



# In Touch With CIL Latest Newsletter 2011

## Update from our Carers Information Event Thank you for making the day a Big Success!



We would like to say a big thank you to everyone that attended our Carers' Event on Wednesday 4<sup>th</sup> May 2011. 127 people attended the day and everyone that came took a copy of the new Carers Services Directory away with them.

If you were unable to attend on the day and would like your copy of the Directory then please contact Sharon Tansley by phone on **01604 588501**, by email on [sharon.tansley@northamptonshirecil.org.uk](mailto:sharon.tansley@northamptonshirecil.org.uk) or by writing to Northamptonshire Centre for Independent Living, Gladstone Road Resource Centre, Gladstone Road, Northampton, NN5 7EJ

We would also like to thank the following people for attending our event and providing information to the Carers of Northamptonshire:



**Carers Strategy Support Officer, Northamptonshire Carers  
Carers Service Development Manager, Northamptonshire County Council  
Library Service, Northamptonshire County Council  
Western Power Distribution**



**Talon  
EMS  
Care & Repair  
Lifeline  
LINK**



**Adult Learning, Northamptonshire County Council  
Extended Services, Northamptonshire County Council  
Families Information Service  
SERT  
Engagement Team, Northamptonshire County Council**

# Hello from our CIL Project Board



Northamptonshire Centre for Independent Living is supported by eleven CIL Project Board members. Each member is a Disabled Person or Carer and joined the Board to help

provide support for others across the county. The Board wanted this opportunity to introduce themselves and share with you their hopes and dreams about the centre and how they would like the centre and its services to develop in the future.

**Dawn** is 25 and currently acts as the Co-Chair for the Northamptonshire Learning Disability Partnership Board. Dawn wants to be the voice for young Disabled People living in Northamptonshire and is an active member of local MENCAP groups.

**Kim** wants to be able to signpost people to other agencies and is looking forward to her new role as a Project Board member.

**Elaine** is proud that this is a totally new thing for Northamptonshire and admits it was a huge project to take on but is enjoying her role and is very keen to make sure people get the right support. Elaine decided to test the waters and try the CIL out for herself. After a meeting with one of the centres Welfare Benefit Officers she found out that she had been paying for a service that she didn't need for seven years. This money was refunded and enabled Elaine and her husband to have a holiday for the first time in their married life. Elaine is the Board's Chair.

**Jeff** wants to represent Mental Health users, especially if there is more than one diagnosis, as he feels this group of people are under-represented.

**Paul** joined solely to help Disabled People in any way he could, and has experience of Buckingham CIL. Paul is the Boards Co-chair.

The Project Board are proud to represent the CIL and the fantastic work it is already doing and hope this will continue to grow and provide information to all Disabled People and Carers across Northamptonshire.

If you would like to ask the Board something you can contact them;

**C/O Gladstone Road Resource Centre, NN5 7EJ**



# Stair lift Support and Advice

EMS Stair lifts are proud to support Northampton Centre for Independent Living -

by supplying the excellent display of curved and straight stair lifts along with the Terry low rise step lift.

This display is probably the best available for many miles and is only exceeded by our superb and unique showroom in Baldock; where a range of 10 full size working stair lifts, two working through floor lifts and step lifts are available to be viewed and tried out. We are open for visits and demonstrations from 9 -5 every week day and 9 – 1 on Saturdays.

We have been trading since 1988 have recently moved to new premises where our showroom is located. With each and every lift supplied we offer a guaranteed 24 hour breakdown service cover every day of the year including weekends and public holidays. Extended warranties are also available that include this excellent service at whatever level you choose.



If you see a lift that you think will resolve a problem you have please let the staff at the centre know and we will liaise with them, arrange a meeting and carry out a free and no obligation assessment of your requirements.

We shall be attending Open Days held at Gladstone Road on the 18<sup>th</sup> August, 15<sup>th</sup> November 2011, 2012 dates will be advertised later, to offer help and advice as well as demonstrating how each of the display lifts work and how they may assist with your access around the house and garden.



# CLEAR Training Solutions



## Clearly a Great Partnership

**CLEAR** and Northamptonshire Centre for Independent Living join together to help meet the communication needs of Northamptonshire people. Clear is one of the UK's leading communication disability consultancies. Since setting up in 2002 they have worked with 1000s of individuals and organisations to make life clearer for people with communication disabilities. They have already worked successfully alongside partners in Northamptonshire Council and in Learning Disability services. Now they are joining up with the Northamptonshire Centre for Independent Living in an exciting new project to help meet the communication needs of more Northamptonshire people. They are starting by offering the following workshops.

- **Making information easy to understand:**

This is their award winning training in making written information accessible for all.

- **Consulting clearly:**

Making sure you are asking the right questions in the right way to get the feedback you need.

- **Communication disability made clear:**

An insight into the everyday communication needs of your clients or customers with communication disability and what you can do to help.

- **More than words:**

Communicating effectively with people who have profound and multiple Learning Disabilities

Contact the Centre for more information about these workshops  
Or visit their website [www.clearforall.co.uk](http://www.clearforall.co.uk) or Facebook page for news and updates about their work in Northamptonshire and across the UK.

# Graphic Facilitation Training at CL



- Are you interested by the idea of Graphic Recording and looking for a safe place to learn the basics?
- Do you want more confidence writing clearly and quickly with markers?
- Want information and advice about how to make meetings more accessible?
- Would you benefit with hands on experience with practical advice?

The **Northamptonshire Centre for Independent Living** is offering a number of training programmes to help you become a fully trained Graphic Facilitator.

The one day programme will help you to improve your listening skills when capturing discussions or conversations and will allow you to familiarise yourself with a range of tricks of the trade, using simple icons and symbols. You will be encouraged to try new techniques while improving simple drawing skills and give you the confidence to stand in front of a big piece of paper.

This programme is designed for people who work with groups of people who want to break free of flipcharts, for people who want to learn to think more visually or for people who have been itching to jump up and grab a marker!

The workshop will cover topics like: learn how to listen for key words or relevant information, organize ideas visually, step by step instructions for drawing people, buildings, light bulbs, and lots more easy icons.

There will be plenty of time to practice recording, learn from each other, and see examples of other people's work. We will also introduce you to the many resources that are out there ~ to inspire you, and help you continue your learning.

To book your place on one of our programmes and for more information please contact the centre;

**Tel: 01604 588 501**





# Getting Involved with the CIL! Your Rights Your Say!



During the month of May there has been a pilot training programme aimed at supporting Disabled People who use the Gladstone Resource Centre. This new programme will be available to other groups of Disabled People and organisations across the county.



The training covered topics ranging from independence, social model of disability, disability rights, choice/control as well as giving people a real opportunity to understand the services available at Northamptonshire Centre for Independent Living.

If you are interested in having a training course at the centre which you attend please contact John Smith on Northampton **01604 588501** or email [john.smith@northamptonshirecil.org.uk](mailto:john.smith@northamptonshirecil.org.uk)

## Disability *Writes*

Are you experiencing problems or difficulties with services providers you use?

Disability Writes is a new email bulletin for people wanting current information regarding Disabled Peoples Rights as well as opportunities for Disabled People to get involved in current campaigns both locally and nationally.

If anyone is interested in receiving our monthly email bulletin please email me your details to [john.smith@northamptonshirecil.org.uk](mailto:john.smith@northamptonshirecil.org.uk)  
So we can add you to the mailing list;  
Or call **01604 588501**





# Welfare Benefits Officers update

Hello. Our names are Zoe Harrison and Liz Barry. We are the Welfare Benefit Officers who work throughout the county of Northamptonshire. Zoe is responsible for working in the South of the County and Liz in the North.

Our role is to support Disabled People and their Carers` with welfare benefits advice, checks and form completion. We can take appointments within one of our 2 offices based in Northampton and Corby, conduct benefit checks over the telephone or even visit you in your own home if you are unable to get to us due to your disability or care commitments.

We also attend outreach events throughout the county, within Libraries Hospitals or Day Centres. These help us to access people in more remote parts of the county.

We have been extremely busy as we have found that there is a great need of our service. We have generated in excess of **£270,000** in annual benefits for people within the last 6 months. As a result, we are no longer available on the drop in days, but by appointment only. We have a waiting list so there may be a delay between contacting our office and us making the appointment. However, we will get in touch at the first available opportunity.

When speaking with the people that have used our services, we have found that even though they may be claiming the correct benefit, when we have looked into it in detail, they may not have accessed discounts and disregards they are entitled to.

We have received some fantastic feedback from our clients who are happy with the help we have been able to give them. If you think we would be able to help you in any way, please do not hesitate to contact us.

**Zoe Harrison: 01604 588501 Northampton Office**  
**Liz Barry: 01536 266192 Corby Office**



# **Big Voice Big Say Network**



- **Frustrated with being treated differently because of your disability?**
- **Want your views and opinions listened to?**
- **Want to help develop new services and make a difference?**
- **Enjoy a challenge?**

Northamptonshire Centre for Independent Living is now looking for Disabled People and Carers who are interested in taking part in our **FREE** training programme called **Big Voice Big Say, Network!**

The programme is aimed at supporting people across Northamptonshire and will focus on a range of topics including; Disabled People's Rights, Peer Support, User Involvement, Consultation and Co-Production.

The training will also help you to share your views and opinions with others. Help you to be better informed and equipped to have your say and help you to help others to improve services that affect you.

If you were previously involved as a Citizen Leader and want to use that experience we want to hear from **YOU!**

If you want to be part of Big Voice Big Say! we need you to join the network so that we can build up a group of people who can give their views and opinions to make services better for everyone.

We are also looking for people to join our Steering Group to make sure involving Disabled People is taken seriously!

If you would like to join the Big Voice, Big Say Network please contact

**John Smith,**  
**Rights and Inclusion Officer 01604 588501**



# Do you care for a partner that receives a personal budget?



Would you like to take part in a research project?

Carers Federation, a Nottingham-based charity, would like to speak to carers that are married to or living with a partner who has a physical disability, and whose partner is in receipt of a personal budget to help pay for their social care costs.

The aim of the research project is to find out how the lives of carers may be changing as the personalisation agenda progresses. All participants receive a £10 High Street voucher.

For further information, please contact us here at Northampton CIL

## 01604 588 501

## Prevention Consultation Helping You to Help Yourself



A lot of money is spent on services to help people when things have gone wrong or they have become ill.

It would be better if we could help before this happens.

This is called **prevention**, and it can save a lot of money. It also helps people to stay safe and well.

Northamptonshire County Council would like to find out from you how to put together a plan to run prevention services better. If you would like to have your say about the plan, contact the centre on **01604 588501**



# Insight to a Payroll Administrator



Hi, my name is Nickie Hall and I am a Payroll Administrator at the Centre for Independent Living.

The main part of my role here is to provide any disabled person who wants to employ a Personal Assistant with a full payroll support service so that they don't have to deal with the wealth of administration that being an employer can bring.

Usually following a referral from the local authority and an initial visit from one of our Support Workers to the prospective employer, we will set up everything required to ensure that the administration they have to deal with is minimised. From completed timesheets every four weeks we will produce a clear and accurate payslip for each employee. Alongside this we ensure that all HMRC documentation – which can be quite daunting – is completed including year-end returns and information for employers on amounts payable to HMRC every quarter.

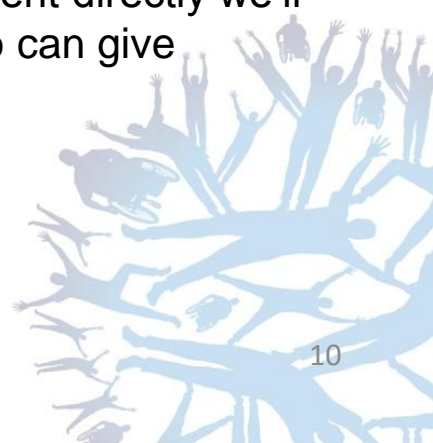
We also deal directly with the NCC monitoring teams on behalf of employers if they have any queries but most of all we offer employers themselves advice and guidance on employment related issues. These can range from questions on annual leave and sick pay entitlements to the setting up of contracts of employment and starter documentation for employees.

In short, if we can't answer any query on employment directly we'll endeavour to signpost employers to someone who can give them the further support they need.

The phone number for payroll is

**01604 685131**

Look forward to hearing from you!





# Megan's Flutterby Fund

has been set up in memory of Megan Bell who died aged 13 years of a life limiting condition. Megan was profoundly disabled and during her lifetime we had to fund raise to obtain lots of specialized equipment and other things such as switches to activate toys & computers, the purchase of musical instruments, which the children find so exciting and stimulating. Bean bags, mats ,lights, mirrors the list is endless.

A lot of this equipment to enrich her life was not supplied by the Health Service as they do not fund for lots of these things. We too had help from our local community, friends and wonderful people who helped us do this. We now have set out to help other families with children like Megan in her memory to have these things through her Fund. Our aim is to raise funds to help special needs and life limited condition children in our Local community to be able to have as many of these things that we are able to help towards or purchase for.



With Kindest Wishes  
Anna & Gisela Bell.  
Patron :- JO WHILEY

For more information about Megan's Flutterby Fund contact the center on;  
01604 755974

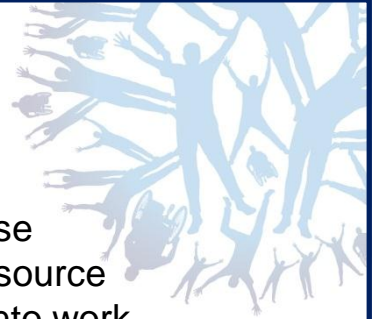
## In Sympathy

We would like to take this opportunity to say thank you to David Walker, one of the CIL Project Board members who recently passed away. David was not with us for very long but was looking forward to help shape services at the centre and was keen to make sure Disabled People and Carers were at the heart of its future.

From all staff and Board members from Northamptonshire Centre for Independent living, our thoughts are with his family and friends.



# Volunteering at CIL



**My name is Martin** and I have been a volunteer here at the Centre for a couple of months now. I wanted to become a volunteer here at the Centre because I had been a volunteer already at the Gladstone Road Resource Centre and it has made me proud to be able to get back into work and given me a structure to my week rather than staying at home doing nothing. The personnel here are very nice and helpful with any questions about any job you're going to do.

At the Centre you get a variety of jobs to do, one minute you could be photocopying the next you could be sticking labels onto booklets or shredding. I enjoy my time volunteering at the Centre and hope to progress into a paid job.

## Caring Northants Website:

The Caring Northants website is now being updated regularly. Log on to [www.caringnorthants.org.uk](http://www.caringnorthants.org.uk) and have a look!

If you have any information that you would like putting on to the website please email: [sharon.tansley@northamptonshirecil.org.uk](mailto:sharon.tansley@northamptonshirecil.org.uk) Please put the words CARING NORTHANTS INFO in the subject box.

If you have any information that you would like included in our Newsletter please email: [sharon.tansley@northamptonshirecil.org.uk](mailto:sharon.tansley@northamptonshirecil.org.uk) Please put the words CIL NEWSLETTER INFO in the subject box.

Northamptonshire Centre for Independent Living



### Corby Drop-in-Day

Thursday 10:00am until 3:00pm  
Patrick Road Resource Centre  
Patrick Road  
Corby  
NN18 9NT  
Tel: 01536 266192  
SMS: 07751359396  
Fax: 01536 267215

### Northampton Drop-in-day

Tuesday 10:00am until 3:00pm  
Gladstone Road Resource Centre  
Gladstone Road Spencer  
Northampton  
NN5 7EJ  
Tel: 01604 588501  
SMS: 07751359396  
Fax: 01604 591276