.



## Or you can get legal advice

This is when you ask a person to do with the law to look at what has happened and give you advice.



Legal advice can cost a lot of money. If you do not have much money you may be able to get some money called Legal Aid. This will help pay for any legal advice you get.



The Learning Disability helpline can help you find someone to give you legal advice.

## Help us change things!



Lots of people with a learning disability may stop getting the support they need.

Mencap is working to stop this happening.

There is more information about what you can do to help in our booklet called Don't Cut us Out!



To find our more information and how you can help, contact the campaigns team on [campaigns@mencap.org.uk](mailto:campaigns@mencap.org.uk) or phone 0207 696 6952.