**Customer Pathway**

**CONTACT CENTRE**
Screening & basic info

- Provide information & signposting

400 out

**Start of reablement**

**LIVING INDEPENDENTLY**
Assessment & Action plan to improve independence

- 80-95% able to benefit from WI Service
- 5-20% not able to benefit

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- 80-95% able to benefit from WI Service
- 5-20% not able to benefit

**Benefits Maximisation**

- 60% no ongoing support needed
- 40% with up to 40% less ongoing support

**REVIEW**
Consider whether outcomes achieved
Consider WI (existing customers)

**SELF DIRECTED SUPPORT**
Develop Support Plan setting out how personal budget will be used to achieve outcomes / maintain independence

- Support plan approved & payment arranged