

In this issue:

PAGE 1

- Chair's Remarks

PAGE 2

- SILC AGM
- Trustees 2011/12
- Surrey Fire & Rescue
- Focus Group

PAGE 3

- DP Experience
- Furniture Reuse

PAGE 4

- Garden Competition
- Carers Support

PAGE 5

- Spotlight - Judy Goodall

PAGE 6

- Activity Finder
- Care Finder

PAGE 7

- Questions
- Direct Payment Workshop

PAGE 8

- Rushmoor Mallards
- Holiday location
- Meet New Friends

PAGE 9

- Support With Confidence

PAGE 10

- Letters to SILC
- Disabled People's panel

PAGE 11

- Foot Care
- Free Insulation Grants

PAGE 12

- Cross Roads Care
- Rebus Puzzle

Chair's Remarks

My name is Jason Vaughan and I would like to introduce myself as the new Chair of SILC.

I have been a trustee of SILC since it began in 1997. I have also received Direct Payments and employed my own Personal Assistants since it was first talked about by Surrey County Council about 18 years ago. There were only eight disabled people at the first meeting about Direct Payments and lot of drinking tea and eating also went on!

John Bangs and Angela Cooper, from Surrey County Council, spent a long time discussing Direct Payments with me, Pauline Chapman and a few other disabled people including Jane Campbell who is now a Baroness. This was also the start of my own PA Jane Cole working as a Personal Assistant.

I'd like to thank Neville on behalf of us all for the hard work he has put in as Chair for the past year. I would also like to thank Judith very much for all her sterling work keeping SILC's finances running smoothly since the organisation began. I would like to welcome Eric Pask as the new Treasurer who, I'm sure, will also do a good job.

I would also like to thank Joan Cumber, who helped Nick, the original manager of SILC for 17 years. Joan still works for SILC and we thank her very much for all her hard work.



Self Directed Support (SDS) has been introduced all over Surrey this year as an extension of the personalised approach of Direct Payments. There has been a good increase of disabled people taking up SDS and it has had excellent feedback.

Activity Finder and Care Finder join PA Finder as SILC initiatives designed to help people find, choose and control the care and support they need.

I am looking forward to putting in a lot of hard work as Chair of SILC during the coming year. Thank you for taking the time to read this and I hope you find the rest of the magazine equally as interesting!

JASON VAUGHAN - CHAIR

CHRISTMAS CLOSURE

SILC offices will be closing midday 23rd Dec reopening 9am 3rd January 2012.

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SILC Annual General Meeting 2011

On the 26th July 2011 another successful Annual General Meeting was held at Leatherhead Leisure Centre with over 120 people in attendance.

Our Chair, Neville Hinks, firstly welcomed everyone to the meeting and gave special thanks to all the SILC staff after which both the Chair's Report and Treasurer's reports were unanimously agreed for 2010/2011. Neville then explained his reasons for stepping down following a very successful year as Chair as he wanted to concentrate on his other responsibilities. Judith Ellis, SILC's long standing Treasurer, also decided to step down and it was agreed that her experience and knowledge will very much be missed.

Elections were held for the Trustees and Jason Vaughn was elected as Chair with Eric Pask elected as Treasurer.

Richard Davy, SILC's Operations Manager gave an overview of SILC's activities over the past year and then gave an update on our two new websites, Activity Finder and Care Finder.

Johns Woods, Surrey County Council's Assistant Director for Transformation, gave an update of



Personalisation and Self Directed Support in the County and explained how it would affect people already on Direct Payments.

After lunch the meeting looked at a number of issues that affect Direct Payment users including changes to advocacy services and the way Direct Payments are made. These discussions took place on individual tables and were facilitated by SILC's Independent Living and Financial Monitoring Advisers.

Surrey Fire and Rescue

Surrey Fire and Rescue's local management team in Mole Valley are looking to promote the issues of community fire safety, with particular emphasis on those who are at greater risk from fire. These are individuals and groups within the community who require additional support and advice in understanding the dangers and consequences of fire in the home or require specialist equipment or assistance in ensuring that any fire is identified as early as possible and an evacuation plan is in place.

They are providing, FREE OF CHARGE, a Home Fire Safety Visit which involves a community fire fighter attending your home and carrying out an assessment of the dangers of fire.

They can also provide and fit a battery operated smoke detector either as a sole means of fire detection or to supplement any detection already in the property. They will also give advice on the correct positioning of current detectors and maintenance. In addition they have contact with other agencies so that they can provide specialist smoke detectors for those with hearing disabilities or those who may need referring to a telecare system.

If you would like to arrange a fire safety visit please contact Freephone 0800 085 0767 or email www.surrey-fire.gov.uk/besmartbesafe

TRUSTEES 2011 & 2012

Jason Vaughan – *Chair*
Brenda Griffiths – *Vice Chair*
Eric Pask – *Treasurer*
David Campling
Judith Ellis
Neville Hinks
Milena Krasovec
Eric Knibbs
Suzân Lewis-Jones
Michael Morwood
Joanna Smyth
Phil Wisdom

SCC DIRECT PAYMENT FOCUS GROUP

Surrey County Council are looking for a disabled person who uses Direct Payments to join a focus group looking at how Direct Payments in Surrey currently operate and how they might be improved.

The group will probably meet every two months and all expenses will be paid.

If you are interested in taking part please contact Richard at the SILC office or e-mail him at Richard@surreyilc.org.uk

My Life at Swail House

My name is Anthony Paul Henson and I am 40 years old. I had a very serious car crash 16 years ago which has left me blind and I also lost my sense of smell and am deaf in my left ear.

I have lost so many loved ones including my grandmother, father and brother who was only 23 years old. I do hope that one day I will see them all again. Another brother brings my mother to Swail House in Epsom to see me once a month which I enjoy.

I had a great job working for the Post Office for 10 years but I had to leave due to the loss of my sight. Now I'm volunteering at the Hub in Epsom one day a week and I'm very grateful that I have the opportunity to be working again.

I think that the direct payment method of payment is a good way of helping me to be able to manage my funds for the various services that I receive. Money and I do not get on!!! I have never been able to handle money very well so the support I get with my Direct Payment is very good for me.

I've always like doing exciting things in my life, 17 years ago I completed two bungee jumps but they were only 180 feet. I also did a glider flight where I went up to 1,000 feet.

There are a number of other things that I would like to do including wing walking, fishing, drive a motor car and motorbike. I used to do boxing and would like to try



it again and I intend to complete these activities in the future. I would like to thank Lorna from SILC who has helped me in many ways.

The first thing they arranged for me was the funding for my talking computer which has really helped me. They also helped with the funding for my PA and cleaner who have both helped me to get my life in order.

My PA Tony Beasley of Homestead Senior Care in Epsom has been able to help me get into a routine. Tony is a nice kind man who helps me by washing and ironing my clothes. He takes me to work at the Hub and comes food shopping with me which allows us to cook meals together, which I enjoy. We always have a good laugh together when he comes round. We go for walks in the park opposite where I live and we sit down on the bench and Tony describes to me what is going on in the park which is fun.

I have a cleaning lady called Linda who comes in once a week to help me to keep my flat clean and tidy and I have also found this service to be a great help.

Furniture reuse network launches in Surrey

A shopping revolution has hit Surrey with the launch of a furniture reuse network selling 'born again' furniture and white goods.

Around 3,000 tonnes of potentially reusable furniture and white goods gets thrown away in Surrey every year with a large proportion ending up in landfill.

To help change that the Surrey Waste Partnership is supporting the Surrey Reuse Network (SRN), which is made up of a group of six local charities. It aims to find new homes for donated furniture and kitchen appliances, as well as offering training and employment opportunities and helping local families in need.

Jean Pearson, Chairman of the Surrey Waste Partnership, says: "People tend to throw things away when they are finished with them, forgetting that someone else may have a use for them. In these difficult financial times, reusing household items can be invaluable to families, whilst also benefiting the environment."

Surrey Reuse Network offers a wide range of good quality items, which could help hundreds of households every year to furnish their homes at affordable prices with furniture, appliances and general household items. John Atkinson, SRN spokesman explains: "We have a

huge range of quality furniture donated from caring homes that really shouldn't go to waste. Whether it's a young couple setting up their first home or someone wanting a unique piece for a home makeover, they'll find what they're looking for in one of our showrooms."

To buy or donate furniture call 0800 082 0180 or visit www.surreyreusenetwork.org.uk.

For further information contact please contact Felicity Stanbridge at felicity.stanbridge@surreycc.gov.uk or on 020 8541 8751 or Pat Hindley at pat.hindley@surreycc.gov.uk or on 020 8541 8798 in the Surrey County Council Communications department.

By 2013 the Surrey Reuse Network aims to be diverting 2,000 tonnes of furniture and other materials from landfill per annum.

The Surrey Waste Partnership is made up of Surrey County Council and the 11 district and borough councils in the county. It aims to manage Surrey's waste in the most efficient, economic and sustainable way possible.

Update on our Carers Support Payment

Surrey County Council provided support that helped me to continue to care for my husband Ron. He has mental health and physical disabilities. He relapsed last June and remains very unwell. Finding the inner strength to provide the 24 hour care he requires had become a challenge. This was only made worse by the approach of Christmas. Neither of us have family and social relationships are overwhelming for Ron.

With help from SILC we shared a respite holiday together. Taking control of how I organised this was a rare treat due to financial hardship. The money was spent wisely. We used our disabled discount and travel cards wherever possible. Even discussing what we would like to do was empowering. I made a keepsake book for all our adventures to look back on through the coming year.

Our Direct Payment enabled us to do things that were otherwise impossible.

Such as have spa treatments with the students at the Guildford College, split a pizza and ice cream Sunday after the musical "Thriller", visit the Gauguin exhibition on Christmas Eve and the butterflies in the hothouse at Wisley RHS. You made it possible to have a Christmas tree and enjoy a turkey dinner in front of a log fire. Then a New Years meal at Carluccio's in Esher to round things off.

The Guildford Mental Health Team provided the care that Ron has needed during this bleak year but, as a carer, I was having difficulty coping. It was through their referral to SILC that we were given this one off payment for a respite break. During this time our problems were put on hold – to deal with another day. Even though that day is now here I feel more positive to take control and for us to remain independent. Thank you for this gift.

Mandy & Ron Peopnis

MY GARDEN IN BLOOM

Having a team of Personal Assistants (PAs) has enabled me to carry on with one of my favourite hobbies.

Growing plants and tending my garden has always been a great joy and as it has been particularly colourful this year, one of my PAs encouraged me to enter a gardening competition organised by Mole Valley Housing Association. I recently received an invitation to attend a ceremony in Dorking where we were shown slides of everyone who had entered.

My prize was £25 in Gardening Vouchers and a certificate for Runner Up in the category – *Container Gardens MVHA in Bloom 2011*

It was such a thrill to receive an award and to be able to join other enthusiastic gardeners who had won prizes in the different garden categories from hanging baskets to vegetable gardens.

Some people are surprised about the variety of plants that can be grown in containers and all the different type of things that can be used to grow plants in. I have recycled an old pond to grow alpine plants, grown a magnolia tree in half a beer barrel and strawberries in a herb pot.

Each year I enjoy trying something new and with my PAs support, look out for bargains, rescue sagging plants sold off cheap in garden centres and usually buy some plants for hanging baskets from QETC in Leatherhead or The Grange in Bookham to support their work in training people with learning disabilities in horticulture.

This year I have added garlic to my list of herbs which tasted delicious. Next year I shall be striving for a first prize!

Brenda Griffiths (Vice Chair of SILC)



SPOTLIGHT ON

Judy Goodall



Judy joined SILC in July 2011 to provide support to the SILC Trustees.

1

Have you always worked in the voluntary sector?

I worked for the Citizens Advice service for many years – as a volunteer adviser in my local office and then as manager of Haslemere CAB and finally as a Policy Officer for the national organisation in London. I then worked at the House of Commons for nine years, firstly as Freedom of Information Officer and then running Select Committee inquiries for MPs. My job was to carry out research and write briefings and reports for MPs. I have this year retrained with Citizens Advice and volunteer as an adviser at Guildford CAB one day a week.

2

What made you decide to work for SILC?

My job at the House of Commons was incredibly interesting and it was very exciting to be so close to the Parliamentary decision making processes, but I had started to miss being involved in my local community and the job satisfaction of working in the voluntary sector. I felt that with my administrative skills and experience of Committee work at Parliament I could contribute to SILC, and in return would have the satisfaction of supporting a worthwhile and successful local organisation. I liked what I saw when I came for interview and felt that I could fit in and do a useful job.

3

Can you give me a brief outline of what your job involves?

My role is to provide support for the Trustees of SILC. This mainly involves making sure that Executive and sub Committee meetings are run smoothly and that papers and minutes are prepared and circulated on time. I am also available to assist Trustees in other administrative matters, such as supporting them at network meetings with other organisations.

4

When you are not working, what do you like to do in your leisure time?

I have two sons who are now at University and I enjoy supporting them in various ways when they need it. I love the outdoors and taking part in cross country running events. One of the best holidays I have ever had was when I cycled from Land's End to John O'Groats two years ago. I also love music and play the flute and the recorder in different music groups.

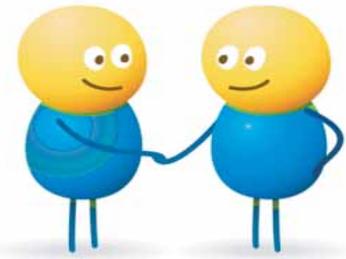
5

If you had one wish what would you wish for?

We live very near the Heyshott training centre for Canine Partners who train assistance dogs. We are currently being assessed to see if we can provide overnight and weekend breaks for puppies nearing the end of their training, to help them get used to family life and I really hope we will soon have some dogs come to visit us.

ACTIVITY FINDER

www.activityfinder.org.uk



We have now launched our Activity Finder website which provides a central and accessible way for people to find out what activities are going on in Surrey and of letting others know what they are doing or interested in doing.

It also gives a way for people with shared interests to link up, share resources and do activities together.

If you know of any activities or events that you want others to know about or you want to get together with other people who have similar interests then Activity Finder is there to help you.

The screenshot shows the Activity Finder website. At the top left is the SILC logo (Surrey Independent Living Council). The main heading is 'Activity Finder' with the tagline 'Bringing people in Surrey together'. Below this is a 'Welcome' message: 'Activity Finder is a brand new site to help you find and take part in a huge range of activities. Anything from absorbing, knitting, drama, water skiing, going to the cinema. As well as finding interesting things to do, you can also share your experiences with other people, find other people with the same interests, ask a question, and many more.' To the right is a featured article titled 'I Did This!' with a photo of a person water skiing and the text 'I had a great time water skiing last weekend. Read the whole story...'. A navigation menu on the left includes: Home >>, Activities, What's On, I Did This, Getting Together, Let's Talk, and Contact Us. At the bottom right, there are accessibility icons and a 'Display preference' setting.

SURREY CARE FINDER

www.surreycarefinder.org.uk

Following requests from a number of people looking for care and support and from care and support providers SILC has launched its own web based tool to make it easy for people to find the care and support they need and for providers to make people aware of the services and support they have on offer.

The site provides a central and accessible way for people to find out which registered care providers are operating in their area and for providers to make people aware of their services and enables individuals to let providers know that they are seeking services and/or support.

It covers both residential care and agencies which provide care and support services to people in their own homes and gives a way by which people who have used those services to rate their experiences of them.

The screenshot shows the Surrey Care Finder website. At the top left is the SILC logo. The main heading is 'Care Finder' with the tagline 'Care and support in Surrey'. Below this is a 'Welcome' message: 'Welcome to Surrey Care Finder - a dedicated free to use website of registered care and support providers in Surrey. Find residential care, nursing homes or agencies that provide care at home. Search by area, type of provision, specialist provision and cost. Give feedback on your experience of the providers you use to help providers improve their services and help other people make the best choice.' To the right is a photo of a woman eating. A navigation menu on the left includes: Home >>, Find Care, Paying for Care, Factsheets, Complaints, and Contact Us. At the bottom right, there are accessibility icons and a 'Display preference' setting. The footer contains: Privacy Policy | Terms of Use | Accessibility | Site Map, Copyright © 2011 SILC. Designed by SID.

Questions

“I have recently recruited a new PA; however I am having niggling problems with her. Nothing that is really bad, just that she doesn't seem to really understand that I can make decisions for myself. This is getting me down, but I don't want to upset her in case she leaves. I am at the stage where I really feel uncomfortable in my own home. She is just coming to the end of her 3 month probationary period. HELP – what do I do?”

Both you and your new PA need some time to settle in and get used to each other. It is important that all new PAs have an 'induction' into the role. This is where you explain your rules, and exactly what you need the PA to do, how you like it done, and when you want it done. Your PA needs to have a good 'job description', so that you can monitor their performance by having regular 'supervision'. This gives you both an opportunity to discuss things that have gone well and not so well. Many problems can be resolved through simple discussion; however it is helpful for you to keep a written record of these meetings, so that you can discuss progress. By undertaking these steps, you will be able to identify any 'training needs' that your PA or you may have.

It is good that you have identified this problem early on in your PA's employment, as you can soon put

measures into place to help you both to form a good trusting relationship.

SILC can help you to set up a 'supervision' system, and if needed give you support and training in this area. SILC can also support you by attending any meetings you may need to have with your PA to discuss any issues you may have. If it becomes necessary to take more formal disciplinary action, then SILC will help you with that.

SILC provides a free PA Training Course which is held over 3 days. As well as looking at the 'Health & Safety' aspects of the role i.e. fire training, first aid etc it covers other very important areas such as communication skills, person centred care, values, equality and inclusion, personal and professional relationships maintaining individuality and identity, rights and choices of employers, confidentiality etc.

Details/dates of future courses can be obtained either from Kate at the SILC office or from our website and we also have factsheets available on most aspects of Direct Payments and employing Personal Assistants.

SILC DIRECT PAYMENT WORKSHOP UPDATE

As two of our new Direct Payments workshops have now taken place in Guildford and Leatherhead I thought I'd give you an update as to how things are going. These workshops have taken the place of Peer Support Groups as it was felt a full day with specific sessions and people from the Revenue, payroll and insurance companies would be of more benefit.

We currently run two sessions in the morning, Recruiting and Employing Personal Assistants and Self Directed Support and Support Planning (run by Richard Davy). In the afternoon we again run Recruiting and Employing Personal Assistants as this is where lots of people have problems and Managing Money, which includes very interesting talks by HMRC, David Howard Payroll, and Fish and Premier Care Insurance Companies.

People from each of these companies also have stands which enables them to answer questions on a one to one basis.

After a brilliant start with 60 people attending numbers are now dropping which is a little concerning as we are worried people are not taking the opportunity to have their questions

answered and meet others who are also receiving Direct Payments. We are hoping to run more workshops next year but we need to ensure they are well attended, so if you need to know more please do not hesitate to contact me and keep an eye on the events page on our website for future dates.

**Kate O'Brien
(SILC Communications Officer)**



Rushmoor Mallards

I attend a local club called Rushmoor Mallards, every Friday between 8pm and 10pm at Farnborough Leisure Centre. Rushmoor Mallards is for anyone that has a disability as well as their carers, family and friends. The group has an athletics team that participates in various games with the aim to win medals. I was very happy when the Team Leader approached me to be a member of the athletics team.

Our team was invited to participate in the Wadsad, Wamsad, Aylesbury, Gosport and Mallards games. This was the first time I had participated as a member of a team and I was nervous but proud of myself for joining in. I made new friends and had a go at events that I had not played before. I managed to get quite a few medals at these games, which included 1 Gold, 5 Silvers and 4 Bronze medals.

Skiing at Aldershot Dry Ski Slopes

John from Mallards mentioned that Caroline, Penny and he attend skiing once a month at Aldershot Dry Ski Slopes which is run by the DSA Disability Snowsport Aldershot. John asked my dad if I was interested in going skiing but I wasn't sure about it as I did skiing when I was younger and didn't like it very much so Dad and I went along to see what it was like. When I was there I was asked if I would like to attend skiing which was once a month for 2 hours during the Summer and 1 hour in the Winter. Even though I look forward to going I still get very anxious and nervous. A couple of months ago I entered into the Special Olympics Races where I came first and was rewarded with 2 gold medals which I was surprised about and very proud of myself.

Natasha Hall, SILC Admin Assistant



HOLIDAY COTTAGE ON THE ISLE OF WIGHT

Hello everyone

Peter and I came back from a holiday on the Isle of Wight a week ago. We have never been there before and we stayed on a farm in converted barns. The cottages were disabled friendly and also suitable for non disabled people. The farmer Nigel is lovely and will help you if he can. Just let him know what you would need and if it is possible he will let you know if it can be done.

Here is the web site:

<http://www.wightdisabledcottages.com>

Please phone Nigel first as he maybe able to give you a deal and you may not need to pay a £30 booking fee. See here:

<http://www.wightdisabledcottages.com/bookinginfo.htm>

Dilys Scott

(If you want more information about these cottages let us know and we will put you in touch with Dilys)

Have Fun and Meet New Friends

Bowls for the Disabled offers an active time out for wheelchair users, stroke survivors, the visually impaired and others. Each Thursday, from 10am to 12pm, around 20 disabled people meet in Walton to play Bowls. In summer, we enjoy playing outside on the green, if the weather is bad we shelter in our clubroom. In the winter we prefer the convenience of indoor bowls. Coffee break is always a highlight, when tea or coffee and cookies are served followed by a raffle.

This is the time for a good chat, and exchanging experiences and information. We have players in their 40s up to those in their 90s. It's a happy crowd of more and less disabled people who heartily welcome any new members or anyone who just wants to try it out. A group of wonderful volunteers looks after us while we play, so our time out means time out for Carers, too. Interested?

Contact Douglas Jayne (01932) 250426



Support with
Confidence
SURREY COUNTY COUNCIL

SUPPORT WITH CONFIDENCE - HELPING ADULTS BUY GOODS AND SERVICES

To support personalisation, we have, in partnership with Surrey County Council adult social care services and trading standards, developed a quality assurance initiative called Support with Confidence. It is available to anyone buying their own social care, including those who can afford to pay for their own care.

It is aimed at providers which are currently unregulated by formal inspection regimes, along with businesses and traders providing a wide range of goods and services that people buying their own care will be seeking. These could include home and gardening maintenance, shopping services, cleaning and housework or mobility equipment and adaptation.

Support with Confidence will help people make good and informed choices when selecting their care or purchasing goods or services with confidence that members of the scheme are reliable, trustworthy and understand and can respond to their needs.

Support with Confidence is a development of our own PA Finder and Surrey County Council trading standards' Buy with Confidence Scheme which provides a database of approved businesses and traders for everyday goods and services.

Application process

Businesses and individuals who would like to register as members of the Support with Confidence scheme are invited to complete an application form and must satisfy a range of minimum requirements before being approved.

There are slightly different processes for Personal Assistants and other personal support roles and those providing goods and services who will need to become members of the existing Buy with Confidence scheme first.

Checks are made on an applicant's background, their qualifications and experience, customer service history and experience, references and compliance with legal standards.

Applicants will also agree to:

- ensure that they and their staff are properly trained for their work
- respond promptly and appropriately to customer complaints
- an enhanced Criminal Records Bureau clearance (CRB) for each employee who will be working with Support with Confidence customers
- undertake appropriate training, which will be provided
- Support with Confidence members will be listed on **Surrey Information Point**.

For further information call us at SILC or contact the Support With Confidence team by email on - support.confidence@surreycc.gov.uk.

GOOD NEWS STORIES

We thought you might like to see some of the feedback we have received.

Dear Laura

First of all, may I say what a pleasure it was to meet you. It is so nice dealing with people who actually understand what it is like having a special needs child.

We have picked a young lady to help with our daughter and we are chuffed about this as we really trust her.

Regards, Mrs C

Dear Neville,

It gives me great pleasure to write and thank you for the support of SILC staff and their excellent service given to me.

Jill Coles' manner was always faultless and professional.

It is much appreciated.

Yours sincerely, Mrs G

Dear Richard

I just wanted to say how much I have appreciated Lorna's help in working out the best support for my mother's needs. I won't go into all of the details, but my mother has been admitted twice to Frimley Park with respiratory failure, and we have all been at the end of our tethers and didn't know which way to turn. I am pleased to say my mother is currently well. Lorna's input has been invaluable, not only in practical terms but in understanding and empathy also. She has a great sense of humour, and along with her PA Bea, she is worth her weight in Gold!

Many thanks, Ms AG

THE DISABLED PEOPLE'S PANEL AND ATTITUDES TOWARDS DISABILITY

In 2010 Scope set up a pilot for an online panel of disabled people in partnership with ComRes, the research agency. The objectives were to better understand the views and experiences of disabled people, particularly to inform their policy, campaigns and media work.

The most recent survey focused on public attitudes towards disabled people. 41% of disabled people surveyed said that a stranger has acted in a hostile, aggressive or violent way towards them because they are a disabled person.

More than a third of disabled people said that attitudes towards them had got worse over the past year and over half said that they experience discrimination on a weekly basis or more. These worrying statistics are already being used to highlight this important issue in the media. Some other findings are:-

Main forms of discrimination experienced

- Person talking to you in a patronising way – 77%
- Person not talking directly to you – 66%
- Person refusing to make adjustments or do things differently – 64%
- Person not believing you are disabled – 58%
- Staring – 54%
- Person assuming you do not work – 50%
- Person being aggressive, hostile or calling you names – 41%
- Ignored by a taxi or bus you were trying to hail – 30%
- Not being served in a shop, bar or restaurant – 28%

Main sources of discrimination

- Health workers (including doctors) – 59%
- Shop or retail staff – 51%
- Family members – 43%



HOME VISITING BASIC FOOT CARE FOR DISABLED PEOPLE ACROSS SURREY

Surrey Disabled People's Partnership (SDPP) are pleased to announce that our existing foot care service has been extended and is now available to disabled adults across Surrey.

What does the foot care service provide?

We provide a great value home visiting foot care service for disabled adults. After an initial assessment, our fully trained Foot Care Worker will provide:

- Toe nail cutting
- Removal of hard skin
- Foot care advice and, if required, referral to the podiatry service or GP
- Our Foot Care Worker can also give information about a wide range of services and groups in the community

How much will the basic foot care service cost?

First Appointment: £30 (including a foot care kit which you keep)

On-going appointments: £12 per visit

We are able to provide a low cost scheme as SDPP is a not for profit organisation and with the support of an £8,000 grant from Surrey County Council.

Many people take cutting their own toe nails for granted. However, there are many disabled people who are unable to do this and cannot access existing services. I would be grateful if you could promote our home visiting foot care service to disabled people, carers and others across Surrey.

For more information;

Telephone/Text: 01483 750973

Email: home@sdpp.org.uk

Visit our website: www.sdpp.org.uk

Free Insulation grants are available to private households where anyone is aged 70 and above or anyone is in receipt of certain benefits, tax credits or allowances

- Attendance allowance
- Council Tax Benefit
- Child & Working Tax Credit (income no more than £16,190)
- Disability living allowance
- Disablement pension (includes constant attendance allowance)
- Housing benefit
- Income support
- Income-based Job Seekers Allowance
- Income related Employment and Support allowance
- State pension credit
- War disablement Pension (which includes mobility supplement or constant attendance)

All other home owners and private tenants will still qualify for a partial grant and the table below shows some typical examples of the amount to pay after the grant has been applied.

All Home Insulation Grants are backed by the UK Government and they do not have to be re-paid! Any home owner or private tenant qualifies for a grant, regardless of circumstances. Take advantage of this fantastic offer now while grants are still available.

There seems to be a variety of ways of applying for it through lots of different companies. You can search on the internet for them. British gas is one of them and you do not need to be a British Gas customer to benefit from them.

<http://www.britishgas.co.uk/energy-efficiency/products/home-insulation.html>

Calling all Carers... do you need a couple of hours to yourself?



We are running 4 trial drop-in sessions where you can bring the person you care for & leave them with our fully trained staff. The cost is £2 which includes afternoon refreshments.

Tuesday 27th September 2-4pm
Thursday 6th October 2.30-4.30pm

Epsom Methodist Church, Ashley Road (no parking but drop-off area)

Monday 17th October 2-4pm
Thursday 27th October 2-4pm
Leatherhead Institute, 67 High St (parking available)

Spaces are limited so please book early to avoid disappointment by telephoning 01372 363300

www.crossroadscaresurrey.co.uk
Crossroads Care ... the people carers turn to

Mid Surrey Branch, 5-7 Gravel Hill, Leatherhead, Surrey KT22 7HG
Tel: 01372 363300 Fax: 01372 363300

Charity Registration Number 1125048. Surrey Crossroads is a company limited by guarantee registered in England & Wales Number 06303805. Registered office: Residents House Community Walk Esher KT10 9RA

REBUS PUZZLES

1234567890
12safety90
1234567890

HOROBOD

b b b b
a a a a
r r r r
g g g g

sta4nce

A REBUS IS A REPRESENTATION OF A NAME / WORD / PHRASE USING PICTURES. CAN YOU GUESS WHAT IT IS?

**Give Get
Give Get
Give Get
Give Get**

Answers on page 2