



North West Surrey Association  
of Disabled People

**NEWSLETTER**

winter 2010

## **NWSADP Introduces a Surrey Wide Advocacy Service**

NWSADP has announced the introduction of a Surrey wide professional advocacy service for people, over 16 years old, with a physical and/or sensory impairment. This new service has been funded by Surrey County Council's, Adult Social Care until the end of March 2011.



Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. NWSADP has been providing a free, independent and confidential professional advocacy service in North Surrey for several years and will now mirror this service across the whole of the county.

Announcing the new service, Clive Wood Director of NWSADP said "We are pleased that Adult Social Care has agreed to fund this much needed service. It is important that disabled people across the whole of Surrey have access to professional advocacy." Clive went on to say that "There are some exciting new initiatives in terms of the Government's Independent Living Strategy; a five year plan which aims to make sure disabled people have the same choice, freedom, dignity and control over their lives as non-disabled people. Independent, professional advocacy and information are key elements in allowing disabled people to make informed decisions."

New Advocates will be recruited in early January to help provide the advocacy service across Surrey.

NWSADP have been asked to provide this service as a stop gap until March 2011. In this time, Surrey County Council will issue a tender for this advocacy service from April 2011.

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## **Jen's Off to Study**

Jen Baughan, our Advocate in Surrey Heath left her post at the end of 2009. Jen had only joined in March last year, on a contract until September. However, we managed to persuade her to stay on until the end of 2009. Whilst in post, Jen worked with many disabled people in Surrey Heath and supported them in making real changes in their lives. Everyone at NWSADP will miss Jen. She was always full of enthusiasm (even first thing in the morning). I'm sure she will enjoy returning to student life in Bristol for half of her week and being back in her home town of Leicester for the remainder of the week.



Vicki Atherton has taken on Jen's role in Surrey Heath as well as covering the Waverley area.

If you feel that an Advocate may be able to support you with a specific issue, please contact our office Tel/Text: 01483 750973 or find out more on our website: [www.nwsadp.org.uk](http://www.nwsadp.org.uk)

# **Hello to Vicki Atherton**

**NWSADP have asked there newest recruit Vicki some questions.**

**10 Questions About....**



## **1. X Factor or Strictly Come Dancing?**

Strictly all the way. I can proudly say I have never watched X factor and the only person that I can remember winning it was that Will Young...or was it Gareth Gates?

## **2. Dogs or cats?**

Dogs. It won't be long before I bore everyone with pictures of Nelson and Lily, my 2 Cairn Terriers....if I haven't already

## **3. Night in or night out?**

Tricky one, probably out –as long as it involves a curry and a couple of pints of lager. Classy I know (well, I am Northern)

## **4. Watching or playing sport?**

Hahaha! Watching, especially Altrincham FC holding there own mid table of the conference where the real football takes place. I also quite fancy Jimmy Anderson, although I don't know much about cricket

## **5. Charlie and the Chocolate Factory or Nightmare on Elm Street?**

Nightmare on Elm Street, although it's not my favourite horror, I would rather have Amityville

## **6. Indoors or outdoors?**

Indoors in the winter, outdoors in the summer

## **7. Are you an early or late person?**

LATE

## **8. Rock, pop or classical?**

80's pop, 90's dance and Elbow and the Flaming Lips. Oh and Morrissey is my all time hero, not sure how you would explain the Smiths. That man is a genius.

**9. Cultural or beach holiday?**

A cultural time lazing on the beach

**10. High tech or low tech?**

Sorry, the question does not compute

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**VOLUNTEERS WANTED!  
WE NEED YOU!**

Do you have a few spare hours?  
Do you like talking to people?  
Are you interested in helping others?  
Do you enjoy researching - using computers, files etc.



WIDE requires volunteers to work as Information Officers at our accessible offices in Woking. The role of Information Officer is **never** boring! You should have an interest in disability, be flexible and willing to learn new skills. If this sounds like you, give us a call.

We would also like to find a volunteer who would prepare our newsletter 4 times a year.

**Tel/Text: 01483 750973**  
**E-mail: [home@nwsadp.org.uk](mailto:home@nwsadp.org.uk)**  
**Website: [www.nwsadp.org.uk](http://www.nwsadp.org.uk)**

## **2009 Annual General Meeting**

The 2009 NWSADP Annual General Meeting was held at Parkview Community Centre in Sheerwater on December 10<sup>th</sup>.

Prior to the official business of the AGM, an Extraordinary General Meeting was held to present proposals to Members on changes to the organisation's constitution. The main change proposed within the constitution was the geographical area NWSADP could operate in. This had been restricted to North Surrey. To provide the Surrey wide advocacy service, this had to be changed to cover the whole of the administrative county of Surrey. A further, and important, proposed change was that membership of the Board of Trustees would only be open to disabled people. This would show that NWSADP was a truly 100% user led organisation. The proposed changes in the constitution were unanimously approved by Members.

### **Board of Trustees**

The AGM followed with the official business of the day including voting for the Board of Trustees for the next year. The following Members were nominated and duly elected to the Board;

Cliff Bush OBE	Chairman
Anna Sartori	Vice Chairman
John Wells	Honorary Treasurer
Christine Batham	Board Member
Carol Pearson	Board Member

### **Volunteer of the Year**

The annual John Goman Smith Volunteer of the Year award was presented to Andrew Waite at the AGM. Andrew was voted to receive this award by his fellow volunteers within NWSADP.

### **Outstanding Achievement**

An additional presentation of flowers was presented to Rafia Azmat in recognition of Rafia's outstanding achievements. Rafia volunteered with NWSADP from 2006 and has now gone on to take on three jobs, as well as studying for an NVQ.

The day finished with a raffle and festive music provided by the Cobham band.

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## **BBC Opens Up iPlayer To Audio Description**

The BBC's hugely popular iPlayer software will now carry approximately 25 hours per week of the broadcaster's audio described TV programmes, giving visually impaired users access to a range of well-known shows including 'Dr Who', 'Little Britain' and some children's programmes.

Audio descriptions assist visually impaired people by using gaps between dialogues to describe what is happening in a programme. Until now none of the BBC's audio described output has been available on the iPlayer. But, there are now plans to make all such programmes available on the system over the next few months. They will be stored in a category called audio described on the iplayer site. The web link is:

<http://www.bbc.co.uk/iplayer/categories/audiodescribed>

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## **Thank you**

**All the team at North West Surrey Association of Disabled People would like to say a big thank you to Mrs Ealden, who very kindly donated a portable hearing loop system to us.**



# One Stop Information Shop



NWSADP are pleased to announce that, along with Surrey Coalition of Disabled People, Surrey Independent Living Council, Action for Carers and Surrey County Council have been successful in bidding to the Department of Health for funding to set up a 'Citizen's Hub' in the Epsom, Ewell and Banstead area.

The aim of the Citizen hub is that it will be ran by disabled people for disabled people. It will be in a prime location, which will be accessible to all the local community.

The hub will act as a one stop information shop, where it will be easy to find out information, gain advice and find out how to access advocacy and other services.

The project team supporting the development of the hub want the involvement of local disabled people and carers at a very early stage so that they can shape how the hub will look and what services it will provide.

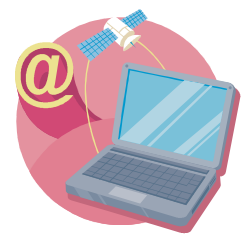
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## Don't Forget!

**To Visit our Website at:**

**[www.nwsadp.org.uk](http://www.nwsadp.org.uk)**

**You can also register for our  
Newsletter**





## Remap (Surrey)

Remap works with a nationwide network of dedicated volunteers, who use their ingenuity and skills to help people with disabilities achieve much-desired independence in some aspect of their lives, or to enjoy leisure opportunities previously closed to them.

Remap's unique pieces of special equipment are tailor-made by volunteer experts and given free to those who need them. The volunteers are inventive and skillful and care about people in their local communities who have disabilities. They give their time and energies for free, taking the trouble to ensure that each item they make really suits the individual person concerned and does the job it is meant to do.

Remap already has 85 panels across England, Wales and northern Ireland, and helps over 3000 people with disabilities each year. With your help this number can be greatly increased.

To find out more visit the Remap website [www.remap.org.uk](http://www.remap.org.uk)

### Examples of how Remap has helped peoples' lives



Emma can keep her baby close to her



James can play golf now using a spring and universal device which was made for him



Sue no longer has to maroon her wheelchair now she has her remote controlled wheelchair



Linda can now take her pills at night without disturbing her carers

## **SECAM Care**

A new good neighbour scheme in Woking

SECAM Care currently consists of a small committee and 25 volunteers. It is a scheme to help people get to hospital appointments, doctors appointments, shopping and anywhere else they may need to go locally. The motto is anything a 'good neighbour' might do. The scheme covers a wide area in the South East of Woking (including the Town Centre and Maybury). It aims to provide a helping hand for residents, young or old, who find everyday tasks difficult. The aim is to fill the gaps of existing services, not replace them. Most of Woking is already covered by similar schemes like Horsell Care and Goldsworth Care.

The scheme is open to all residents in the area who need help because of age, disability or temporary mobility problems due to illness.

Clients will not be charged, but will be asked to make a voluntary contribution, if they can, towards the costs of the help they receive.

**Address: c/o 7 Heathside Gardens, Woking, Surrey, GU22 7HR**

**Telephone: 07500 376394**

**Email: secamcare@hotmail.co.uk**

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### **Message from Fiona - Foot care worker**

The Foot care service has had a very busy past 3 months, with approximately 3160 toe nails being seen to.

During this cold spell that we are having, I must stress how important it is to keep your feet warm. There are plenty of wooly socks and lovely slippers in the shops at the moment that you might like to invest in. you can even wear wooly socks on top of tights and pop socks.



Perhaps leg warmers might be an option, if roomier footwear is required. Also putting up your feet will help your circulation to provide more warmth.

I hope you can all be patient and forgiving during the next 3 months, as there are so few appointments available. This service has come a long way since it was created for partially sighted and house bound disabled people. Perhaps, those of you who can find alternative arrangements until the spring might do so to help free up some time for people on the waiting list.

Fiona

**To book an appointment with Fiona Tel/Text: 01483 541688**

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## **Message in a bottle**

What is the Message in a Bottle Scheme?

The Message in a Bottle Scheme is a simple idea designed to encourage people living on their own to keep their basic personal and medical details in a common location, where it can be easily found in an emergency.

Woking Lions Club together with the Lions clubs of South West Surrey have adopted the idea and are supplying bottles to anyone who needs them throughout the area. The scheme is supported by Woking Borough Council.

### **How does the scheme work?**

As the name suggests, the personal information is kept in a bottle. The bottle is plastic, with a push fit lid, and is big enough to hold the necessary information. The bottle is then kept in the fridge, where the emergency services will expect to look for it in the event of being called to your home. They will be alerted to your membership of the scheme by two labels which are unique to the scheme. One is fixed to the back of the front door (or the door most used to access the premises), and the second is attached to the door of the fridge.



How much does the scheme cost?

Lions cover the costs and will provide the bottles free but appreciate any donations to help sponsor the scheme.

**Where can I get a bottle from?**

Most Health Centres, Doctor's Surgeries and Chemists have supplies of bottles and forms.

**What information is needed?**

The information you need to provide is quite simple, but you may like to ask a relative, neighbour or carer to help you complete the distinctive yellow form.

A passport sized photograph might be needed if there is more than one person living at the premises to identify individuals.

**The information required on the yellow form is:**

You will need to include your full name, a very brief physical description and your religion.

Your Doctor's name, surgery address and telephone number.

A brief description of any medical conditions you are suffering from.

Ask your Doctor or carer to help with information if you are uncertain.

You will need to include two names, addresses and telephone numbers, of people who may be contacted in the event of a sudden illness or accident. Finally, you will also need to provide details of any pets which may be on the premises.

In addition, it is strongly recommend that you also keep a copy of your repeat prescription list. This is produced every time a repeat prescription is ordered, and this information is of great value to the Ambulance Service. (Paramedics are able to administer drugs, but need to know of any drugs you are already taking to eliminate the risk of drug interactions.)

# **Judicial Review issued over Council's 'unlawful' plans for shared Surface Street in Exhibition Road**



Solicitors acting for Guide Dogs, have issued a Judicial Review challenge in the High Court to the legality of the Royal Borough of Kensington and Chelsea's (RBKC) plans for a dangerous, shared surface street in Exhibition Road. In taking this action, Guide Dogs wants to ensure the safe and independent mobility of thousands of local blind and partially sighted people, disabled and elderly people, and young children.

Under the current plans, the road and pavement would be built at the same level only separated by untested, corduroy paving (a profiled surface of a series of rounded bars), rather than using the traffic sign required by legislation. Guide Dogs, supported by research in the UK, have found no suitable alternative to a curb to delineate a road. The essence of the Judicial Review is that the scheme adopted by RBKC is unlawful and puts the 19m visitors per year to Exhibition Road and other pedestrians at serious risk.

Guide Dogs are leading a campaign 'Say NO to shared streets' which is supported by 30 UK wide disability organisations. 67% of Londoners agree the road's design will negatively impact on disabled people.

The Secretary of State for Transport has said there is no evidence that these schemes offer any greater benefit than traditional traffic calming techniques.

NWSADP supports Guide Dogs campaign to ensure the pedestrian environment is accessible and safe for everyone.

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## **Dental Treatments**

### **How much will I pay for NHS dental treatment?**

Many of us get confused when it comes to knowing what we should expect to pay when we visit the dentist. Therefore, below are the costing bands for NHS dental charges.

If you normally pay for NHS dental treatment, there are three standard charges. The amount you pay depends on the treatment you need to keep your mouth, gums and teeth healthy.

### **NHS Dental Charges:**

#### **Band 1: £16.50**

This charge includes an examination, diagnoses and preventive advice. If necessary, it also includes x-rays, scale and polish and planning for future treatments.



#### **Band 2: £45.60**

This charge includes all the necessary treatment covered by the previous charge, plus additional treatment, such as fillings, root canal treatment or extractions.

#### **Band 3: £198**

This charge includes all the necessary treatment covered in Band 1 and Band 2, as well as more complex procedures such as crowns, dentures and bridges.

You will only ever be asked to pay one charge for each complete course of treatment; even if you need to visit your dentist more than once to finish it.

## **Mr Walker - Advocacy Case Study**

Mr Walker worked full-time as an immigration officer. In December 2007 he was admitted to hospital following a severe stroke. He lived in a privately rented house. Due to the stroke he was unable to return to the house as he was no longer able to climb stairs. Mr Walker has difficulty with communication, in particular pronouncing words but is able to answer yes or no. He is unable to use pen and paper as he has lost the use of his right arm.

I visited Mr Walker in hospital in February 2008 to initially assist with completing an application for housing. He required a ground floor accessible flat with social services input for his care.

Medical assessments and Occupational Therapy reports needed to be followed up and forwarded to relevant organisations i.e. the housing assessment team. Permission to share information about Mr Walker was obtained. The Advocate made regular contact with the housing team in order to assist them with the understanding of the urgency of finding accommodation for this client.

In March 2008, an application to the furniture store was processed in order for Mr Walker to obtain essential furniture for his potential new home. A community Care assessment needed to be agreed and signed by Mr Walker. The advocate assisted with ensuring the Mr Walker had read and understood his assessments and that anything he had disagreed with would be amended and returned to his care manager.

In April 2008 Mr Walker was offered a one bedroom, ground floor flat from Woking borough council. Mr Walker was able to purchase some essential furniture from the furniture store, with support from his occupational therapist. The advocate assisted with completing forms for his new tenancy and housing benefit, including Incapacity benefit and Disability Living Allowance.

May 2008 The Advocate assisted Mr Walker with writing a letter to his son to obtain keys and possessions still in his rented house. Mr

Walker was able to access his old property to arrange moving his personal belongings including identification.

In June 2008, the Advocate supported Mr Walker with an application for funding for a cooker, carpets and curtains for his new accommodation. With Mr Walkers' permission the Advocate was also able to make contact with Mr Walker's employers and give advice of his situation. The advocate soon discovered that Mr Walker was entitled Statutory Sick Pay that needed to be back dated to January 2007, The advocate immediately organized a copy of Mr Walkers Medical Certificate to be sent to his employers for payment to be arranged as soon as possible.

In June 2008, Mr Walker was given support completing and registering as a disabled person. Mr Walker also received help with the DLA appeal process, along with help chasing housing benefit and pension credit.

In June 2008, Mr Walker had issues in regard to transport. The advocate was able to give information to Mr Walker about transport options in his local area. This enabled Mr Walker to access community transport and become independent and confident in using this service.

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## **Hate Crime in Surrey**

Hatred is the targeting of individuals, groups and communities because of who they are.

A hate crime is any criminal offence that is motivated by hostility or prejudice based upon the victim's:

- Disability
- Race
- Religion or belief
- Sexual orientation
- Transgender



All hate crime is important. No hate crime is too minor to report to the police. Anyone can be the victim of a hate crime. We all have a racial identity, all have a sexual orientation, all have some sort of beliefs. Anyone of us could be targeted because of some aspect of our identity. Tackling hate crime supports each and every one of us.

### **Why do we need to act on hate crime?**

Hate crime is different to other forms of crime:

- hate crime targets people because of their identity. It is a form of discrimination that infringes human rights and keeps people from enjoying the full benefits of our society
- research has shown that hate crimes cause greater psychological harm than similar crimes without a motivation of prejudice
- hate crime creates fear in victims, groups and communities and encourages communities to turn on each other



## **What are Surrey Police doing about Hate Crime?**

Surrey Police have designated Hate Crime officers in each of the divisions. They are there to help you in:

**Giving advice** - It's not always easy to know if what has happened to you is a crime. Surrey Police will help you identify what has taken place and make sure that appropriate action is taken. With your consent, they can put you in touch with local support organisations.

**Protecting you** - If appropriate, the police will arrest the suspect at the time and protect you from further harm. If that's not possible, they will do all we can to find them. With your wishes taken into account, Surrey Police will decide what to do with them.

**Giving you guidance** – Surrey Police will talk you through all the procedures so that you know what you're being asked to do, and why. For example, the police will probably want you to give a

statement explaining what happened. And if you have to go to court, the court process will be explained and you will know what will be expected of you.

If you have been affected by Hate crime or would like more information, please contact Surrey Police on: 0845 125 2222 or Crime Stoppers on: 0800 555 111  
Or visit: [www.surreypoliceonline.co.uk/reportcrime/hatecrime](http://www.surreypoliceonline.co.uk/reportcrime/hatecrime) where you can report any incident in confidence.

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## **Improvements made to the Blue Badge Map**

Directgov's online map of parking facilities for Blue Badge holders now includes a rail map feature, with accessibility information for more than 2,000 train stations.



This will enable people who have Blue Badge to plan journeys in the UK more easily and book direct assistance in advance.

The map has been expanded to feature accessibility information for more than 160 major football stadiums. This should help Blue Badge holders, their friends and family have a better experience at the game, whether home or away!

The mapping service has been developed by Directgov's Disabled People and Caring for Someone franchise, part of the ODI Communications Team.

Find out more on the Directgov website:

<http://www.direct.gov.uk/en/DisabledPeople/MotoringAndTransport/Bluebadgescheme/>

## **Blue badge map on your mobile**



You can use the Blue Badge map on mobile to find the following:

- Blue Badge parking bays in over 100 towns and cities across the UK
- public toilets with accessibility information in over 100 towns and cities across the UK
- petrol stations and their service facilities on major routes in the UK
- local council parking rules across the UK

## **How to use the map on your mobile**

You need a mobile phone with which you can access the internet.

Text BLUE to 83377. All you pay is the price of a normal text message - messages you receive from Directgov are free.

You will get two messages:

- one message is a confirmation that your text was received
- the other message has a link to the Blue Badge map service, together with brief instructions on how to use it

Follow the instructions to find Blue Badge parking bays, accessible toilets, petrol stations and local council parking rules.

**Never use your mobile phone while driving. Always stop in a safe place and switch off the engine before using your mobile phone.**



# Living with a long term health condition?



**Just 2½ hours a week for six weeks could change your life....**

- **Living well is a free course** for people with conditions and disabilities such as heart problems, stroke, multiple sclerosis, Parkinson's, asthma, arthritis, diabetes, epilepsy and so on. Visit [www.expertpatients.nhs.uk](http://www.expertpatients.nhs.uk) to find out more
- **Join us and learn new skills to manage your condition better on a daily basis** working at your own pace, with the support of others who are facing similar problems. You get a **free** course book

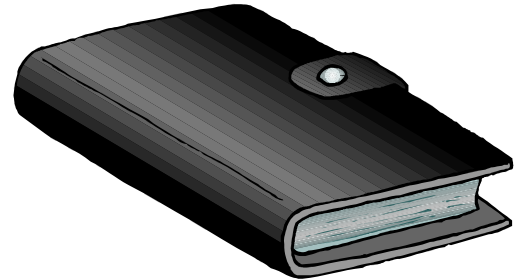
**To find out how to register call  
01372 201709**

**Forthcoming course in your area:**

<p><b>Rendezvous at White Lodge, Chertsey</b> (situated at rear of St Peters Hospital) <b>KT16 0AE</b> <b>12 January – 16 February 2010</b></p>	<p><b>10.30 – 1.00pm every Tuesday</b></p>
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**Expert Patients Programme**

## **Dates for your Diaries**



### **Surrey LINK Open Public Meeting**

Tuesday 26<sup>th</sup> January 2010

7pm – 9pm

At: The Runnymede Centre

Chertsey Rd

Addlestone

Surrey KT15 2EP

Focus of the meeting: 'The future of provider services in Surrey'.

### **Bringing It Together Program**

Friday February 5<sup>th</sup> 2010

11.30am – 2.30pm

At: Rendezvous

White Lodge

Holloway Hill

Chertsey

KT16 0AE

The 'Bringing it Together' program offers people the opportunity to drop-in to Rendezvous to access a range of advice from a number of different organisations. For more information, please call 01932 577996 or email [sbrooker@whitelodgecentre.co.uk](mailto:sbrooker@whitelodgecentre.co.uk)

### **Women's Health matters – Health Fair**

Saturday February 13<sup>th</sup> 2010

10am – 4pm

At: HG Wells Conference & Events Centre

Church Street East

Woking

The fair will promote all aspects of healthy living and lifestyle. There will be displays from many organisations and taster sessions from complementary health groups. **Admission is FREE**  
For further info contact Anne Ansell on 01483 730317



**NORTH WEST SURREY  
Association of Disabled People**  
Registered Charity No: 1058774

Head Office: Provincial House, 26 Commercial Way, Woking, Surrey  
GU21 6EN

Tel/Text: 01483 750973 Email: [home@nwsadp.org.uk](mailto:home@nwsadp.org.uk)  
[www.nwsadp.org.uk](http://www.nwsadp.org.uk)

**Our services include**

**ADVOCACY**

A FREE independent, confidential  
advice and support service to empower people with physical and/or  
sensory impairments between the ages of 17 – 64  
in Woking, Spelthorne, Elmbridge, Runnymede and Surrey Heath  
Tel/Text: 01483 750973 Email: [home@nwsadp.org.uk](mailto:home@nwsadp.org.uk)

**W I D E**

Free information service for disabled people, carers and others  
We can find out what you want to know about  
support, equipment, benefits, transport, groups, leisure, holidays,  
education and lots more

Tel/Text: 01483 747400: Fax: 01483 761932: Email:  
[info@askwide.org.uk](mailto:info@askwide.org.uk)

Surrey Heath Office: Tel: 01276 707294

**Foot Care**

Affordable home visit Foot Care  
for adults aged 17 and over with a physical, cognitive or  
sensory impairment  
The service includes



Nail cutting



Filing hard skin and corns



Foot health advice

**For information or appointments Tel/Text: 01483 541688**

# **Other Disability Organisations in Our Area**

**DAISE: Disability Advice and Information Service Elmbridge**  
Tel: 01932 248660: Fax: 01932 221680

**Disability Counselling Service**  
Sue Cable: Tel: 01483 715911 Ext. 6334

**Surrey Coalition of Disabled People**  
Tel: 01483 456558: Fax: 01483 456561  
[www.surreycoalition.org.uk](http://www.surreycoalition.org.uk)

**SILC: (Surrey Independent Living Council)**  
Tel: 01483 458111: Fax: 01483 459976: Minicom: 01483 459977

**SAVI Surrey Association for Visual Impairment**  
Tel: 01372 377701 Minicom: 01372 361517  
[www.savi.org.uk](http://www.savi.org.uk)

**Surrey Deaf Services**  
Voice/minicom: 01372 376558  
Minicom answer phone: 01372 362509  
Video phone: 01372 363981

**Surrey LINK**  
The voice of health & social care service users in Surrey  
Tel: 0845 0949497  
[www.communityvoicesonline.org/LINKs](http://www.communityvoicesonline.org/LINKs)

**For Problems with Access**  
Please contact WIDE for advice  
Tel/Text: 01483 747400 Email: [info@askwide.org.uk](mailto:info@askwide.org.uk)