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Anne

Personalisation means, for me, that I want to be able to stay living in my own home. I want to be able to access every kind of public transport. I guess it's really about the ordinary, to be honest. It's about the things that everybody ... well, not everybody but, you know, people choose to do and if that ... what I choose to do is not very different from other people.

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Gill

If I had to sum up what personal budget's done for us, it's, it's united us. It's kept us together as a family. Erm, we were at the point of Hannah going into residential care, not because we wanted it to happen but because it was the only way we were going to be able to function as a family. Being able to allow Hannah to develop as a person, go out on her own and have her own life has given me my life back.

The main difference with Hannah now that she's got the personal budget is that she can actually go out, be independent to us, start getting used to being away from mum and, erm, you know, sort of me doing everything with her, and also, going out with people of her own age and being able to choose the type of respite that she can do.

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Chrissi

Personal budget's meant that I can help mum out, do, running her business and looking after Hannah. It's a business we've always wanted to do, and me and mum work a lot with the dogs and the kennels and the cats. Being here and being able to look after Hannah in our own home means a lot to everyone.

Gill

Chrissi coming home and helping has been a Godsend really. Are you off? Yes, that's you in the mirror. Who is it, Han?

Chrissi

To be able to choose what Hannah would like to do in her personal budget was quite difficult, because Hannah's got no speech. We got a written account from everyone, which was quite a moving experience in itself, to get something written by each member of the family and people that were close to Hannah as to what she would want from this personal budget.

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Stephen

One of the things that I've become aware of is the way in which I do not have the same faculty to be able to make human contact with people as easily as I once did. And I, you know, I don't spend time worrying about that, or being concerned about it. The fact that I'm aware of it is probably quite helpful because I can perhaps do something about it. Personalisation, to me, is about enabling me to do the things that I took for granted for so long.

Steven

Arvo Pärt, the most famous modern Norwegian composer. It's very good.

Lady

You see, where would you be without me and my ignorance? (laughing)

Stephen

He's a great minimalist.

Stephen

It's only recognising something essential in human life, which is that everyone is an individual, like it or lump it.