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## Chairs Christmas Remarks



No doubt in 2010 we will be facing many challenges in Surrey and there is still much to do in encouraging more groups of people, at present under represented, to have the same opportunities and life style choices to be able to live independently with the right kind of support.

We need more people to help us achieve our goals. We need young people with young ideas, we need more people from black and minority ethnic groups, people to represent carers and we need people to represent those with mental health needs.

### What a lot SILC have achieved in 2009!

During this year our staff and Trustees have worked like beavers on updating office and committee policies and procedures, developing & expanding our services, training programmes, working on a strategy for the future..... Culminating, just recently, in **successfully winning the contract** to continue working in partnership with Surrey County Council.

We are, of course, extremely grateful for the support and encouragement we have received from other organisations in Surrey and in particular from the Surrey Coalition of Disabled People, North West Surrey Association of Disabled People and Action for Carers.

### Why not make working with SILC one of your New Year Resolutions?!

May you all have a very Merry Christmas and a happy & healthy New Year.

### Brenda Griffiths (CHAIR)

#### SILC

Astolat, Coniers Way  
Burpham, Guildford  
Surrey GU4 7HL

**Tel:** 01483 458111

**Fax:** 01483 459976

**Minicom:** 01483 459977

**Email:** [admin@surreyilc.org.uk](mailto:admin@surreyilc.org.uk)  
[www.surreyilc.org.uk](http://www.surreyilc.org.uk)

# Annual General Meeting 2009

## Change of date and change of venue.



*Brenda Griffiths, Richard Davy & Judith Ellis presenting the report*

SILC's AGM was held at the end of September this year rather than our usual date in July. We also had to change the location to Woking Leisure Centre as our usual venue of Leatherhead Leisure Centre was being refurbished.

Although the room we held the meeting in was smaller than we would have liked we still managed to fit everyone in and have room for display stands from quite a few organisations. These included the Surrey Coalition of Disabled People, Social Information on Disability and Surrey County Council's Self Directed Support Monitoring Team who's Manager, Phillip Ellis-Martin, is the subject of this issues SPOTLIGHT feature.

Brenda Griffiths (our Chair) introduced the day and presented the Annual Report and thanked the trustees and staff for all their hard work. She also paid tribute to Brenda Wicks, a long standing SILC trustee, who sadly died earlier in the year and who had done so much to make SILC the success it is today. Our Treasurer, Judith Ellis, gave the financial report and presented the accounts whilst Richard Davy, our Operations Manager, gave a brief review of the year's activities and highlighted the importance and benefits of SILC working in close co-operation with other organisations which share the same aims and values.



Sarah Mitchell, Surrey County Council's Strategic Director of Adult Care Services, gave a very lively presentation about plans for the development of social care in Surrey and with contributions from Councillor Michael Gosling, who is the Council Cabinet Member for Adult Social Care, people attending the meeting felt they had a much better understanding of what the future holds for adult social care than before they came.

After a good lunch provided by Woking Leisure Centre, Dr Richard Piper of the National Council of Voluntary Organisations led the afternoon's workshops which talked about what SILC should focus on in the future. There were many great discussions on the different tables and the feedback from these workshops is being used as part of SILC's Strategic Business plan which will be completed by February 2010 and will form the basis of SILC's development over the next few years.

## Citizen Hub in Epsom Joint working delivers real success

Surrey Coalition of Disabled People, Surrey Independent Living Council, North West Surrey Association of Disabled People, 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 & Banstead area.

We hope that the hub will be run by disabled people for disabled people and will be in a highly visible location, which is accessible to the local community.

The hub will act as a gateway to information, advice, advocacy and services and will be accessible via a website, e-mail, telephone, text and minicom.

The hub will provide a great opportunity for disabled people and carers not only to improve access to the information and support they need, but also to provide these services themselves.

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 it will provide.

# Update on Personalisation

Working towards greater choice and control in Surrey



Personalisation is about radically changing the social care system so that people who use it have much more control over what they get. It means people really being in charge of designing the support that they get.

An important element of this is Self Directed Support (SDS) which is all about people assessing their own needs, deciding how best those needs can be met and then, if they wish to, purchasing & managing (with help if required) their preferred means of support.

During the last few months the development of Personalisation in Surrey has been primarily focused in the area covered by the Epsom, Ewell and Banstead Adult Social Care teams and for new referrals to the Learning Disability Teams County wide. This period has been used primarily to test out the way that Self Directed Support will be operated in the future and SILC has been involved in this with our Operations Manager helping out Surrey County Council's project team and SILC ILA's Abigail Clear and Jill Coles offering brokerage support.

Earlier in the year practical sessions were organised by Surrey County Council, Surrey Coalition,

Surrey Independent Living Council and Action for Carers which brought together people with various disabilities, older people, carers and people representing voluntary organisations in Surrey to look at the operation and implications of this new approach to social care.

One of these sessions looked at the completion of the 'Supported Self Assessment' and it was surprising to see how differently people reacted to the format used and it became obvious that some people would need time, support and encouragement from organisations controlled by disabled people along with advocates, carers groups and other sources of help to make sure the assessment properly reflects their needs.

Findings from this session have been used to revise the assessment form in a way which will hopefully make it easier for people to use and there are plans to run a similar session early next year to see what the same people think of the revised form.

Plans are now in place to introduce Self Directed Support across the whole County from April 2010 and SILC along with Surrey Coalition of Disabled People, North West Surrey Association of Disabled People and Action for Carers will be working closely together to ensure that people who use services and carers are fully engaged by Surrey County Council and at the heart of any decisions that need to be made.

**For more information on what SILC is doing to support Personalisation in Surrey call Richard at SILC or email [Richard@surreyilc.org.uk](mailto:Richard@surreyilc.org.uk)**

## SILC SECURES DIRECT PAYMENT CONTRACT

We are happy to say that, once again, we have been successful in winning the Surrey County Council contract to provide advice, information and support to anyone in Surrey interested in or using Direct Payments to organise and manage their social care needs.

By securing this contract SILC will be able to extend and improve the services it provides and we are already in the process of recruiting additional staff in order to help us do so.

The main change to the way the current service is set up is that from January 2010 we will be invoicing Surrey County Council for the help all new Direct Payment recipients need with their financial Monitoring and that this will be extended to existing Direct Payment recipients from April. Hopefully this will make things easier for those of you who want or need help to do your financial monitoring returns as you will no longer need to make payments to SILC from your Direct Payment accounts.

# SPOTLIGHT ON

## Phil Ellis-Martin of Surrey County Council's Self

You may be familiar with Phil's name from the letters you get with your Direct Payment Reconciliation Forms so we thought we would ask him to tell us a bit about himself and the work his team does.

### **Have you always worked in social care?**

No, before getting involved in Social Care I spent 30-years in the Royal Air Force. The first 15 of which were spent nursing both in front-line and secondary care situations. During this time I was also involved in rehabilitation nursing at Headley Court and this brought into focus the requirements of those people who had multiple health needs, acquired brain injuries, physical disabilities and sensory and communication impairments. The remaining 15 years of my RAF career was spent as a Medical Support Officer and I had various roles from logistics, project management, resource management, operational command roles and I completed my RAF career as business lead for all RAF medical training.

### **What do you think were your greatest achievement during this time?**

Quite a few things come to mind: being awarded Nurse of the Year in 1986, organising holidays for children with special needs, "adopting" an orphanage in Croatia and the fact that, due in some part to the way I helped their medical training, the British military was



*Phil and his grand children*

praised by the Healthcare Commission for their 'exemplary' trauma care and rehabilitation services for troops wounded on the frontline.

### **How did you end up working in Surrey?**

"If I can help someone as I travel through this journey we call life" has always been a principle of mine and on my retirement from the RAF, I was looking for a role where I could employ my skills and talents yet still hold onto my principles. A role was advertised at Surrey Heath Social Care team as resources manager and I was fortunate that my application was successful.

I had a steep learning curve when I joined the team, but realised that I could either become a "pure bureaucrat" or I could utilise business management to improve backroom service so that individual's of Surrey could be provided with a better service, while at the same time providing Surrey County Council with cost-effectiveness.

### **Can you give us a brief outline of what your job involves?**

In November 2007 I was asked to review Direct Payments in Surrey and it was evident that there was much to do.



# Directed Support Financial Monitoring Team.

Surrey County Council's process and procedures were there but needed refinement and the service and communications to those in receipt of Direct Payments needed improvement. It was out of this review that the SDS Monitoring team was "born" and from April 2008 we took over all administrative and financial functions of Direct Payments in Surrey. My role now is more along the strategic lines, working closely with SILC to promote independence via Direct Payments, looking at Surrey's policy and procedures, training, overseeing the work of the SDS Monitoring team to ensure Direct Payment monies are paid on time, reconciliations are received and verified, answering complaints and, hopefully, compliments.

## **Can you tell us a bit about your team and what they do?**

The team's role is to process Direct Payment requests from Care Managers and Social Workers across the whole of Surrey and translate these requests into the payments that go into people's Direct Payment bank accounts.

We have are 5 Support Assistants who each have an "area" of Surrey and the county has been divided in this way so that Direct Payment recipients and Council staff can have a named individual to whom they can turn. These Support Assistants are also responsible for ensuring that recipients receive their Direct Payments on time and they will deal with queries about reconciliations.

We also have team administrators, who answer the telephone calls, send out letters and undertake the initial verification of reconciliations. There is also a Support Officer who coordinates the team, manages the team's internal financial monitoring and general running of the office.

## **What is your vision for the future?**

As far as Direct Payments is concerned my vision for the future is that they should as simple to run as possible. An assessment should be undertaken, needs decided upon and then the agreed payment made. However because Direct Payments represent a use of public money there should be

confidence that people will spend their money only on the care and support they need to meet their assessed needs and, like me, I am sure you want to be re-assured that you are getting "Value for Money".

## **When you are not working, what do you like to do in your leisure time?**

When not working I spend lot of time with my wife, son and grandchildren. My wife and I like going to the theatre and out for pleasant meals/picnics. I used to spend much time with my dog, going for walks and exploring the Surrey countryside but, unfortunately, we lost him over the August bank holiday weekend. I also support the only real football team in the country, that is the Seagulls (Brighton & Hove Albion) and I regularly play badminton and, when the opportunity arises, ten-pin-bowling.

## **If you had one wish what would it be?**

What a difficult question. Usual "wish" answer is to ask for limitless wishes but I think what I would like is an end to injustice, cruelty and suffering.

Work wise my wish is to provide a simple and straightforward Direct Payments system that meets the needs of the citizens of Surrey and for them to feel confident that if they have any points they wish to make about our service we will respond in a positive, constructive manner.



SCC Direct Payments Team

# What does it mean to be a Trustee?

Having been involved with organisations of disabled people for around fifty years, it occurs to me how very much committees have changed over that period of time.

I have been involved in the pioneering stages of three organisations namely The Disabled Drivers Association, The Ashwellthorpe Hall Association and more recently Surrey Independent Living Council.

It is really exciting to be involved in starting something new, a great feeling of achievement when you win a fight ..... I remember banner waving and lobbying Parliament in the 60/70s along with hundreds of like minded disabled people, until we won the right to have the Mobility Allowance instead of being

issued with single seater, fragile little invalid trikes.

Ashwellthorpe Hall Association was another project that was interesting and worthwhile. To be part of a team trying to turn a beautiful old country house into a totally accessible hotel where disabled people could enjoy a relaxed holiday with family or friends was a dream that very nearly worked – but for lack of funds and tighter legislation.....

And since 1997 my involvement with SILC has occupied much of my spare time and at the beginning it was good to feel part of something new in Surrey.

Charities now have to become more professional and, like other organisations, SILC will need people

with specific skills to work with us.

It is no longer enough to just turn up at meetings. SILC will need those who are able to give some time to work on tasks at home and take some responsibility for making sure that we are fulfilling our contract with Surrey County Council. SILC has come a long way since it started and we are now progressing to a new level in its development. This is another exciting period because it aims to enhance the lives of even more people with disabilities in Surrey.

So all you out there – Get off your butts (figuratively speaking!!) and take on something worthwhile which is sometimes challenging but always rewarding.

Brenda Griffiths

## PA Finder - Nearly 1 year old



We have also had a lot of feedback from other organisations saying that the website is very user friendly but as with most things there is always room for improvement. So if you have any ideas about how we can make the website better and easier to use please let me know.

I took over responsibility for overseeing the PA Finder website in March of this year and since then we have helped a large number of people find suitable Personal Assistants and many of you have told us that you have found PA finder useful.

You can register for PA finder either on-line at [www.pafinder.org.uk](http://www.pafinder.org.uk) or, if you do not have access to the internet, we can send a paper form to you and your application form will be added on to the site.

If you would like to know more information please contact me.

Dean Beverley

**email: [Dean@surreyilc.org.uk](mailto:Dean@surreyilc.org.uk)**



# Social Event - A Great Success

The first Social Event organised jointly by SILC, Surrey Coalition of Disabled People and North West Surrey Association of Disabled People was held on 20th October 2009 at the Dorking Halls.



*Brenda Griffiths & Clive Wood from NWSADP*

The aim of the day was to thank all those people that had supported all three organisations over the last couple of years by having an event where people didn't have to listen to presentations and attend workshops

but could meet, have some fun and entertainment and a bit of pampering if they wanted.

Over 125 people braved the weather to be entertained by the table magician, Tim Shoesmith, who also got up on stage with the assistance of some brave volunteers. Comedian Steve Day from Abnormally Funny People entertained us with his life experiences and humorous insight into how his family life is affected by his deafness. Jo and Luke from Orpheus did a brilliant job assisting us with an old fashion sing-a-long.

Along with lunch, some quizzes, relaxing foot and head massaging and make up tips the time seemed to fly by and a great time was had by all.



*Magician Tim Shoesmith on stage*

Suzan Lewis-Jones a Trustee of both SILC and the Surrey Coalition said that "It was a fantastic event and all I can say for the people who didn't come along – well they missed out on a lovely day. It made a really nice change to relax and not worry about meetings, and business etc. I loved the therapies, and it was lovely to be pampered for a change" Hopefully, if we can find some funding, we will run a similar event next year, so if anyone has any ideas – LET ME KNOW.

Kate O'Brien

**email: [kate@surreyilc.org.uk](mailto:kate@surreyilc.org.uk)**

## Can P.A.s be self employed?

We are often asked if Personal Assistants can be self employed and the answer is possibly but unlikely.

In order to be seen as self employed by Her Majesty's Revenue and Customs (HMRC) a PA would have to be able to direct and delegate their work, arrange when they work and provide their own working

equipment. In most cases when employing a PA it would be difficult to meet these condition.

If the HMRC decides that someone who has or is claiming self employment status should have or should be employed they will expect the person they see as the employer (i.e. the person paying the PA) to

meet the costs of any unpaid income tax or national insurance contributions.

If you are considering taking on a PA who says they are self employed or if you already employ a PA who wishes to become self employed we strongly advise you to contact us at SILC or your local HMRC.

## Free Personal Assistant Training in January 2010

SILC is running another of its highly successful programmes of awareness training for Personal Assistants on the 6th, 7th and 8th of January 2010 in Burpham covering such issues as: Independent living, the core principles of providing care and support, safeguarding, health & safety, first aid & medication and fire safety training.

This training is free and sessions have previously been well attended by both Direct Payment employers and Personal Assistants so please book early. If you require more details please contact Kate on 01483 458111 or [kate@surreyilc.org.uk](mailto:kate@surreyilc.org.uk).

Further courses are planned for May and September 2010. Please go to [www.surreyilc.org.uk](http://www.surreyilc.org.uk) for further details.

## SILC Christmas Closure Dates

SILC's offices will be closed from 1pm on Thursday 24th December until 9am on Monday 4th January 2010. If you have any general questions during this time why not try our website -

[www.surreyilc.org.uk](http://www.surreyilc.org.uk).

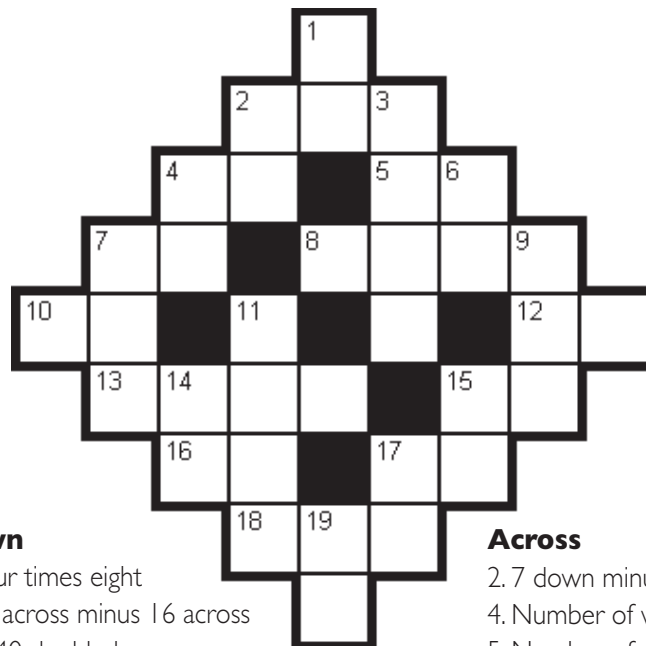
## Independent Living Network Dates 2010

<b>January</b> Wednesday 13 <sup>th</sup>	<b>Bletchingley</b> Bletchingley Community Centre 78 High Street RH1 4PA	Come along anytime from 1pm to 4pm
<b>February</b> Wednesday 10 <sup>th</sup>	<b>Dorking</b> St Josephs Church 2 Falkland Grove RH4 3DL	Come along anytime from 1pm to 4pm
<b>March</b> Wednesday 10 <sup>th</sup>	<b>Woking</b> Salvation Army Church Sythwood Goldsworth Park GU21 3BE	Come along anytime from 1pm to 4pm

For more details contact Lorna at SILC or email [lorna@surreyilc.org.uk](mailto:lorna@surreyilc.org.uk)

## Figure It

Look at the clues below and fill all the numbers you can into the grid. Then start again and use your answers to help solve the other clues.



### Down

- Four times eight
- 12 across minus 16 across
- 1640 doubled
- 6 down minus 5 across
- Nine times nine
- Five times 121
- Half of 1450
- 716 doubled
- A third of sixty-three
- Number of hours in two days
- Half of 164
- 100 divided by five

### Across

- 7 down minus 482
- Number of weeks in a year
- Number of days in four weeks
- Seven times nine
- 8617 re-arranged
- 15 down plus forty-two
- Quarter of 100
- Half of 10486
- Half of 10 across
- Quarter of 4 across
- Four times twenty-two
- 82+62+78