



Kingston Independent



Update
from CEO

Vision and
Values

Business
Development
Manager

What KCIL
has done
for me

Volunteering
experience

Ham House

SDS
meeting

PIP replacing
DLA

PHB
case study

Who we are

Summer

Newsletter for Kingston Centre For Independent Living

2015 edition

Waitrose Community Matters Programme

Waitrose

A big thank you to  Surbiton branch for making us one of their charities to benefit from their Community Matters programme in April. Thank you to shoppers who gave their Green Token to **KCIL** so that we received a donation of £346. The donation was used to organise a boat trip for **KCIL** users.

UPDATE FROM THE CEO

By Lisa Ehlers

I would like to welcome you to this quarter's newsletter which is full of interesting stories about what has been happening at Kingston Centre for Independent Living (**KCIL**). I hope you enjoy hearing more about the work we have been doing.

Grants to Commissioning

The Royal Borough of Kingston (RBK) voted at its Policy and Finance Committee on the 2 July 2015 that just over £1 million that currently sits in its corporate grants budget will now be transferred to the council's commissioning budget. This means that any future funding to the voluntary and community sector, including **KCIL**, will be through the commissioning process.

KCIL's Corporate Grant from the Council has had a crucial impact on the infrastructure of **KCIL** through a vital contribution towards overhead costs including rent and heating, salary costs of the office administrator, bookkeeper and CEO. This grant will now end in March 2016.

KCIL will now need to fundraise for our core activities in a new way. The process for commissioning can include competitive bidding against large for profit organisations and RBK may not commission for activities which we currently provide. We will now need to develop a fundraising strategy that will

incorporate these challenges and help us to diversify our income.

New Business Development Manager Over the last few months, **KCIL** has been preparing in anticipation for the changes to funding from RBK. In June we appointed **Jan Eastaff** as a Business Development Manager and she has been planning and researching new ways for **KCIL** to raise our profile and diversify our funding. I would like to welcome her to the team and look forward to working with her.

Self-Directed Support Audit

KCIL has undergone an audit by RBK's Internal Audit and Investigation Service. They have come up with a number of recommendations for the Self-Directed Support (SDS) Service in order to reduce the amount of risk in the service and introduce effective controls. There are a number of areas of risk they highlighted, which will need to be addressed over the next few months.

Heritage 2 Health

Nursing students from Kingston University worked with the national trust at Ham House to organise an excellent event on 10th July for disabled people from the local area. We hope this will lead to more work with university students and heritage professionals. One idea we have had is capturing the stories of local disabled people for a

project on the history of the disability movement in Kingston, as Kingston was instrumental in a number of areas, including direct payments.

Please get in touch if you would be willing to tell your story.

Partnership working with RUILS

We have been working in partnership with Richmond Users Independent Living Scheme (RUILS) by purchasing the “Find a Personal Assistant (PA)” website from them and through organising Training PAS through Surrey Independent Living Council (SILC) at their offices in Teddington.

Please contact **Dale Byrne** for more information if you would like to attend this training.



Farewell to Maureen

Maureen Wing, Outreach Worker for the SDS Service, left **KCIL** at the end of July for a new job. I would like to take this opportunity to thank her for all her hard work over the past three and a half years and wish her luck in her new role.

Hello and goodbye to you all!

By Maureen Wing



It's been over 3 years since I began working as the Outreach Support Worker at **KCIL** and it's been both a pleasure and an honour supporting all of you.

It wasn't an easy decision to leave, but my new job offers me a chance to support others in a different way. I will never forget how kind and supportive both you and the staff at **KCIL** have been.

So all I have left to say is goodbye and I wish you all the very best.

It's been very emotional goodbye and I would like to thank you for all the kind messages.

Love,
Maureen

VISION AND VALUES FOR KCIL – *YOU HAVE YOUR SAY!*

A big thank you to all of you who took part in the 'Vision and Values for **KCIL**' survey earlier this summer.

This is what you told us:

- The vast majority believe in a society where everyone is valued equally, believe in social inclusion whereby people are active members of their community and that disabled people should have choice and control over the lives they lead.
- The majority believe that **KCIL** is doing well in these areas.
- When it comes to what services we deliver, it would seem that the again the majority know what we offer but there are some areas where people believe we offer a service that is not currently available such as benefits advice and advocacy.
- The final question asked for areas that **KCIL** should concentrate on over the next five years to be ranked from 1 to 10 made interesting reading with Personal Budgets and Direct Payments leading the way, followed

by general information and advice and supporting disabled children and their families.

The two new areas for us to focus on are benefits advice and campaigning so watch this space for further news. The people who responded to the survey commented:

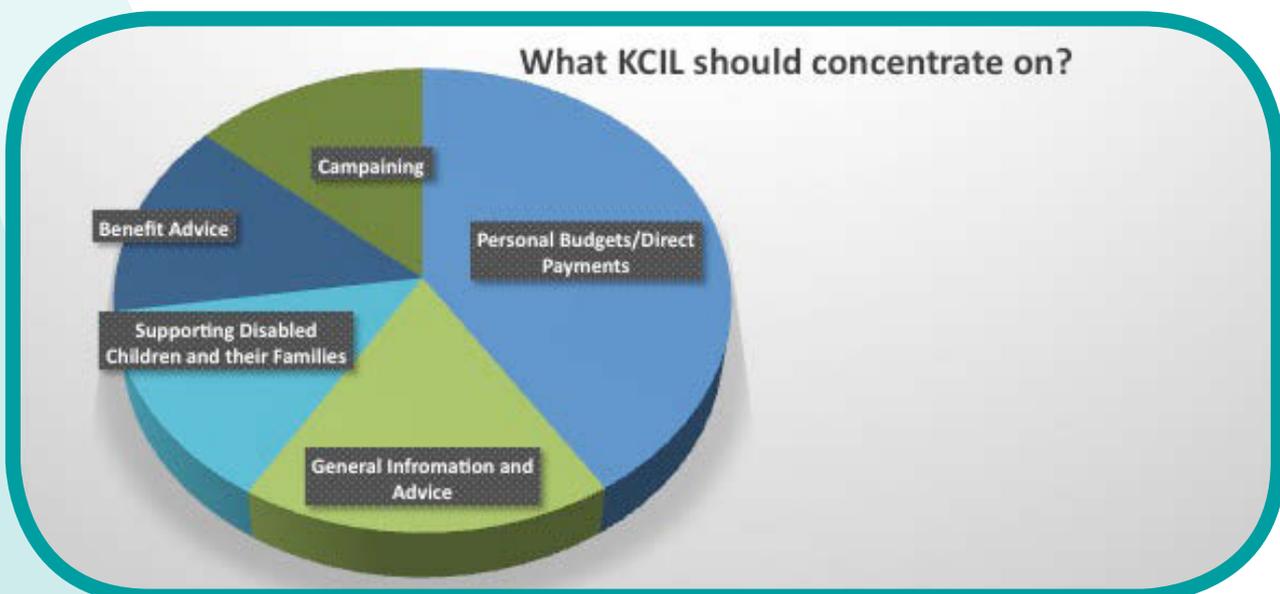
“**KCIL** has made the lives of disabled people and their carers a lot easier.”

“**KCIL** ought to be...the visible, campaigning voice for us.”

“I believe that knowing **KCIL** is there for support and advice is invaluable.”

“I chose these items because they all seek to address the overriding problem in the current political climate, i.e. how disabled people can acquire and benefit from the resources and support they need, in an era in which support for disabled people is being squeezed hard by Government austerity policies.”

“Benefits advice is helpful as the rules and regulations for qualifying constantly change!”



BUSINESS DEVELOPMENT MANAGER AT KCIL



Jan Eastaff

Following Kingston Council's decision that all future funding for the Voluntary and Community Sector in the Borough will be through the Commissioning process rather than via Corporate Grants, securing funding from other sources is likely to be essential in order for **KCIL** to continue to offer its current level of service.

Jan Eastaff has recently joined KCIL as Business Development Manager with a brief to raise the profile of our charity and to look into alternative sources of funding.

Jan has a background in marketing and has spent the previous eight years as Fundraising and Communications Manager for a Guildford-based charity offering short-term respite care for disabled children and young people.

Jan commented, "I'm very happy to have joined the team at **KCIL** and am

looking forward to rising to the challenge of securing new sources of funding. I know this will be a challenge and would ask that if any of our members know of companies who are looking to support a local charity helping the local community, they would let me know. This support can take the form of volunteering or donating goods and/or services as well as raising much-needed funds for our organisation.

"Over the next few months, look out for articles about **KCIL** in your local community magazines and if you know of anywhere where we could display a poster about the services we offer, please do email me or give me a ring."

Jan is looking forward to hearing from you and can be e-mailed at **jan.eastaff@kcil.org.uk** or by telephone **020 8546 9603**.

What KCIL has done for me

by Jane Hatherley



I became disabled early 2003. At first my husband and I struggled to adjust to the changes this meant to our lives as it also meant my husband had to give up work to become my full time carer. Although we saw a social worker we had very little support from The Royal Borough of Kingston (RBK) Council except for the installation of a stair lift and adapting our bathroom to a wet room.

In 2004 we asked RBK for extra help and began to have visits from their outreach team. They worked with us for five years but we were visited when it suited them but not necessarily when it suited us. We heard about **KCIL** in 2012 and they arranged for us to receive direct payments through the Self Directed Support (SDS) team and a RBK social worker.

They also ensured we were receiving all the grants we were entitled to.

We first spoke to the social worker to identify our needs and to agree how many hours we would receive the support for.

The SDS outreach worker (Maureen Wing) then came to our house and explained everything we needed to know to use the direct payments.

Suddenly we were able to select our own PAs and how we used their services which gave my husband some “me” time.

KCIL has been there whenever we needed some information and they hold regular SDS meetings to keep us up to date with any changes in the direct payment process.

KCIL also provides holiday grants which help us to go away for a break.

We would like to thank **KCIL** for all their help and support.

My volunteering experience

by John Hatherley

My volunteering experience started at the 2013 AGM when I responded to an appeal for volunteers. Before I became a full time carer for my wife, my profession was as a writer of technical handbooks which meant I had experience in editing the written word.

KCIL was happy for me to work at home so that I could still look after my wife whilst still working.

My first task was to make regular critiques of the (old) **KCIL** website finding links that no longer worked and items that were very out of date.

I was then asked to edit internal **KCIL** documents such as the staff handbook and others. This led on to me editing the words for the **KCIL** magazine.

I have also volunteered to sit on the board of Trustees as I am uniquely positioned to represent not only the disabled (because of my wife) but also carers and PAs.

I am also the Trustee Health and Safety representative attending meetings with the first aiders and fire wardens.

As you can see from my story, becoming a volunteer is a varied and rewarding experience so think about volunteering yourself.



If you are interested in volunteering, contact **Joanna** on **0208 481 1442**.

Are you a people person?
Try working as a Personal (care) Assistant (PA)?



Contact kcil on **020 8481 1440** or enquiries@kcil.org.uk

www.find-a-pa.co.uk gives you instant access to people who need support and are looking to employ someone like you!

If job satisfaction is important to you, and you like the idea of variety and flexibility, with good rates of pay, find-a-pa could be the place for you to find regular work. You can quickly and easily post your details online. Prospective employers can view your profile, contact you through the secure site and before you know it, you could find rewarding, flexible work. Log in today!



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A Sunny Day at Ham House...

Thanks to Heritage2Health, a group of **KCIL** service users, their PAs and two members of staff, were able to enjoy a day out at the National Trust's Ham House on 10th July.

Heritage2Health is a partnership between the School of Nursing at Kingston University and heritage sites that link people to the arts and nature in order to support recovery, inclusion and shared learning.

A team of volunteers from nursing, healthcare and the arts organised a wonderful day for us and other local disability organisations, with activities including storytelling, making a sensory posy, the chance to try yoga or singing4health amongst other things.

Volunteers from the National Trust also gave us a tour of both the house and garden, sharing with us stories of the House in the 17th century.

The sun shone and we were able to enjoy a delicious picnic lunch courtesy of the Feel Good Bakery. A very big thank you to Heritage2Health and the National Trust for a wonderful day out.

More information about Heritage2Health can be found at

www.heritage2health.co.uk

and more information on the National Trust at Ham House can be found at

www.nationaltrust.org.uk/ham-house.



Latest Self-Directed Support User Meeting

On the 23rd July **KCIL** staff and Self Directed Support (SDS) Users met at the Quaker Centre in Kingston.

The day started with Sue Johnson from Sport Kingston talking to us about the services that Active Kingston offers to our community. The aim of this service is to encourage people to become more active and take part in sport activities. If you would like to read more about Active Kingston, please go to <http://www.sport-kingston.co.uk/active-kingston.htm>.

From sport activities we moved to health. Sophie Bird from Healthwatch Kingston kindly agreed to introduce our users to services and all the good work that Healthwatch is doing. If you would like to learn more about them, please go to <http://www.healthwatchkingstonuponthames.org.uk/>.

Lisa Ehlers, our CEO then updated everyone on current progress with the SDS service and the survey results. You can read more about it in the article "Vision and Values For **KCIL** – Have Your Say!"

KCIL and Richmond Users Independent Living Scheme (RUILS) are working in partnership on the new Personal Assistant (PA) Finder website – please, have a look at the flyers inside this newsletter. In addition to that RUILS is organising free First Aid training sessions for PAs. There are two upcoming sessions on 7th October 2015 and 20th January 2016. Both sessions will be held at RUILS in Teddington between 9.30am and 4.30pm.

If you are a PA and are interested in attending one of the sessions, please contact **Dale Byrne** on **0208 481 1440**. As the day slowly started coming to an end, we all said our goodbyes to Maureen Wing who sadly left **KCIL** at the end of July. John Hatherley, one of our trustees, presented Maureen with flowers, card and chocolates. Maureen will be truly missed by all staff members at **KCIL** and all our SDS users.

We would like to thank all our users and speakers for joining us and for making the day fun and interesting for all of us.



Local MP Comments on KCIL'S 'Excellent' Work

James Berry Member of Parliament for Kingston and Surbiton, having expressed an interest in the work we do here at KCIL, paid us a visit on Friday 3rd July. James met with trustees, staff and service-users who explained the vital role **KCIL** has played in the lives of local disabled people.

CEO, **Lisa Ehlers**, commented, "It was a pleasure to welcome James to **KCIL**'s offices and have the chance to showcase the work we do in providing quality support services that meet the needs of local disabled people, whether it's helping with personal budgets or direct payments, ensuring young disabled people get their voices heard by helping them and their families prepare an Education Health and Care Plan, or by helping with the recruitment of a Personal Assistant."

Following his visit, James Berry told us, "I was delighted to visit **KCIL** to see the excellent work they do to facilitate independent living. I had the opportunity to meet both staff and service users and one thing that came across clearly was how **KCIL**, as a locally based and locally run organisation, is able to provide a tailor-made service for local care users."

If you or someone you care for is disabled and would like to find out more about the services offered by **KCIL**, please visit www.kcil.org.uk or telephone **020 8546 9603**.



Inclusive Lives Programme

YMCA ENGLAND

YMCA

The YMCA Inclusive lives programme is here to help people living with a disability get active through activities, sport, art, culture, and play. It also will help get people jobs volunteering or paid work and have a big celebration event for all people living with a disability and their families and friends.

The programme will work across the Borough of Kingston, Richmond and Merton.

If you would like to discuss this programme further or want to elaborate on any questions below please do not hesitate to contact me;

Hayley Turner – YMCA Inclusive Lives Programme Coordinator,
hayleyturner@ymcalsw.org



Big Yellow

We are delighted that the Big Yellow Self Storage Company in Kingston has chosen to support us by providing KCIL with free storage space, allowing us a safe working environment to collect, store and sort through all of our donated items as well as storage for our archives.

Big Yellow is the UK's favourite self-storage company and provides a range of secure storage rooms for homes and businesses which can be accessed seven days a week.

If you're like us and need more space, help is at hand. Our friends at Big Yellow Self Storage rent secure storage rooms from as small as 10 sq ft to as large as 500 sq ft, from as little as 7 days to as long as you need.

You can find Big Yellow at 163 London Road, KT2 6NU
or contact www.bigyellow.co.uk

Just quote 'KCIL' in store to get an extra 10% off your storage costs.

PIP Replacing DLA

Between 27th July 2015 and May 2018, the Department of Work and Pensions (DWP) began transferring existing claimants from Disability Living Allowance (DLA) to Personal Independence Payment (PIP). for working age claimants aged 16 to 64 years.

PIP is:

- Based on how a person's condition affects them, not the condition they have.
- Aims to ensure that financial support is targeted at those who face the greatest challenges living independently.
- Is made up of two parts – daily living and mobility, each part has two rates – standard or enhanced.
- Is not affected by income or savings.
- Is not taxable.
- Is available whether you are in or out of work.

If you aged 16 to 64, you should expect a letter from DWP asking you for reassessment.

Here are some resources that could help you with your PIP claim:

- Royal Borough of Kingston Council: http://www.kingston.gov.uk/info/200315/changes_to_benefits/938/disability_benefit
- Kingston Information and Advice Alliance (KIAA One Click): <http://www.kingstononeclick.org.uk/>
- Kingston Citizen Advice Bureau: (CAB) <http://www.kcabs.org.uk/>
- UK Government website: <https://www.gov.uk/pip/overview>

You can also contact **Joanna Aleksy** on joanna.aleksy@kcil.org.uk , or **0208 481 1442** if you have any questions or need support.

Need support for your daily life? Try a Personal (care) Assistant (PA)



Contact kcil on 020 8481 1440 or enquiries@kcil.org.uk

Go to www.find-a-pa.co.uk and choose from a selection of PAs who want to work in your area!

Our confidential matching service allows you to view and find a PA with the qualities and experience to give you the help you need. You might need help to get out and about, look after your home or simply get ready for the day. PAs can also register and search for potential employers. Log in today! www.find-a-pa.co.uk



Kingston Centre For
Independent Living

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Health & Social Care

A change in the right direction?

Some of our Members have been involved with an Organisation called C3 Partners who have been commissioned to find a way of integrating health and social care.

The aim of this work is to improve the quality of service users' lives. The focus is to design a seamless, integrated approach for those people who may require this service and those who are currently supported by both statutory services in the form of care workers, nurses and other medical staff. As you know the health and social care system is not working in a way that encourages service users to take as much control in their lives as they are able or would like to take. Staff and service users spend far too much time dealing with paperwork because there are gaps in the current system as well as duplication and overlapping. This denies many staff members the opportunity of job satisfaction and causes frustration for service users.

The C3 Partners started in January when workshops were facilitated to listen to the 'Voice of the Customer' and members of staff. Once the feedback from the Groups had been collated a group of senior managers with user input began the process of creating a model of support that aims to eliminate unnecessary hospital admissions and provide a model of care and support that will enable people to stay at home and live within a system that empowers both users and staff.

The new model of care will be tested with service users before it becomes mainstream around the end of this year.

This new way of working has been approved by the Kingston Health and Wellbeing Board. Do get involved! There will be further opportunities for service users throughout the journey to this new way of working. Staff and service users will have a more satisfying roll and service users will have greater quality of life. That's the aim!

Ann Macfarlane

To all ex-Independent Living Fund users

As we are only too well aware, the Independent Living Fund (ILF) closed at the end of June this year. The funds were transferred to the Local Authority. Kingston Council has agreed to apportion the funds to the ex ILF users until the users are re-assessed, but can give no commitment beyond next April. So what happens now?

The local authority will need to re-assess each ex ILF user before any change in care plans can be made. However at the same time as the fund closed the Care Act was ushered in, so now all assessments will have to be in line with the Care Act.

Assessors have to be trained and there is the possibility that some assessors will not be trained social workers. All assessments should take place face to face. Assessors have to be asked, prior to the assessment meeting.

Every person being assessed is entitled to have an advocate present and it would appear that it would be wise to take up this entitlement.

The onus will lie on the person being assessed to draw up a detailed list of every need they have. The needs should reflect the well-being principle which underpins the whole of the Care Act. Do you get the feeling that the goal

posts appear to have shifted? I certainly do, having attended a conference at Inclusion London, this week, on behalf of Kingston Centre for Independent Living (**KCIL**).

I am no expert, just the parent and advocate of my 37 year old son who is an ex ILF user. I agreed that I would be willing to feed back to **KCIL** my findings, following the conference.

The implementation of the Care Act together with the closure of ILF poses a huge challenge and opportunity for ex ILF users.

During the next few weeks I would be happy to meet with any ex ILF user to discuss the implications of these changes. Please contact **Lisa Ehlers** at KCIL if you would appreciate an opportunity to talk further or to have a copy of the papers which were presented at the meeting I attended. Please also indicate whether you would prefer a one-to-one meeting, would be happy to meet with other ex ILF users, or would just like to have an electronic form of the papers. For those who would like to meet face to face, I look forward to meeting with you.

Christine Stuart

Personal Health Budget Case Study

In 2014/2015 the Kingston Centre for Independent Living (**KCIL**) ran a Special Educational Needs and Disabilities (SEND) pilot on behalf of the Clinical Commissioning Group (CCG) and Achieving for Children (AfC). The pilot's aim was to support families who were eligible for a personal budget to explore the options a budget would bring and then write and implement a support plan if they wished to.

One Kingston family applied for a Personal Health Budget (PHB) as they wanted to try and tailor their support to meet their specific needs. The child in question has complex health needs and as a result the family were assessed as needing three 10 hour night shifts covered a week so that the parents would be able to rest. At the time the family were receiving a care package funded by the CCG and implemented by a care provider nominated by the CCG.

Although the support was vital for the family, it was not ideal. The mother felt uncomfortable leaving her child alone with a carer throughout the night so she had started requesting the carers come in for a few hours during the day instead. Due to the nature of agency cover, staff turnover was noted as being an issue. The child in question has dual sensory loss, which meant that he would rely on minimal vision and smell to recognise people. Mum was concerned that he may begin to feel anxious if he was unable to recognise the carers who were changing his feed and providing personal care.

After receiving the budget the family was introduced to the support broker at **KCIL**. The broker and family worked

together to develop a plan that would allow a weekly increase of 20% in support hours as well as weekly hydrotherapy sessions for the child. The CCG requirements stated that the staff needed to be trained to appropriate standards so the budget also included full training for all carers.



The support plan was approved by the panel and **KCIL**'s Self Directed Support Service (SDS) supported the mother to appoint and train staff as well as manage insurance and set-up paperwork. Timetables that were more appropriate for the family were worked out and carers started attending to provide support.

After a few months of working with the initial support plan, the family altered the plan to again increase their hours of support in exchange for the hydrotherapy. Overall this resulted in an increase of 30% in hours with the family now receiving 39 hours throughout the week. There were initial set up challenges, mainly concerning appropriate recruitment, but when asked if moving to a PHB was the right thing to do the family agree they continue to be happy with their decision.

If you have any questions, or want to discuss what having a personal budget could mean to you please email **Sophie Marshall** sophie.marshall@kcil.org.uk

Who we are?



KCIL is a user-led organisation that empowers disabled people who live in the Royal Borough of Kingston to live as independently as possible. We do this by providing the following services.



Self-Directed Support Services

Self-Directed Support is about having real choice and being in control of your care and support. We offer fully comprehensive service for people who are assessed as requiring support by the local authority. We will assist you to recruit your personal assistants (PAs) and manage your budget and we can provide training for you and your PAs.

The SDS (Self-Directed Support) Service is also available to people who fund their own care and support.

For further information call **John Morris** on **0208 481 1448** or **Maria Keskes** on **0208 481 1440**

Training and Support

We provide training for SDS service users and their PAs. We also hold SDS Service User Group meetings and offer a peer support network for people who use the Service.

Support Brokers

KCIL provides an independent brokerage service which can help you to broker your personal budget or direct payment or young person's Education, Health and Care Plans. Our broker can support you to access free services within the borough whether you need advice on benefits or advocacy.

For further information call **Joanna Aleksy** on **0208 481 1442** or **Sophie Marshall** on **0208 481 1448**

Independent Support

This service offers information, advice and support for Kingston children, young people (up to 25) and their families going through the Education Health & Care Plan (EHCP) assessment process under the new SEND Reforms, by offering them information about how the process works and support them through various stages.

For further information call **Jane Ferrier-May** on **0208 481 1441**

Holiday Grants

KCIL administers these grants on behalf of Kingston Council for disabled people to take holidays in the UK or abroad.

For further information call **Robert Reilly** on **0208 546 9603**

Information Service:

KCIL provides information and guidance on disability and issues related to independent living. If we are unable to help you with your query we will refer you to specialist advice services.

For further information call **Robert Reilly** on **0208 546 9603**

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