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You are invited to the
DIRECT PAYMENTS FORUM

On

Wednesday 19th October 2011

Light Refreshments from

12:45

Meeting starts @ 1 pm @ Watts Hall
Christ Church, Redford Way,
Uxbridge (opposite Uxbridge Bus Station)

With Speakers from:

Stroke Association—Caroline Humphrey

Direct Payments Team —Suzie Mills

DASH—Janet Smith — Project Manager

If you require transport, please contact DASH
on

0208 848 8319 by 12th October 2011

Future Direct Payments Forum Date:

Tuesday 24th January 2012

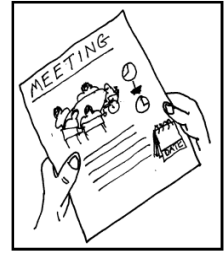
from 11:00 am



DASH AGM:

The DASH AGM Meeting will be held on **Thursday 3rd November** at the Gaelic Athletic Association, Ruislip from 7:30 pm.

Transport is available. Please call Jane @ Dash on **0208 848 8319**.



MINIMUM WAGE:

As from the 1st October this is increasing from:-

£5.93 to **£6.08** per hour for workers aged 21 and over.

£4.92 to **£4.98** per hour for workers between 18 and 20.

£3.64 to **£3.68** per hour for workers leaving school, under 18



TRAINING—E LEARNING:

Produced by LBH's Community Safety Team and Learning and Development with assistance from Hillingdon Fire Service, Police Crime Prevention Officers, Trading Standards Officers, Occupational Health Officers and NHS Physiotherapy.



The topic is to assist carers and care workers to spot risks for service users in their homes and give simple advice to reduce risks from fire, falling and doorstep crime such as rogue traders and distraction burglary.

The link to access the training is:-

<http://www.hillingdon.gov.uk/index.jsp?articleid=20713>

The whole programme takes about 45 minutes to complete, or it can be done in sections, it also has a really useful section on down loadable resources. Once you have completed the training if you fill in the evaluation form you will receive a certificate.

The Certificate and Training is completely free of charge!

NEW NON EMERGENCY NUMBER 101 FOR POLICE

This is for anyone to use where the situation does not **REQUIRE** an **IMMEDIATE POLICE** Response. Some examples are:-

- *If you find your car stolen.*
- *If your property has been damaged.*
- *If you want to report a minor traffic collision.*



ICE CONTACT

The idea is that you store the word **ICE** in your [mobile phone](#) address book, and with it enter the number of the person you want to be contacted '**In Case of Emergency**'.

It's such a simple idea, but it could save ambulance crews and hospital staff time and would ensure that a patient's loved one was contacted as soon as possible.

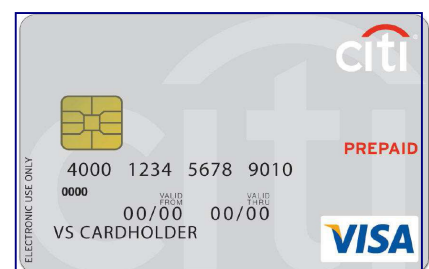


PREPAID VISA CARD FOR DIRECT PAYMENT USERS

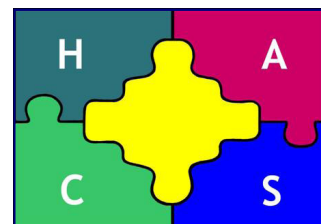
This is currently a pilot scheme with a small number of clients on Direct Payments trialling this system. It is a card similar to the Oyster card, one of the many ways to help people control their personal budgets.

If this trial is successful this will be offered to all **Direct Payment** users in the London Borough of Hillingdon.

Further details will follow in due course.



HACS CONFERENCE
On
Saturday 5th November 2011
At
Harlington Community School
Pinkwell Lane, Hayes UB3 1PB



Hillingdon Autistic Care and Support proudly presents its conference on Autism.

£40.00 for parents/carers **£65.00** for professionals

Cost includes refreshments and buffet lunch.

Creche facilities are available (booking necessary) at **£15.00** per child.

To book your place please contact **0208 606 6780** or email: enquiries@hacs.org.uk

NAIDEX EXHIBITION
19th—20th October 2011
Excel London



Naidex South is the homecare, disability and rehabilitation exhibition for London and the South East enabling you to touch, test and compare the latest products to aid independent living.

Attendance is free to members of the public who **register in advance**.

Your entrance badge will give you access to the latest new products, free CPD seminars, inspirational stories, children's equipment and services, communication aids, adaptive vehicles and free advice.

Opening Times: **Wednesday 19th:** **10:00 to 17:00 hrs**
 Thursday 20th: **10:00 to 16:00 hrs**

Email: naidexsouth@emap.com

Tel: **0207 728 3927**

HILLINGDON CENTRE FOR INDEPENDENT LIVING (HCIL)

WOULD YOU LIKE TO JOIN OUR USER GROUP??

The HCIL User Group meets regularly to discuss how the HCIL service is run and ideas for the future. For example, the User Group has been working with Uxbridge Leisure Complex to make improvements in the facilities for people with disabilities, they have also encouraged HCIL to purchase wheelchair accessible scales, as there is a lack of these in the borough of Hillingdon.

Our next meeting is on the **24th October at 10:30**

& 12th December at 10:30 at the DASH Offices.

Or alternatively call Robin Vincent Day Chair—on

01895 448714 or

email on r.vincentday@yahoo.co.uk.



Transport is available, please call on **01895 484880**.

Employers Liability Insurance:

If you employ a Private Carer (not care through an Agency) you must have **Employer Liability Insurance**.

The Basic Policy Insurance cover is paid for by the Council.

Your Support Worker at **DASH** can help arrange this for you.

If you already have this insurance please do not forget to renew it when you receive the renewal notice from the Insurance company.

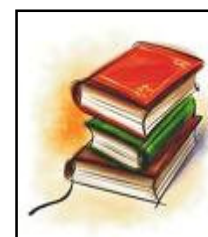
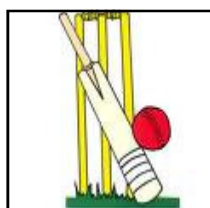
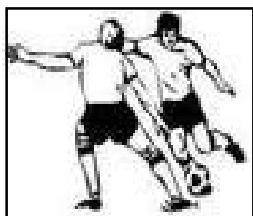
When your Renewal Notice comes in, please note that if you require the **BASIC** cover the renewal premium will be **£77.00**.

If you had the full cover last year of £135.00, and require the same amount of cover this year, this is payable by yourself, but the council will only pay **£77.00**.

Please note that if you pay the full amount of £135.00 the council will only reimburse you **£77.00**

DASH Weekly Activities

Please call DASH on 0208 848 8319 or check the web site at www.dash.org.uk for up to date information.



DIRECT PAYMENTS USER GROUP NEWS:

Our user group has been very busy since the last D.P. newsletter. Cllr Peter Kemp attended our user group meeting in July and upon hearing about the many problems that service users were having regarding Direct Payments, agreed to set up the extra ordinary general meeting between service users and the management of the Direct Payments Team.

The meeting was held at The Civic Centre on 17th August. My thanks go to all of you who were able to attend.

We were split into four groups with about 6 or 7 service users or carers at each table. Peter Kemp chaired the meeting.

The management team consisted of **Gill Vickers** (Head of Transformation), **Brian Barry** (Service Manager-Personalised Services), **Susie Mills** (Older People's Services - D.P. Team Manager), **Sarah Morris** (Head of Older People's Services), **Lou Gallagher** (Business Manager) and **Angela Wegener** (DASH).

These officers formed a separate panel. A facilitator (note taker/spokesperson) was assigned to each of the four tables. Several topics for discussion were on the agenda and a 15 minute discussion took place at each table on each topic. The facilitators wrote down the comments and complaints of all the service users at each table and were then invited to openly raise these issues with the management team during a brief 10 minute response session before moving on to the next topic.

A very brief summary of the complaints and responses indicates that most issues could be dealt with by better communication between the D.P. staff and the service users. Many of us have been frustrated by having to make endless telephone calls in order to actually be able to speak to D.P. staff.

Policy changes and changes to individual care plans have not been adequately communicated. We have also experienced ridiculously long and unacceptable delays in getting individual problems sorted out.

It would however seem that the transition from Direct Payments to Personal Budgets which is the responsibility of Gill Vickers and is optimistically set to be in place by 1st November, coupled with the introduction by the Finance Team of a "pre-paid debit card system" for all transactions, will eradicate many of our existing problems. There is a promise of greater flexibility on how we choose to spend our Personal Budgets and there will be no need for much of our existing paper-work such as quarterly returns and complicated time sheets.

The card system is to be piloted by a dozen or so service users before it is actually adopted.

As I understand it, every service user is to be reassessed as to their care needs prior to transition to their own Personal Budget. The assessment of your needs will no longer be based on the number of hours of personal care or day care allocated and the amount of money you receive will be a set amount tailored to meet your needs. This is called **Resource Allocation**.

You should be able choose to spend your Personal Budget on your individual needs, whether that be personal care or something else such as a course in education, evening classes or membership of a club. Full details of the Personal Budgets and Resource Allocation will hopefully be available very soon.

A full three page summary of the issues and complaints that were raised at the meeting and the action to be taken by the management to deal with these matters has been produced by Linda Lancaster (Customer Engagement Officer). I will email a copy of this to you upon request.

Alternatively copies can be requested from DASH.

A follow up progress meeting involving the management team is to be arranged by Cllr Peter Kemp in February. This is to be a straight forward question and answer session. I hope we can expect as good a turnout as we had last time. Details will be available nearer the time.

We held another ordinary user group meeting on 12th September. We were delighted to welcome Susie Mills who gave us an indication of the progress so far. She has initiated an extensive training programme in communication skills for her staff.

I am confident that Susie will ensure that her department will run smoothly and efficiently in the future. We also requested written clarification regarding the policy for payment of payroll and insurance company invoices.

Some of the issues are not within Susie's direct remit to deal with. Many of the problems are the responsibility of the Social Services and the Finance Department and cannot be dealt with by the D.P. staff directly.

However, there seems to have been discussions between the D.P. team, the Finance Team and Social Services to improve internal communication and cooperation which will hopefully shorten any further delays.

Susie Mills will be present at the Direct Payments Forum in October.

If any of you would like to join the service user group please contact me. Our next meeting will be held at the DASH offices on **15th November 2011**. Transport can be arranged

Our existence is now clearly recognised by the council. Our aim is to encourage Hillingdon Council put more emphasis on the word **SERVICE** and less on the word **USER**. Robin Vincent-Day (CHAIR) r.vincentday@yahoo.co.uk. **01895 448714**.

ROGUE SPECIAL COLLECTIONS:

A new problem of "rogue special collections" is taking place in the Borough. People claiming to be from the Council are coming to residents houses and asking for money to remove bulky items. If you have asked for a **Special Collection** crew through the Council, any payment is dealt with during the booking process. **The Council crew do not take money at the time of collection.**

The Council offer a "free bulky waste up to 4 items collection" for the over 60's or people in receipt of DLA. More than 4 and up to 8 items will be charged at £15.00.

For further information please contact the Contact Centre on **01895 556000** or complete the online booking form at www.hillingdon.gov.uk

Proposed Bank Run Payment Dates for D.P

These are the proposed dates on which Direct Payments will be paid on in 2011/12 and the periods they relate to.

Payment Date 2011:

26th September
24th October
21st November
19th December
16th January
13th February
12th March
9th April
7th May
4th June
2nd July
30th July

Payment Period 2011:

26th September—23rd October
24th October—20th November
21st November—18th Dec
19th Dec—15th Jan **2012**
16th Jan—12th February
13th February—11th March
12th March—8th April
9th April—6th May
7th May—3rd June
4th June—1st July
2nd July—29th July
30th July—26th August



Payment is made 4 weekly in advance

For any **Direct Payment enquires** you can email:
scdirectpayments@hillington.gov.uk or call

01895 556633



And ask to be transferred to the
“**Direct Payments Team**”



Disablement Association of Hillingdon

DASH

Wood End Centre, Judge Heath Lane

Hayes Middlesex

UB3 2PB

Phone: 020 8848 8319

Fax: 020 8848 8324

Email us: info@dash.org.uk

Disability does not mean inability

