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 Heath 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 > 15mns per call. Email Service > 40 emails per month
How support is delivered
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
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