

Independent Living Helpline



History of Organisation & Line



- Formed in 2012 via unification of three charities – Disability Alliance, RADAR & National Centre for Independent Living (NCIL)
- Line created by NCIL and originally funded by Department of Health

Why the line is delivered

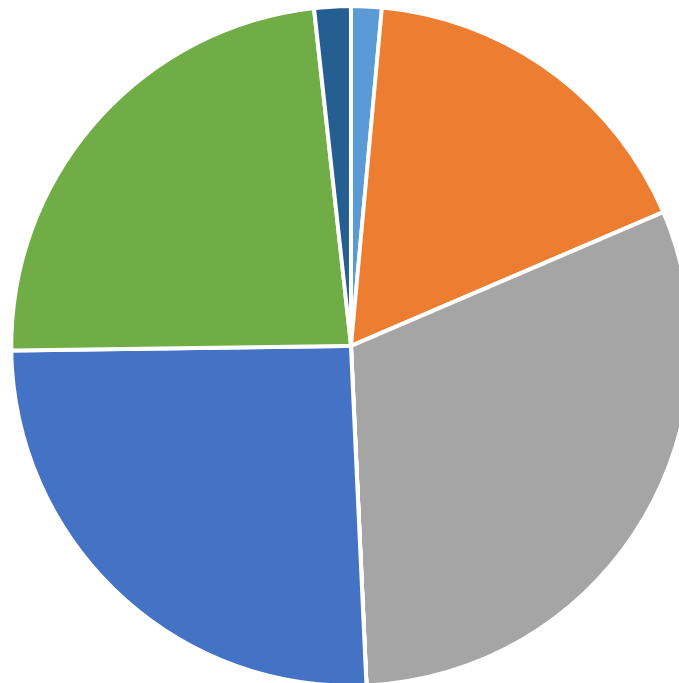


- It empowers people with disabilities to self direct their care and support.
- It meets the needs of disabled people who prefer to get up-to-date independent information and advice on needs assessments, support plan, usage of budget, financial assessments etc...
- It supports disabled people to move away from institutions to achieve independent living and fulfil their potential to fully participate in their community.
- It addresses Disabled People's growing concern over cuts/termination of care package, increased charges, closure of ILF, etc...
- It meets the greater demand from Disabled People in rural areas & areas affected by the closure of CIL/ULO or day centres.

What we advise on

- How Disabled People can become their own commissioners/drivers of their own lives.
- The concept of Self Directed Support/Personalisation, Personal Budgets and Personal Health Budgets.
- How to get a person centred assessment in order to access Social Services funding and develop a personal care plan.
- Recruiting & employing Personal Assistants.
- Tailoring and managing care support via direct payments, or pooling budgets.
- Signposting to relevant advocacy services and local services.
- How to access the complaints procedure because of charging or inadequate assessment/funding, and referring those with complex cases to solicitor firms.

Why people contact us



- ILF
- Independent Living
- Direct Payments
- Support from 3rd party
- Social Services Complaints
- Complaints Processes
- Self Funders

For whom is line delivered



Line gives free advice to:

- All disabled people
- Self Funders, families/PAs/carers of disabled people/children
- DR UK individual & organisational members
- Advisors, advocates, brokers, care worker and co-ordinators from local councils

How support is delivered



- Disability Rights UK website holds 30 factsheets on Independent Living – website receives >2m visitors per annum
- UPDATES newsletter – sent to >1,000 individual and >300 organisations
- Telephone – 35 calls per month > 15mins per call. Email Service > 40 emails per month

How support is delivered



DISABILITY RIGHTS HANDBOOK

Edition 40
April 2015 - April 2016

A guide to benefits and services for all disabled people, their families, carers and advisers

UPDATES DEC '14

KEEPING YOU UP TO DATE WITH DISABILITY AND WELFARE RIGHTS

UPDATES This is a bi-monthly newsletter exclusive to Disability Rights UK members. It aims to keep you informed throughout the year with the latest social security and disability rights news.	BENEFITS, POLICY AND CAMPAIGN UPDATES	2
DISABILITY RIGHTS UK Disability Rights UK was formed on 1 January 2012, through a merger of Disability Alliance, Radar and the National Centre for Independent Living.	<ul style="list-style-type: none"> ■ PIP first independent review published ■ Wheelchair user bus access judgment to be appealed ■ Legal action over Access to Work scheme ■ 300,000 disabled people stuck on housing waiting lists ■ Autumn Budget Statement: Employing PAs concession ■ Care Act 2014: DR UK welcomes new Appeals System ■ Council agrees to scrap home care charges ■ Claim carers allowance online ■ High Court upholds decision to close ILF ■ Disability Confident Britain? DWP one year progress report ■ ESA and WCA Assessments: Government response ■ Fifth independent WCA review published ■ Volunteer Charter aims to increase the number of disabled people volunteering 	2 2 3 4 5 6 7 8 9 10 11 12
OUR VISION A society where everyone with lived experience of disability or health conditions can participate equally as full citizens.	HELPLINES - Q&AS	13
OUR OBJECTIVES	<ul style="list-style-type: none"> ■ Disabled Students' Helpline ■ Member Organisations' Welfare Rights Helpline ■ Self-Directed Support Helpline 	15 15 17 18
<ul style="list-style-type: none"> • To mobilise disabled people's leadership and control – in our own lives, our organisations and society. • To achieve independent living in practice. • To break the link between disability and poverty. • To put disability equality and human rights into practice across society. 	CONTACT DISABILITY RIGHTS UK	22

NEW ADDRESS
From 15 April 2014
Ground Floor
CAN Mezzanine
46-51 East Road, London
N1 6AA

See back page for full details

www.disabilityrightsuk.org

Disability Rights UK launch Leadership Academy

One of our four strategic objectives has been to; mobilise disabled people's leadership and control; seeing disability as 'a unique advantage'.

Our Leadership Academy was launched on 29 October 2014. The aim of the Programme is to empower capable, confident disabled leaders in all sectors of employment, address the need for greater equality in the workplace and improve the employment position of employees living with a health condition or disability, whilst providing employers with access to a wider pool of talent.

Disability Rights UK has now been approved as an ILM (Institute of Leadership & Management) recognised provider. All candidates on the Leadership Academy Programme receive this certification.

While the Leadership Academy 2014 places are now filled, we are taking details of those interested in receiving information for next year's Leadership Programme.

Further information about our new programme is available @ disabilityrightsuk.org/how-we-can-help/leadership

Employees or employers interested in receiving details of the 2015 Programme – please e-mail Katrina.morris@disabilityrightsuk.org

Statistics & Feedback



- 146,053 factsheet downloads this year to date
- 800 enquiries by telephone and email
- “I am thankful that DR UK exist, thank you for the kind support and good advice”
- “when faced with this scenario it is extremely reassuring to receive such professional advice”
- “you have given me confidence in pursuing social care support”

Case Study

- John & Mark, young friends
- Similar shared interests
- Parents wanted to explore meeting shared needs & value for money
- We recommended pooled budgets peer support arrangement
- Now empowered to make own choices

Case Study



- Julie advocating on behalf of disabled elderly mum
- Inefficient services provided by LA/Inadequate care package/substantial contribution
- We recommended direct payments and complaint procedure
- Now good quality of life with choices

Case Study

- Vanessa, Disabled Mum
- Needing support to fulfil her parenting role
- We advised person centred assessment
- We signposted her to local support services/peer support group
- Now she is enjoying family life with support to care for her son

How engage with other DR UK teams



- Policy – examples to support; trends to direct
- Fundraising – support bids with statistics, examples, etc
- Training – help tailor training to different audiences

DR-UK: Helpline Services



To make positive changes for disabled people in society, DR-UK runs three helpline services & supports Equality Advisory & Support Service:

- Members Helpline: for our members with queries on benefits, tax credits and general welfare issues
- Students Helpline: for Disabled Students studying full time or part time
- Independent Living Helpline: as above
- Equality Advisory & Support Service on discrimination (partnership with DR-UK)



Disability Rights UK Aims

- To mobilise disabled people's leadership and control
- To achieve independent living in practice
- To break the link between poverty and disability
- To put disability equality and human rights into practice across society

Disability Rights UK Priorities



- Independent Living – getting a life - We want to see more disabled people exercising choice and control over our support and our lives, to realise the human right to participate fully in society, as equals
- Career Opportunities – getting work, education and skills - we want greater equality at work and education, with the same opportunities to progress