



support & housing assistance for people with disabilities

SUPPORT AND HOUSING ASSISTANCE FOR PEOPLE WITH DISABILITIES

VOLUNTEERS' NEWSLETTER

Wishing you all a very happy new year !

SHAD volunteers, service users & office staff, we are wishing you all a very happy new 2008. We hope you enjoyed your festive period. Lot's of goodies and things to eat. **Hmmh!**

We once again appreciate your turnout to the Christmas social. It was truly enjoyable. We now look forward to the next one which won't come up until some time in December 2008! Sorry if you won't be here then. Ha! Ha! Ha!

The year 2008 for SHAD has promised to be a good one and has started a wonderful note with the provision of Christmas and New Year supplements to our faithful

volunteers who were on shift on Christmas Day, Boxing Day, New Year's Eve and New Years Day and/or those who attended all shifts during the holiday period without asking to be covered.

We have very interesting events lined up this year; e.g. Volunteers social evenings which will take place once in every two months in Volunteer flats on a rotational basis plus the already mentioned SHAD Christmas social

2008 to mention a few. Wow!

We also have competitions coming up sometime in the year to amuse our volunteers. These are 'Best Serving Volunteer' award (SHAD Chief Executive award)

and the 'best flat' award! So ensure you try and win something for yourself.

Remember to look out for the SHAD new style newsletter scheduled for publication at the end of every month!



Nearly Easter!



"the winter continues"

Inside this issue:

• <i>A very happy new year</i>	1
• <i>Service users corner</i>	2
• <i>CSCI News</i>	3
• <i>Volunteers' corner</i>	6
• <i>Jakki's Bit</i>	8
• <i>And finally...</i>	8

Editing:

Vitalis Nnebue
Volunteer Manager

Service Users' corner—open for contributions from SHAD service users

This new section of the newsletter has been established to provide space for SHAD service users to comment or write a piece that might be of interest to our readers. Pending copy being received, the Editor has included this piece in the hope it will be of interest and stimulate other contributions.

Sometimes on a holiday what really hits the spot is a cheap week of sun, sea, sand and ... shed loads of duty free spirits I wouldn't normally wave a cocktail stick at. But whilst a package holiday may be the usual bargain-basement way to jet off for a week's hedonism, I'm not your usual girl. Stairs are tricky and hotels described as a pleasant walk away from the beach - aka a two kilometre hike down a rocky hill - are a no-no. My challenge was to see whether I could find a low-cost package holiday that catered for the non-average traveller. Can disability be neatly packaged?

roughly scrubbed down with a flannel by a man wearing only a towel wrapped round his waist, who bore an uncanny resemblance to Manuel in *Fawlty Towers*. Now, I realise that being scrubbed down by a scantily-clad Manuel may be some people's ideal daydream to while away a tedious Friday afternoon, but it's certainly not one that's ever occurred to me. My friend failed miserably in hiding her hilarity at the expression on my face when Manuel rubbed under my bikini straps, covered me in foam, scrubbed my hair and behind my ears in a manner I haven't experienced since I was five years-old, then threw a few buckets of water over me for good measure. At least the guy in the 'relaxation room', where the oil massage took place, had his trousers on. But strangely enough, that evening my skin felt fantastic, even if I'll never be able to watch *Fawlty Towers* in the same light again ...

Altinkum is a good base for exploring the local area. Would my package holiday leave me resort-bound or would Turkey prove to be a physically easy country to get around? Turkey is lobbying to

First stop was a helpful travel agent. He set out to find us a holiday in short walking distance of the beach, bars and restaurants. We'd chosen the resort of Altinkum in Turkey because it is a compact resort with a reputation for golden beaches. Finally, he came up trumps and found a hotel at the centre of the resort, not listed as unsuitable for those with mobility restrictions, and with a lift. So far, so cheap!

On arrival at the resort, seeing the azure sea blend into the cloudless sky through my sleepy eyes was a truly magical moment. Less so was spotting the steps up to our hotel's entrance. Lesson number one: make sure your travel agent rings the holiday company when booking to double check that there's nothing left out of the hotel's description in the brochure. But what the hotel lacked in ramps, it made up for in helpfulness and enthusiasm. The staff rushed to help

become a member of the European Union. Locals told me they see their nation as self-sufficient, with its own cultural identity - although they do concede that EU membership and its subsidies would benefit the poor, whom tourists rarely see. I wondered whether it would also benefit the country's disabled people, of whom I saw none during my visit. In the resort there were a few stomach-churningly steep ramps, but as a rule the country makes little disability provision.

The cheapest way to get around is to take a ride on the *dolmus* - a minibus that in busy times tries to emulate the world record for the number of people who can be squashed into a moving vehicle. But we went for the slightly more expensive (at £29 a day) but more accessible option of a hire car. Our trips to a local market and a village in the hills were easy. Then we decided to visit Ephesus, the ruins of an ancient city that was home to the Temple of Artemis, one of the seven wonders of the world. Lesson number two: ancient doesn't equal accessible. It's a steep walk from one end of Ephesus to the other, and those not so sprightly on their feet (including me) jostled for the easiest route downhill, avoiding rubble

me with the steps - while the friend I was travelling with is fortunately no stranger to heaving my walking frame up hills.

Friendliness is a quality that flowed in abundance in Altinkum. Locals chatted and offered advice on what to see and where to go, and fellow tourists who probably wouldn't dream of striking up a conversation on the tube offered to share a table at dinner. At 90 degrees, with the sun permanently shining, the resort's balmy atmosphere makes a great mood enhancer.

It was easy to while away a few days on the beach, strolling along the concrete paved seafront to the second, less crowded bay, and enjoying the nightlife in the evening. After sampling the Turkish cuisine, it was time to try out another local speciality - the Turkish bath. First off was a sauna, then we were beckoned into a wet room. Lying on a tiled slab, I was
(continued in column one below)

and large steps. Yet the pain was certainly worth the gain.

What's amazing about Ephesus isn't just the partly reconstructed ruins - including the library, temples and even toilets - which whisper the stories of people's lives two thousand years ago, but also that the authorities allow you to get so close to them. The stone steps underfoot are the very same ones that the ancient Ephesians walked on - and the carved ruins provide a handy seat to take a breather from the hot sun. It is definitely worth a break from the beach to feel the foundations of a civilization gone by.

So can a cheap, mass-market holiday fit disability requirements? I learnt that it's all in the preparation. I came up trumps with the price (under £300) and the resort, but should have done more homework on the hotel. It was possible to explore the area, but not everything the guidebook lists as a 'must see' is easy. On balance, I'd go back to Turkey as fast as you can say "Foam me up, Manuel". With some careful planning and a helpful travel agent, a cheap package holiday for disabled travellers need not necessarily be a turkey.

© Penny Batchelor

CSCI News!

As indicated on page 5 of this issue, the Commission for Social Care Inspection (CSCI) has just published its third report on the state of social care in England.

The report covers services for both elderly and disabled people and highlights the increasing demands placed on the sector.

Over 2 million people of all ages, including children, and from every community, used social care services arranged by local councils during 2006/07. Councils spent £14.2 billion on social care

for all adults. It is estimated that £5.9 billion was spent by private individuals on personal social care for older people alone.

As SHAD knows only too well *and takes pride in delivering*, people looking for support have emphasised the importance of services that fit with their daily lives, recognise their individuality and respect their culture.

Lack of space precludes lengthy or detailed comment but it is clear that rationing or limiting services by councils is the greatest cause of concern to individuals and

providers alike.



On 31 March 2007, there were 4,735 home care agencies (including SHAD) registered with the CSCI, an increase of 112 over the previous year. Primary growth has been in the private sector (194 agencies) with a fall in the number of home care agencies run by councils and the voluntary sector. Perhaps our funders will recognise this as a signal of the need to divert additional resources to SHAD to maintain and improve services.

Please contact Jakki at SHAD if you would like further information

Important bits!

Please avoid gossip!

It is very difficult at times to remember that the issue of confidentiality is very important and can be easily overlooked. This is particularly true when volunteers sharing flats are placed on differ-

ent projects and, in general conversation, discuss matters relating to their project, service user, volunteers or staff.

How do I become a volunteer?

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

Volunteers should remember that they should at all times respect the confidentiality of all matters

relating to personnel and services

provided by SHAD except if there is a suspicion of abuse of a service user, volunteers or staff when the matter can be raised, in confidence, with Jakki Morgan.



More Important bits!

Repairs

SHAD is aware that, from time to time, volunteers report problems or items needing repair or replacement in their flats.

Quite often these defects are reported verbally either in person or by telephone and there is a risk that, given the workload of Richard, our maintenance worker, there may be a

slight delay in effecting repairs. Please bear with us but do not hesitate to check with the office should you feel that any maintenance issue is taking too long to resolve or may (and this is most unlikely) have been overlooked.

SHAD aims to ensure that prompt attention is given to all maintenance matters in respect of volunteer flats.

Transport Claims!

SHAD is only able to reimburse transport costs against properly presented receipts for costs incurred.

The organisation is unable to refund volunteers for the use of bicycles.

This mode of transport is to be commended and participants should take pride in reducing their carbon footprint!

High Court finds that Council acted unlawfully and ignored rights of disabled people

Harrow Council forced to reconsider new policy withdrawing care services from hundreds of residents

In a key case about disability rights and the provision of care services for hundreds of people, a judge found a local council had acted unlawfully when introducing its new policy because it had breached its duties under the Disability Discrimination Act.

The case, brought by the Public Law Project (PLP) on behalf of three service-users in Harrow, was a challenge to Harrow Council's decision in July 2007 to restrict the care services it currently provides to people with critical needs only, withdrawing care from those who had substantial needs. The latter category

includes those whose independence is at substantial risk if their needs are not addressed, including those who have only partial choice and control over their immediate environment, an inability to carry out the majority of personal care or domestic routines or an inability to maintain the majority of social support systems and relationships.

Local groups supporting the action included Mencap, Harrow Rethink Support Group, Mind, Harrow Association of Disabled People and Age Concern. All have grave concerns that such a restriction in care services would leave hundreds of vulnerable people without essential care. Harrow Mencap described the withdrawal of services to about 100 users as having a devastating affect on the individuals and their carers. Harrow Age Concern anticipated an increasing number of

older people being at risk as a result and having a very poor quality of life if the policy was adopted.

In the High Court, Judge David Mackie QC held that the decision to introduce the new policy was unlawful as the Council had failed to meet its duties under the Disability Discrimination Act. He described how the Council had failed to have due regard to the need to eliminate discrimination against disabled people and to promote equality of opportunity: "there is no evidence that this legal duty and its implications were drawn to the attention of decision-takers". The Council will now have to reconsider the issue ensuring that they meet this fundamental duty and protect the rights of disabled people when deciding whether to go ahead with the new policy or not.

Independent Living Fund takes away any New Year Cheer!

In a move that is sure to concern thousands of disabled people, the Independent Living Fund has announced the introduction of severe cutbacks in the funding that it makes available for personal care support.

Significant changes announced by the ILF include: -

- The amount per week that local authorities have to pay for personal care support before application can be made to the Independent Living Fund is to rise from £200 to £320
- The ILF will only give funding from the time that an offer has been accepted
- The ILF warn that they may not have the funds to respond to every valid applica-

tion they will therefore give priority to disabled people working for more than 16 hours a week.

Sue Bott, Director of National Centre for Independent Living (NCIL) says 'I am appalled by this announcement which came in the week before Christmas presumably in the hope that no one would notice'.

She further says 'Over the years the availability of ILF funds has been crucial in enabling disabled people to enjoy independent living. I am alarmed about these measures which will make it very difficult for new applicants to the Fund.

I fail to see how cash strapped local authorities are going to be able to cope. Inevitably eligibility criteria for support will be tightened still further locally to

pay for these changes.

This is likely to mean that many more people will go without any social care support at all. The problem for the ILF is the need to keep within budget. I call on the Minister for Disabled People, Anne McGuire MP to give urgent consideration to this matter and ensure the ILF is adequately funded to meet the needs of disabled people across the country.

Once again we see the Government talks the talk of independent living and opportunities for disabled people but fails to ensure adequate resources are available'.

Needy 'face social care struggle'

Elderly and disabled people in England are increasingly being denied social services, a report says.

The Commission for Social Care Inspection said councils were tightening their criteria which determines who is eligible for care.

The watchdog said the situation meant there were 275,000 people in need of help receiving none while another 450,000 suffered shortfalls in care.

Ministers have ordered a fundamental review of the rules on eligibility.

Councils have been setting a higher threshold for care in recent years as there is increasing demand for social care driven by the ageing population.

Pressure on budgets has also been felt - partly from the fall-out from the NHS cost cutting in recent years.

The watchdog said two thirds of the 150 councils in England only provide services to individuals with need classed as substantial or critical.

This includes everything from help getting up to assistance feeding, although the watchdog pointed out there were huge variations in how these are defined from area to area.

Trend

This was up from just over half a year ago and the watchdog warned the trend is expected to continue.

The report said one of the consequences of this was that fewer people were receiving home care support in 2006 - 358,000 - than in 1997 - 479,000 - despite the ageing population.

But the report also pointed out that those who were receiving care were getting a better standard of service.

Social care ratings have been increasing for the last five years and eight in 10 councils were now classed as good or excellent.

Commission chairman Dame Denise Platt said: "There is a sharp divide between those in full care and those that fall outside."

She said life for those who were not getting enough care was a "tough" and called on councils to do more to help direct people towards services even if the state was not paying for it.

As well as the 2m people receiving social care, there are hundreds of thousands who are cared for by friends or family or who pay for help privately.

Paul Cann, director of policy at Help the Aged, said: "The social care system is at breaking point."

"Overstretched and underfunded - the report demonstrates that the gap between need and provision is rapidly turning into a gulf."

John Ransford, deputy head of the Local Government Association, said councils wanted to provide care, but did not have enough money.

"We have been saying very strongly that in a very tight financial settlement, we have to use those resources as effectively as possible and if you want more services, we need more resources."

But social care minister Ivan Lewis said: "It's not acceptable. That's why today, I'm announcing a fundamental review of the system which determines who gets care."

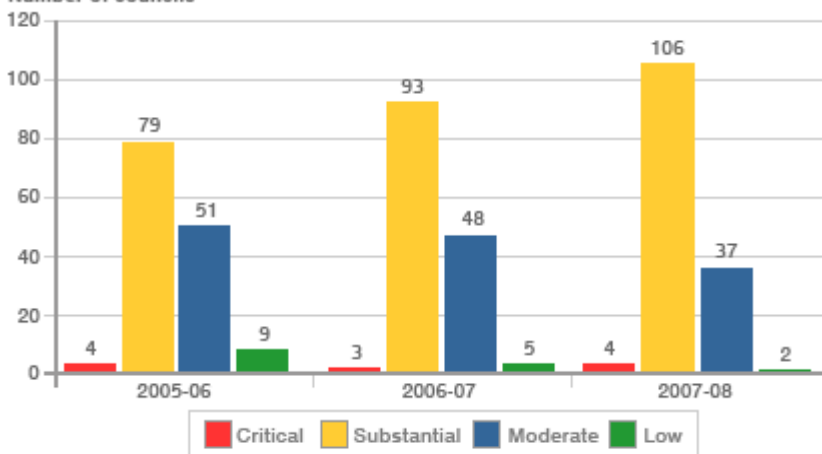
It comes as the government is preparing to draw up a green paper later this year to reform social care.

Many experts have called for a system of co-funding whereby the state guarantees a set level of care and then matches anything extra an individual is willing to contribute.

HOW IN NEED MUST YOU BE?

Council care eligibility thresholds

Number of councils



SOURCE: CSCI



The CSCI says there are inconsistencies in social care

Volunteers' Corner (news & views for those at the 'blunt end')

WELCOME TO SHAD!

We warmly welcome
Sydney, Sylvia, Ronald &
Katy to SHAD.

Sorry you came in winter
but we hope you will be
fine anyway.

As usual we say to you all
"BIENVENUE TOUT LE
MONDE"

SHAD Birthdays!

**Very Happy
Birthday wishes to
our 'January
people'**

**Otmar & Vlad
Many Happy
Returns!**

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

Next Allowance Payments!

The next dates for payment
of allowances are

13 February

(allowances and processed
travel expenses)

and

27 February

(allowances, processed
travel expenses and
processed cover shift
payments).

More Volunteer Stuff!

Goodbye Claudia, Gabriel & Nika!

We express our profound
gratitude to these wonderful
volunteers who recently completed
their placements with SHAD. We
wish you the best in your future
endeavours!

We truly enjoyed your time with us

and would like to have you back in the
future if ever you are available.

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



*Volunteer's corner - Air Your
Views Now!*

Even More Volunteer Stuff!!

Cleaning Materials

For more efficient requisitions
and supplies please remember
that collection of cleaning
materials are to be done on a 2
weekly basis and this should be on
the day of payment of allowances.
This will minimise transportation
and ensure that supplies do not
run out at unexpected times.

MEETINGS WITH THE VOLUNTEER MANAGER

Please note that, with the exception of
emergences, it will now be helpful if
volunteers booked an appointment in
advance when needing to see Vitalis,
our Volunteer Manager.

Outside office hours Vitalis can be
contacted on the SHAD mobile
number:

07966 729821

ENERGY BILLS

Once again the flat electricity
and gas bills are becoming more
and more frightening. Please
help manage the heating by
turning off the radiator in your
room when you're not there.

Ensure that lights are switched
off when not needed. Thanks!

"Fun corner! Enjoy London"

Horniman Museum and Gardens, 100 London Road, Forest Hill, London, SE23 3PQ

Opening hours

Museum

Open: Daily 10.30am - 5.30pm

Closed: 24 - 26 December

Library

Open: Wednesday to Saturday 10.30am - 5.30pm and Sunday 2 - 5.30pm

Closed: Mondays, Tuesdays, Bank Holidays and 24 - 26 December

Please note the Library is currently subject to short notice and lunchtime closures. Ring 020 8699 1872 in advance to check opening times.



Gardens

Open: Monday to Saturday 7.30am to around sunset and Sunday 8am to around sunset

Closed: 25 December

Free entrance

Entrance to the Museum and Gardens is FREE. A charge is made for major temporary exhibitions.

Facilities and access

The Museum and Gardens are both wheelchair and pushchair friendly with accessible toilets. A lift gives access to all the exhibition areas.

This is the first museum I ever went to at about age 5! - Jakki

Transport

Buses

176, 185, 197, 356, P4 (Stop outside the Museum and Gardens)

122, 363, P13 (Stop nearby)

Trains

Forest Hill station is well served by trains from Central London, Croydon and Surrey. Direct train services run from London Bridge (approx every ten minutes, journey time 13 minutes) linking with the Northern and Jubilee lines, London Victoria linking with the Victoria, Circle and District lines, New Cross Gate linking with the East London line, East Croydon, West Croydon, Sutton, Purley and Caterham.

Do you want to play Dodgeball on Thursdays at 7:45pm? A club is looking for players of all skill levels including co-ordinated beginners.

Dodgeball is a fun active sport where 2 teams of 10 players try to eliminate their opponents by hitting them with non-sting balls. You must jump, duck, and dodge the balls that your opponents throw at you. If they hit you then you're out of the game. If you catch the ball then your opponent is out of the game and one of your team-mates is back in the game. Your team wins by eliminating all of your opponents within a fixed time limit. There is one special player on each team: the president. If the president is eliminated then the whole team is eliminated. If the president catches a thrown ball then the whole team is back in the game.

It's a fun and friendly team sport, and beginners are definitely welcome as dodgeball is easy to pick up and we always go through the game rules and skills with everyone.

Guys & girls aged 18 to 35 are welcome to come & play.

We have players coming from Wimbledon, Putney, Kingston, Richmond, Sheen, Fulham, Hammersmith, Earlsfield, Southfields, Wandsworth, Clapham, Clapham Junction, Tooting, Colliers Wood, Balham, Streatham, Mitcham, Croydon, Morden, Raynes Park, Roehampton, New Malden, Earls Court, Kensington, Victoria, Vauxhall, Waterloo, south London.

We have a great social scene, with lots of social events every other week. For more information go to:

<http://www.gumtree.com/london/00/8377500.html>



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 on show, too many to mention – see Time Out for details..

London Life

The London Life channel provides a wealth of information relevant to all those living in London. Regardless of whether you are a permanent resident or a visitor, you will find essential information here on all aspects of living in London.

Visit: www.london.gov.uk/London-life





support & housing assistance for
people with disabilities

SHAD

5 Bedford Hill
Balham
London
SW12 9ET

Telephone: 020 8675 6095
Fax: 020 8673 2118
E-mail: info@shad.org.uk

Produced and edited by Vitalis Nnebue

***SHAD is supported by
Wandsworth Council***

We're on the Web!
www.shad.org.uk



Jakki's Bit

End of January already! - hurrah!!

The Six Nations Rugby Tournament is about to start. I like rugby, it is so much better than that game for softies they call football. There, that should stir a few things up! Now then, who agrees with me that England will carry off the title or at least The Calcutta Cup. Funny name that, The Calcutta Cup, don't you think?

Did you know, on Christmas Day 1872, a game of rugby football, between a team representing England on the one side and a team representing Scotland, Ireland and Wales on the other, was played in Calcutta (now Kolkata)? The match was the outcome of some agitated letter writing to the editors of the Englishman and the Indian Daily News by Old Rugbeians and other émigrés ensconced in Calcutta. The match was such a success that it was repeated a week later: the game of rugby had reached India! These lovers of rugby football wanted to form a club in the area and the aforementioned matches were the agents which led to the formation of the Calcutta Football Club in January 1873.

Sadly, other sports, such as tennis and polo, which were considered to be more suited to the local climate, were making inroads into the numbers of gentlemen available and forced the Club to close down after only four years in existence. The Calcutta Club officials closed their bank account, withdrawing the entire balance due in silver rupees. These were melted down and crafted by the finest Indian workmanship into what has become known world-wide as The Calcutta Cup, played for annually by England and Scotland. It is approximately 18 inches high, has three handles in the form of cobras and has a handsome lid surmounted by an elephant.

There, bet you didn't know that!

This issue is also available online and in other formats for visually impaired readers

And Finally...

Interactive care tool goes online

The BBC has launched an interactive tool to give people an idea of how much social care support they are entitled to and how much it will cost.

The Calculator is accompanied by a care map which shows how services differ. While the number of people who need support - either in their own homes or in a residential setting - is due to rise, many local authorities around the UK have been trying to tighten the criteria to control spending on social care. The number of people over 85 is predicted to double in the next 20 years and treble in 40 years.

As people age they are more likely to have an impairment or long-term health condition - almost half of those over 75 have one.

Knowing how and where to access support for older or disabled people is becoming a major preoccupation for many people.

The Care Calculator provides average figures for England and is based on a

model created by the London School of Economics (LSE).

The accompanying care map then provides an indication of the likely levels of support in specific areas together with information about local sources of help and advice.

Anyone using the Calculator is taken through some hypothetical scenarios, one of which might well resemble their or their relative's own situation.

Examples include:

- A single man with arthritis who needs help with bathing and shopping
- A person with MS and epilepsy who is reluctant to go out
- A wheelchair user who needs help with showering, dressing and meal preparation
- Someone with early onset Alzheimer's' Disease who is not safe in the kitchen
- A person with Motor Neurone Disease who is unable to speak, eat or walk but whose cognitive functions are intact
- A woman recently diagnosed with breast cancer who is undergoing chemotherapy and radiotherapy, not working and feeling generally unwell

The user is then asked whether they live alone or with others, their age, whether or not they own their home, how much they have in savings and about their level of income.

Take the case of a person with early onset Alzheimer's, living with a partner, aged between 70 and 74, who owns their own home, has savings of less than £21,500 and income of more than £150 a week.

For this person, the system has bad news. "Less than 5% of people in such circumstances receive home care support," the Calculator advises.

Those who do, it says, get between two and eight hours per week on average.

And because the person in question has an income above £150 a week, they are likely to have to contribute towards the cost of their care.

And, the Calculator suggests, somebody in a similar situation would be unlikely to qualify for residential care.

People are also being invited to contribute to the government's national consultation on the future of social care by completing a questionnaire on the You & Yours website. A social care green paper will be published after the consultation.