

THE BULLETIN



Winter – Spring Bumper Issue 2010/11

disABILITY
is our business



working together,
working with others

This is a bumper double edition to enable us to share a lot of information and pose a number of issues to which readers may want to respond.

Firstly, the **Worcestershire Coalition of Independent Living**; known as **Wcil**, a user led organisation (ulo) was launched with a lot of support at Worcester on the 16th December. The steering group, on which Dial is represented, is in the process of establishing a multi-stake holder co-operative of individual service users and ulo bodies. Further information is inside the Bulletin. www.wcil.org.uk



Secondly, but **very important** to us all, the County Council is undertaking a review of its **charging policies for adult social care**. This may effect you and thousands more. There are some details inside this Bulletin and the full consultation is available on-line, by phone and at libraries and Council Hubs across the County. Replies have to be made by the **13th May**. Dial/Wcil intends, with partners, to host a series of consultative meetings; in Bromsgrove, Redditch and Wyre Forest and will publish details in the next Bulletin and on our website.

Finally, proposals for **Reducing Subsidised Bus Services** have been published in another County Council consultation. As with the above consultation; libraries, Hubs and online/phone can be used to access and respond to the consultation. Clearly there are many who read this Bulletin who will be effected by these proposals so do make your views and needs known.

(see pages 6/7 for more information on these consultations)

Mission Statement:

“The **Worcestershire** Coalition for Independent Living, a User Led Organisation, aims to enable all people with support needs to contribute to shaping and directing the services that they need to live the life they choose”.



We will do this by:

Building a stronger collective voice - from grassroots actions through to getting heard at the highest strategic levels

Enabling greater choice - supporting people with the decisions they make to manage and develop the services and informal support they need for independent living

By the delivery of services, suitable for peoples' needs, including with partner organisations, The Worcestershire Coalition for Independent Living (**WCIL**), a User Led Organisation (ULO), is for anyone who defines themselves as having support needs, including:

- **Older people and any person living with any form of disability or impairment, whether temporary or permanent, across the full age range including children aged 14+.**
- **People on direct payments, those who will receive personal budgets and those who fund their own care and support.**
- **Informal or family carers, including same sex partners.**

How we will work:

- We encourage creativity and innovation. We are not afraid of learning from our successes and our mistakes and we are willing to share our learning openly and honestly.
- We are a coalition of user led organisations and service users. We believe that people who share experiences are able to offer one another unique support and encouragement.
- We put authentic user leadership and involvement at the centre of everything we do and we encourage others to follow our lead.
- We believe that users of services have unique understanding and insight into what is needed and should be at the forefront of change.
- We bring people together from different backgrounds and communities so that they can understand one another better and shape a stronger collective voice.
- We actively undertake individuals and organisational capacity building to the benefit of all.
- We work within **Wcil** and with partner organisations to maximise efficiency and effectiveness.
- We welcome people of minority sexual orientation or gender identity, those from minority ethnic communities and those of different religions or none, as well as all others.
- We will strive to create safe and tolerant spaces for all. We challenge discrimination and work to secure people's rights to equal access to services, treatment and support.
- All services will be to the highest standards with appropriate safeguarding in place.



Participants at the Coalition Launch watched a video interview with Professor Peter Beresford as he explains the value of User Lead Organisations to the Commissioners of Social Care and to service users.

Wcil Business Model:

We are working to establish a **“Hub and Spoke”** working system with the virtual hub being the Wcil; with policy, co-ordination and strategy responsibilities under a legal agreement. Members/Partners being the delivery routes.

Potentially Wcil will also developing new services with members/partners as the organisation evolves and additional needs are identified.

Coalition ULO’s will deliver their specialist services ensuring that there are referral and signposting mechanisms and protocols so that the every individual, in every community, has access to what they need when they need it from the coalition. There are no on-going new resources for the ULO but experience shows that user led services can be more efficient and effective and deliver better services for users and we will work hard seeking sources of funding.

Structure & Governance: Multi-Stakeholder Co-operative:

Those who were at the September stakeholder event will recall the complex options that were explained to us all by a specialist advisor. The steering group have had several more sessions of advice and discussion and determined a format which it thinks best meets Wcil’s aspirations and the needs of its beneficiaries and partners.

The multi – stakeholder co-operative option has a number of benefits over others considered. It limits member liabilities, is incorporated and can balance representation and ownership with authority and organisational effectiveness. There can also be non-user shareholders members with no/limited voting rights.

Following the launch event on the 16th December we are proceeding to develop both the legal form and ideas for a representative and participative structure.

A further open session for people and organisational representatives is being planned, details will be circulated to those who have expressed interest in the new organisation.

If you are personally interested get in touch with us at Dial. Wcil will also use its developing website, www.wcil.org.uk to make details available widely. The steering group is very clear that in putting preferred options forward there will always remain the ultimate option for Wcil's members, when legally formed and representative, to make changes should they decide together that they need to do so.

Three reasons for a co-operative form are;

- The coalition will trade for a social purpose over and above the profit motive
- Collaboration will strengthen the ability of the partnership to succeed in meeting local needs
- Being more responsive to service users - the customers - and the communities of Worcestershire, puts meeting their needs and aspirations at the top of the agenda

.....**contact us if you have something to say!**

Editorial : Dial: Issues for us all. Like many people and organisations we at Dial are reflecting on some basic values which I'd like to share with readers.

Mission: It's sometimes important to reflect on why we are here and doing what we do; trustees, operational volunteers and staff.

The bottom line is to provide certain services that are important, even critical, to our **beneficiaries** in the community.

There are all sorts of valid reasons we participate as individuals but ultimately the focus is the beneficiaries, **the users of Dial's services.**

Values: Some thoughts on individual and collective values.

- Fairness and Equality
- Value the individual **and** community
- Contribute whatever you can whilst you can
- Being responsive and value for money
- Partnership working with others; individuals and organisations, is mutually productive and satisfying. **(continued on Page 11)**

Benefit Rates from April 2011

<u>Attendance Allowance (AA)</u>	2010 Rate	2011 Rate
High Rate	£71.40	£73.60
Low Rate	£47.80	£49.30
<u>Disability Living Allowance (DLA)</u>		
DLA Care Component		
Higher	£71.40	£73.60
Middle	£47.80	£49.30
Lower	£18.95	£19.55
DLA Mobility Component		
Higher	£49.85	£51.40
Lower	£18.95	£19.55
<u>Carer's Allowance (CA)</u>		
Carer's Allowance earning rules	£100	£100

A full list of benefit rates are available on our website or by contacting our office

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Reducing Subsidised Bus Services.

Subsidised bus services are one of a number of areas where savings are being considered. In order to prioritise subsidised bus services, it is proposed to use six enhanced Performance Indicators as a measurement. These will aim to define the value or benefit of services in relation to the cost of their provision.

Worcestershire County Council offered residents the chance to help shape the future delivery of its services via consultation exercises including paper, electronic and face to face surveys and a series of road shows held in November 2010. The surveys and road shows enabled local taxpayers to tell County Hall decision-makers which areas are most important to them within the context of the budget cuts.

Councillor Derek W Prodger (MBE) Cabinet Member with Responsibility for Transport and the Safe Environment says “**The consultation results indicate that though people recognise the importance of bus services they do not think that subsidising bus routes should be a high priority for the County Council at this time**”.

Consultation on Adult Social Care Charging Policy

Why is this review being done?

Worcestershire County Council is looking at how much people have to pay towards the costs of their adult social care services. These include home care, day care, transport, meals in a day centre and community meals.

Residential services will not be affected.

✓ We would like to know what you think about these proposals.

Why is there a charge?

The Department of Health tells councils about the way they should charge people for services they receive. The County Council always try to charge people fairly.

Why is it changing?

At the moment there are cuts in public funding. In Worcestershire we cannot afford to carry on providing services at the same price that we have been doing.

Also we are going to be introducing personal budgets for all service users. This is another reason why we are going to have to look at how much we charge for services.

Some people will prefer to spend their personal budget on traditional care services from the County Council. Others will prefer to organise their own care.

We need to make sure that charges are fair however people choose to arrange their support.

The Consultation

We are asking our customers what they think about the changes we want to make.

We are asking service users, carers and voluntary groups.

**Over to you to respond to these consultations,
make your voice heard !**

Library Service At Home

Library Service to Housebound People Serving all of Worcestershire

The Library Service at Home is a free service available to all residents of Worcestershire who:

- are unable to visit a branch or mobile library because of age, a disability or long term illness, which normally confines them to their home.
- have no relatives or friends who can visit a branch or mobile library on their behalf.

When you apply to join the service, you will be contacted by a member of the library staff who will ask a few questions about the type of books you like; whether you prefer large print or ordinary print, hardback or paperback, etc. You may also choose to receive talking books, DVD's and music compact discs.

The Library Service at Home has a specially designed mobile library which delivers to people living in the more rural parts of Worcestershire. It carries a large stock of popular authors and we can arrange for any book not on board to be obtained on special request. Visually impaired clients have a wide range of large print and audio books to choose from.

This service is also available to people living in nursing and residential homes and sheltered housing schemes.

If you would like to know more about these services then contact:

Sharron Jarvis
Library Service at Home
Persore Library
Church Street
Persore
WR10 1DT

Telephone: 01386 554559
Email: sjarvis@worcestershire.gov.uk



County Comput@bus

The Comput@bus is a purpose built, fully equipped, mobile computer classroom. Internet connection is provided through a satellite link up.

A range of computer courses can be provided on the bus, some of which are free of charge, and there is no upper age limit to become a student on one of our courses.

Their Comput@bus has a bright modern Interior, with access for one normal size wheel chair, access is via a lift, they can also take 6 students. It is equipped with heating and air conditioning for your comfort. A qualified teacher will be on hand to lead you through the course. Information, advice and guidance on further learning opportunities will be available.

Learning Opportunities

Desktop PCs like the ones you might find at home and work are used. They are equipped with The Microsoft Office programme and Internet Explorer. You can learn from the basics of how to switch on and how to use your mouse, to Word Processing, Spreadsheets, and how to access the Internet and use Email.

Short courses in digital photography and family history are also now available. The courses are tailored to suit your needs.

Practical Applications

You will be able to use Email to keep in touch quickly and cheaply with relatives and friends.

You will be able to use the internet to find information.

You will be able to use your skills to help others.

You will be keeping up with modern living.

Contact:

Jon Marshall
ICT Learning Manager
Adult Learning, Libraries and Learning
County Hall, Spetchley Road
Worcester WR5 2NP

Mobile: 07818 475502

Office: 01905 766413

Email: jmarshall3@worcestershire.gov.uk



Time to...

discover learning, skills and activities

as part of March's month long promotion of libraries
 Worcestershire Libraries are planning a series of "Time to" events

- 8 - Kidderminster** - Time to... get sorted and get involved:
 Community Groups fair. 10am to 4pm
- 8 & 10 - Stourport** - What's In Your Attic?:
 Advice and identification sessions with a Collections Officer from the County Museum. 10am to 4pm
- 9 & 10 - Kidderminster** - CV and application forms advice sessions:
 Jobchange are running bookable sessions for giving advice on completing CVs and application forms. 10am to 12pm
- 10 & 17- Rubery** - Family history taster sessions:
 £7 per session in the Comput@bus 2pm to 4pm
- 11 & 18 & 25 Rubery** - Coffee morning:
 Every Friday morning throughout March 10am to 11.30am
- 14 - Redditch** - Time to... Find Your Roots:
 An afternoon of 'ancestry', discover your family history.
 Only 8 places available - booking essential - please speak to a member of staff to reserve your place. 2pm to 4pm
- 15 - Stourport** - Talk on Coracles and the River Severn 2.30pm to 3.30pm
- 16 - Redditch** - Time to... take the lid off of your local library:
- 17 - Stourport** - Demonstration of Traditional narrow boat painting 10.30am to 12pm
- 18 - Stourport** - Talk on Monica Baldwin by Pauline Annis from the Stourport Civic Society. This is free but please book a place. 6.30pm to 7.30pm
- 19 - Bewdley** - Time for history:
 A talk on people of Bewdley via the memoria.
- 22 - Stourport** - Free Arts taster sessions with Arts Tutor, Pam McGregor:
 Please book a place in advance 1.30pm to 3.30pm
- 23 - Redditch** - Time to Explore Hidden Gems: Visit our drop in session
 local historians will be in attendance to answer questions. 10am to 4pm
- 24 - Rubery** - Fair with:
 DAAT, Police, Employability Courses from the Adult Learning Team. All Day

25 - Stourport - Canal Talk by Arthur Page, IWA.	6.30pm to 7.30pm
26 - Stourport - Wii Sports in the library Gallery.	10am to 3pm
26 - Woodrow - Family Games Day: Including the 'Tiger Who Came For Tea' colouring competition	All Day
30 - Redditch - Time to... Experience Something New: Find new ways of enjoying your leisure time.	10am to 4pm

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Mixture of opportunities and threats: The economic situation impacts on everyone and everything we do. Arguably there is more to do and less to do it with. However there are positives to explore; some not yet developed in national policy but apparently central to the Government's agenda – Personalisation, Big Society and Localism being prime examples.

Understanding and even influencing such developments is central to being able to plan and deliver services in line with our mission and values. To be able to continue we also need to understand and tackle any threats and our weaknesses. None of this is achievable in one stroke but is of necessity an ongoing task - one that at times is uncomfortable and sometimes more effective with external assistance.

Time of rapid change: Dial, our organisation, is not isolated from the nationwide sense and reality of changes that are taking place; internationally, nationally and locally.

Some things we can anticipate and plan for, others we have to bend around as they happen, we can influence, perhaps radically, some policy and operational matters.

The reality is we have to prepare and contribute as best possible for all these situations as far and as much as is possible.

Partnership: A commitment to Partnership has underpinned our work for more than five years now and Trustees and volunteers have seen and supported this aspect of activity and encouraged and taken part themselves.

Alongside our ongoing partnership relationships with DAWF, DAR, WCC, District Councils and other individual agencies we have been involved centrally over the last 9 months with establishing the Worcestershire Coalition for Independent Living, **Wcil**.

Investment in developing this Pan-Worcestershire Coalition is central to the future. Not only because the statutory commissioners are locked into working this way but because it is the best way to ensure quality and accessible services for all our mutual beneficiaries in a joined up manner.

Can you help us with any of this? Let us know please

Useful Contacts

Disability Living Allowance / Attendance Allowance Helpline:	08457 123456
Benefit Enquiry Line (BEL):	0800 88 22 00
Pension Credit:	0800 99 1234
Social Services:	0845 6072000
Out of hours Emergency Number:	01905 768020
Worcestershire Carer's Unit:	0800 3892896
Worcestershire Association of Carers:	01905 26500
Blue Badge Offices:	
Bromsgrove District Customer Service Centre:	01527 881288
Redditch One Stop Shop:	01527 534123
Wyre Forest Customer Service Centre:	01562 732928
Community Legal Advice (CLA):	0845 3454345
Age Concern Bromsgrove & District:	01527 871840
Age Concern Redditch & District:	01527 584653
Age Concern Kidderminster & Wyre Forest:	01562 827788

NW DIAL can help with your queries about all manner of issues related to impairment / disability, access, holidays, discrimination, support organisations both local and national, transport etc. We can also help with form filling.

Helpline:	0800 970 7202
Office:	01562 60241
Fax & Minicom :	01562 68248
Text Line:	075 000 27 030
Email:	info@nwdial.org.uk
Website:	www.nwdial.org.uk

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