



support & housing assistance for people with disabilities

SUPPORT AND HOUSING ASSISTANCE FOR PEOPLE WITH DISABILITIES

VOLUNTEERS' NEWSLETTER

New Style Newsletter is an outstanding success!

The feedback so far received following the recent revamp of the **Volunteers' Newsletter** from its former single sheet of basic information to a more colourful mini 'newspaper' has been truly encouraging!

As a result we are thinking of expanding a little further to include information, news and views covering all aspects of SHAD not just items relating to volunteer issues.

In essence, the newsletter is, in a way, the victim of its own success and this is forcing some of the proposed changes.

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Commission for Social Care Inspection (CSCI)

As some volunteers will already know, SHAD is in the process of registration and inspection with CSCI.

(Continued on page two)

Urgent Reminder Do contact us if you have problems

Once again, it is necessary to remind volunteers to be sure to let SHAD know if there are any problems or concerns that need to be brought to the attention of the organisation. Too often issues are being left to a point where it is too late for them to be resolved in a satisfactory manner.

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Look out for our new style newsletter scheduled for publication at the end of September 2007!



Introducing Tooting Bec Lido

Tooting Bec Lido is the largest freshwater pool in England, offering a 90m pool and children's paddling pool with nearby gazebo shaded area. A new entrance and café enhance the experience for all the family. **Call Tooting Bec Lido on 0208 871 7198 to find out about FREE access to Tooting Bec Lido this Summer**

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Editing:

**Vitalis & Ambreen
Volunteer Managers**

Important bits

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Commission for Social Care Inspection (CSCI)

CSCI is the regulatory body that supervises providers of social care.

Although primarily established to oversee nursing homes and care homes, CSCI is also responsible for the regulation of domiciliary care agencies. As SHAD falls within the domiciliary care agency category it is required to register



and undergo inspection.

The overall object of registration is to ensure that care providers meet certain minimum standards as laid down by the government and the inspection process is designed to ensure these standards are met. The standards cover a wide range of topics to ensure the provision of appropriate services and necessary policies and procedures are in place.

As part of the process preliminary information relating to SHAD has

been provided to CSCI and Jakki has been approved by it as the Registered Manager.

Prior to formal inspection (expected within the next four weeks) CSCI are asking a random selection of volunteers, service users and staff to complete and return questionnaires.

Responses to these are confidential but if you require any guidance please do not hesitate to contact Vitalis, Ambreen or Jakki.

We warmly welcome Katharina, Cynthia & Claudia to SHAD. We are sure you are already having nice time!

More important bits!

(continued from front page)

New Style Newsletter (continued)

With the increased level of information, and given the time it takes to put the

**Recommend a volunteer to SHAD
and (if they obtain a placement)
win a token!
Call Vitalis or Ambreen for details**

newsletter together, it is proposed to move publication from the present fortnightly to a monthly format. At the same time content will be expanded to include information relevant to not only

volunteers but also service users and staff. The name will remain the same for the time being although this will be kept

How do I become a volunteer?

*Call Vitalis or Ambreen on
020 8675 6095 or see our website
at:
www.shad.org.uk*

General Information

New Style Newsletter - (con't)

under review in the coming months. The newsletter in the updated format will be produced from the end of September so after this issue there will still be current format issues out on 22 August & 12 September.

Next Allowance Payments!

The next date for payment of allowances will be **Wednesday 22 August 2007**, when volunteers will receive £120 personal allowance plus any outstanding transport reimbursement. Cover shift payments will be made on 29 August 2007.

Cover! Cover! Cover!

SHAD is always keen to hear from volunteers who have the availability to carry out cover shifts in addition to their normal sessions.

If you are interested in additional shifts please notify either Vitalis or Ambreen.

General Information

Staff Meeting

The next staff meeting will be on **Tuesday 14th August 2007**. Please note that the office will be closed between 10.30am and 12.30pm and all telephone calls will be directed to the answering service.

Cover-shift Forms

Please note that from now on, whenever you do a cover shift, you need to obtain a cover shift form from the office. This must be completed and signed by you and your service user or their family member or care advocate. It is not possible for SHAD to settle cover shift allowances until forms are correctly completed and signed off by services users or their representative.

Flat cleaning!

We observe with some bit of disgust that the flats are getting dirtier. Please be reminded that SHAD has the right to ask anyone to leave the flat if they are not participating actively in keeping the flats clean.

There are still many flats where the washing up has been left to pile up and the vacuuming has been left undone.

Let us remind you that cleaning your flat is part of your agreement with SHAD.

Remember—Please do not use radiators to dry your clothes!

(continued from front page)
Urgent Reminder

Do contact us if you have problems

Volunteers should not be in a position where they are anxious or concerned to raise matters they feel need to be resolved. Being silent should be avoided to ensure we maintain the best possible relationships between all of us at SHAD.

Au revoir Max Floegel.

Thanks for your time at SHAD and all the best in your future endeavors!

Yet more information



*Enjoy & let others enjoy the flat!
only with the permission of the
Volunteer Managers are you allowed
to bring a guest into the flat!*

The most recent SHAD Volunteers' social evening— a real fun event! Wow! Were you there?

The last Volunteers' social evening hosted by the Volunteers at 46A Hendrick Avenue has been described as "a hit". The turn out was marvelous. All those in attendance had a good time. Watch out for details of the next event.

"Fun corner! Enjoy London"

Making the most of London.....

For a free guide to the London night scene check the following sites:

www.clubseekers.com

<http://www.viewlondon.co.uk>

There are loads of great films out, too many to mention – see Time Out for details..

The latest copy of Time Out will be in the office from this afternoon. Please feel free to come and browse. There are lots of free and cheap events going on throughout London. You can use the office photocopier to copy any information you find of interest.



**Amazing!
Have you been to Tooting Bec Lido?**



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**SHAD is supported by
Wandsworth Borough Council**

We're on the Web!

www.shad.org.uk

Jakki's Bit

August! The floods are over (hopefully) and although summer was scheduled (according to the Meteorological Office) to arrive in the United Kingdom on 15 August I do believe it arrived last Sunday when the temperature in London reached 30° C!

The young racing driver, Lewis Hamilton has won yet another Grand Prix, The England rugby team have given their Welsh opponents quite a beating at Twickenham just before the commencement of the World Cup and our cricket team is struggling to win the Test Series with India. I wonder what our volunteers think of the British obsession with the weather and sport—especially cricket?

What is cricket? I will try and explain -

You have two sides, one out in the field and one in. Each man that's in the side that's in goes out, and when he's out he comes in and the next man goes in until he's out. When they are all out, the side that's out comes in and the side that has been in goes out and tries to get those coming in, out. Sometimes you get men still in and not out.

When a man goes out to go in, the men who are out try to get him out, and when he is out he goes in and the next man in goes out and goes in. There are two men called umpires who stay all the time and they decide when the men who are in are out. When both sides have been in and all the men have out, and both sides have been out twice after all the men have been in, including those who are not out, that is the end of the game!

The views expressed here are not necessarily those of the Organisation

**This issue is also available in other formats
for visually impaired readers.**

And Finally...

A European law that will improve air travel for disabled and older people has come into effect.

Under the new rules, airlines and holiday companies will no longer be able to refuse to fly people because of their disability. The European Disability Forum says it is a "key date" for disabled people.

Labour MEP Robert Evans - who pressed for the adoption of the measures by the European Parliament - says seven million people will be affected.

"It's incredible that people with reduced mobility have suffered neglect and maltreatment in airports as recently as 2007," said Mr Evans.

"Some UK airports have put in place admirable measures to assist people - and I welcome these efforts - but voluntary agreements are not a proper substitute for the law."

Mr Evans says that some of the worst cases that he has come across include both low-cost and conventional carriers.

Instances brought to his attention include:

- Nine blind and partially sighted people being taken off a Ryanair flight because there were too many disabled people on the plane
- A limbless woman being refused permission to travel alone by Air France, one of

whose employees said: "A torso cannot possibly fly on its own"

Ryanair passengers travelling from Stansted being charged for wheelchairs to take them from check-in to the aircraft

The European Disability Forum (EDF) is urging disabled passengers and those travelling with them to use the new regulations and complain to the relevant authorities if they feel that their rights have been violated.

"Only this way will the new law become totally effective and contribute to overcoming discrimination," said EDF president, Yannis Vardakastanis.

Guide dogs

Although the move is welcomed by campaigning organisations, some are looking forward to next year, when further measures will be implemented.

"We're delighted with the new EU regulations," said Guide Dogs' director of public policy, Tom Pey.

"We're also looking forward to the introduction of the requirement that will prevent airlines from refusing to carry guide dogs in the cabin with their owners, which will be implemented in July 2008."

Other measures that will come into force next year include ensuring that passengers get a seamless service from check-in to the departure

gate, as well as a designated point of arrival. Airport employees will soon have to undertake disability awareness training.

And people will be entitled to compensation if wheelchairs or other equipment is damaged in transit.

Until now, disabled passengers have had some protection from existing disability rights legislation, but this did not apply to aircraft or across international frontiers.

Disability rights campaigners have long complained about the lack of facilities, negative attitudes and essential equipment being damaged by airlines.

In a limited survey, Leonard Cheshire, a charity that works to improve rights for disabled people, found that almost two-thirds of people had struggled to board a flight.

More than one-third had experienced negative attitudes from staff on aircraft or at airports.

"For too long, disabled people have been unfairly treated and discriminated against when it comes to air travel," said the organisation's spokeswoman Annette Laidler.

"Disabled people are entitled to the same opportunities to travel as everyone else."