

# THE BULLETIN



**Summer Issue 2010**

**disABILITY**  
is our business



**working together,  
working with others**

**What? Open Day and Special General Meeting**

**When? Saturday, 10<sup>th</sup> July, 11am – 1.30pm**

**Where? NW Dial, in Connect (Wyre Forest),  
Blackwell Street, Kidderminster**

## **Outline Programme:**

**11.00 - 11.15 am: Special General Meeting:**

**11.15 – 12.00am: Demonstrations and discussions**

**12.00 – 12.45pm: Networking opportunities and light buffet refreshments**

**12.45 – 13.30pm: Further Opportunities and Partnership Activity: The next 12 months?**

**All welcome, light refreshments,  
demonstrations and networking**

**carewise**

choosing your support, your way

**Local Launch**

**Website: [www.whub.org.uk/carewise](http://www.whub.org.uk/carewise)**

## Worcestershire LINK, Get Involved, Make it Happen

Your LINK gives you the opportunity to influence local health and social care services. Your voice is important

Your LINK has formed good relationships with local service providers as well as with a considerable number of voluntary organisations in Worcestershire. We also have a large number of participants who are members of the community; we are looking to expand this to gain a wider more varied LINK. The various communities around the county have different concerns and issues, so the wider the participation the better the understanding of the needs of local communities. LINK actively seeks to increase its participation especially harder to reach minority groups. That combined with a larger voice will ensure that the people of Worcestershire get the Health and Social Care services that they need and deserve.

There are many challenges which lie ahead of the LINK as our work program shows; challenges which need the support of all members of the community. Anyone can get involved. We would welcome additional participants, the more people the bigger voice. If you would like to know more please contact us.

### **What next?**

As part of its ongoing commitment to improving Health and Social Care Services in Worcestershire, the LINK has set a detailed work program for the next 12 months. This covers the following areas:

- Promoting the LINK and engaging with the community
- Working in partnership with Stakeholders in order to improve services to benefit the community
- Monitoring and reviewing Health and Social Care services:
  - ≈ Communication
  - ≈ Safety of Service Users
  - ≈ Maternity services
  - ≈ Emergency ambulance response
  - ≈ Citizen Pathway
  - ≈ Out of Hours
  - ≈ Older and Younger people
  - ≈ Carers

- We have recently added Head and Neck Cancer Services, and the prescribing of anticoagulant drugs, to our work programme
- Working with the Health trusts and Social Services to improve services for the benefit of Worcestershire
- Undertake training development that supports the LINK's work programme
- Regular monthly meetings are held where work is monitored and prioritised and decisions are made to include new work as it comes to the attention of the LINK.

LINK regularly attends events to raise the awareness, particularly in the smaller communities within Worcestershire. If you would like us to attend an event near you please contact us.

We would welcome additional participants, the more people the bigger voice. If you would like to know more please contact us.

**Telephone: 01905 779073**

**E-mail: [worcestershirelink@shaw-trust.org.uk](mailto:worcestershirelink@shaw-trust.org.uk)**

**Alternatively you can register at: [www.worcestershirelink.org.uk](http://www.worcestershirelink.org.uk)**

### **New Volunteering Opportunities: Helpline Divert**

With support from a pilot “**Access to Volunteering**” scheme Dial has started to recruit a new additional team to run an extension of their free phone helpline, **0800 720 7202**.

People who find it difficult to leave their home because of their own circumstances or their caring responsibilities can now participate as a volunteer from home using a simple new technology through a Dial mobile phone.

To discuss this with Dial please ring the office on **01562 60241**, or call the helpline.

Help others and help yourself, evidence shows those who volunteer have a more fulfilled life.



## **Worcestershire ULO Steering Group**



In April 2010, service users and service user voluntary organisations met at a day conference in Worcester with County Council staff to discuss how best to progress the requirement for the County to facilitate a comprehensive User led

“organisation” to meet Department of Health criteria by December this year.

### **There were a number of key outcomes:**

- ✓ The establishment of a steering group made up of service users, professionals from existing individual ULO voluntary organisations, infrastructure structure staff and the Customer Engagement Manager from Adult and Community Services (Social Services)
- ✓ To task the steering group to explore options, to engage with the wider service user community and to bring back to a reconvened conference some viable model option choices for the County
- ✓ The commitment to meet again in early autumn to consider alternatives for implementation

### **What's happened so far?**

The steering group has met twice and despite being a diverse group with a breadth of interests and speciality interests some key progress has been made.

- Service user Co Chairs have been appointed, Jackie Payton and Winston Davis, who will amongst other things be the link into the Social Services' strategic project board
- An outline project plan has been developed with initial further detailed work being delegated to named individuals
- Commitments to explore options and funding support to undertake the research and other tasks to progress the plan in the short time scales involved
- A resolution to ongoing communication with all individuals and organisations with an interest in driving this forward
- To engage a support worker based at the Worcestershire Association Of Service Users, WASU, with a grant from the Future Jobs Fund

## What is a ULO?

- A ULO is an organisation that is run and controlled by people who use support services including disabled people, mental health service users, people with learning difficulties, older people, and their families and carers. (SCIE, 2009)

The Department of Health has produced 21 design criteria to describe what a ULO looks like and the sorts of services that it provides. A ULO does not have to fulfil all of the design criteria and, in reality, most do not.

## The design criteria cover three broad areas:

- the **value** base of a ULO (for instance, promoting the social model of disability, **governed** and managed by service users)
- the sorts of **services** ULOs provide (such as advocacy, information and advice and peer support).
- **Shaping Our Lives consultation: definition of a ULO**

The report concluded that it is crucial that commissioners understand these three key issues – **values, power and knowledge** – when working with ULOs. In practice, this means that commissioners should explore these issues to understand whether or not an organisation is a ULO.

- ULOs have a long history, with user group activism really taking off in the 1960s and 1970s
- ULOs are involved in a wide range of activities but in general help people to exercise choice and control over how their support needs are met
- ULOs are organised in various ways: there is no one specific model
- ULOs now need to engage with a diverse population and be inclusive

The project plan includes an element of what has been tried and tested elsewhere and after an assessment adding a Worcestershire communities dimension to these to be able to offer viable alternatives later in the year to the reconvened conference.

**For more information or to take part contact dial on  
01562 60241**

## Volunteering and services for the disabled and older people in Redditch have been strengthened in June.

Council Leader, **Cllr Carole Gandy** joined volunteers and staff from Age Concern Redditch and North Worcestershire Disability Information and Advice Line (Dial) for a morning of street based outreach work in the town centre and at Winyates as a contribution to national Volunteering week activity. The opportunity was also taken to launch a joint venture to improve access to support and information for disabled and older residents in the Borough. The photo below shows the joint teams.

**The Information Centre in Market Walk, behind Debenhams, is being staffed every morning by volunteers and staff of the two charities and regular outreach activity is planned for the Borough and local district centres.**



Assistance from the charities and the Borough Council with form filling is being stepped up and the free-phone helpline, **0800 970 7202**, can be used to request an appointment.

Both Dial and Age Concern welcome new volunteers and people can register their interest at the street stalls, by personal visit to the Market Walk Information Centre, or direct to either organisation by telephone. Dial Manager, Jim D Smith said “**Volunteering is a**

**winning situation all round. As well as helping others; those who volunteer have good social experiences, learn, or practice, skills and develop new friendships”.**



There is training and assistance with expenses? Young or older, why not look at the roles that are available,

some can be undertaken from your home if better for you – it can be the first step in a new and worthwhile phase of your life.

## **New service offered to visually impaired people in Bromsgrove!**

Tactile map books of Bromsgrove Town Centre for the visually impaired are now available to Bromsgrove residents and visitors.

The map is contained in a user friendly book which includes a Braille shopping guide. Visually impaired residents and regular visitors can apply for a free copy from the council. Applications will be approved by the council based on a genuine need basis.

Copies of the map book and shopping guide have also been made available to occasional visitors from outside the district. These users are required to leave a £10 deposit for use of the book during their visit and it can be borrowed from any of Bromsgrove's seven libraries, the customer service centre, the council house and Shopmobility. There are a limited number of books available to visitors so it is advised that people book in advance. For further details on how to book a copy ahead of your visit contact – **01527 881288** or email **[equalities@bromsgrove.gov.uk](mailto:equalities@bromsgrove.gov.uk)**

For details of the libraries – locations, contact details and opening times see **[www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)** and select Education and Learning on the home page.

**Fiona Scott, the Equality officer for Bromsgrove District Council stated:** "We will be gathering feedback and views from users so as to continually improve the map and map updates are to be carried out every 18 months to account for the likely changes to the town".

Stephanie Sergeant, a Bromsgrove resident, is pictured, using the Tactile Map to assist her to find the Worcestershire HUB in Bromsgrove



## Useful Contacts

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

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](mailto:info@nwdial.org.uk)  
**Website:** [www.nwdial.org.uk](http://www.nwdial.org.uk)

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Community  
Legal Service



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