

Welcome to Issue 3. of 'OPTIONS ... for independent living'

We always overestimate the change that will occur in the next two years and underestimate the change that will occur in the next ten.

Bill Gates – Head of Microsoft.

Despite this cautionary reminder by the founder of Microsoft, our headline article outlines forthcoming changes to social care provision in Richmond and elsewhere. **The future of social care – what awaits** (page 4), outlines the path by which all people eligible for additional community support needs will go through to get the type of assistance they need to live independently in their home and local community. It identifies an eight-step route that is called Self-directed support which will offer the service user a made-to-order, individually budgeted and hands-on management approach.

By way of a contrast to predicting the future, **News in Brief** (page 8) offers current information including how carers can get emergency cover and recent changes to Direct Payments. **In my Opinion** (page 7) tackles the present-day debate about what makes a good personal assistant.

In a new feature that highlights the lives of local Direct Payments users, **From Baghdad to Barnes**, (page 10) recalls the story of Jamal, a political refugee who overcame imprisonment and persecution to make a new life. The story is a salutary reminder that our day-to-day annoyances are trivial when measured against the struggle for freedom!

We hope you find something in this issue of worth. Remember, you can also view this newsletter on our website; www.ruils.co.uk by following the links to **Events**.

Best wishes.

The RUILS Editorial Team

IN THIS ISSUE

04 A rough guide to Self-Directed Support

07 In my opinion – I want a new type of 'care' worker

08 News in brief

10 Baghdad to Barnes



Direct Payments (*) – another way of getting care to live at home

- Direct Payments are a way of helping you to live independently in your own home.
- A Direct Payment is money your Social Services Department can give you.
- You use the monthly cash payments to buy the support you want and need.
- Social Services give you the money instead of arranging a care service for you.
- You spend the money on getting support that meets your needs.
- You can have a Direct Payment for all your support, or for part of it. If you only want a Direct Payment for part of your support, social services will arrange services for the rest of it.
- A Direct Payment is not a benefit. It does not affect your benefits or state pension and is not liable to income tax.
- It is your choice as to whether you want Direct Payments or not.
- Direct Payments is another way of giving you the support you need and for some people, it offers greater choice, flexibility and control over how this care is provided.

Interested? Look inside for more news and information.

(*) Direct Payments from Social Services are NOT the same thing as the 'Direct Payment' where your state pension or benefits are paid directly into your bank account.

EASY-READ GUIDE

Throughout this issue of the 'Options' newsletter, you will find most information is presented in the format you are now reading. There are however, several other types of information which you may find useful. They are displayed in boxes and explained as follows:



Tips & Advice

A box with this image of a lightbulb contains useful tips and ideas provided by experienced service users and practitioners.



Useful Contacts

A box with the image of a telephone contains the contact details of useful people and organizations.



Jargon Buster

A box with the alphabet letters gives a simple description of abbreviations and terms used as short-hand by professionals and others.

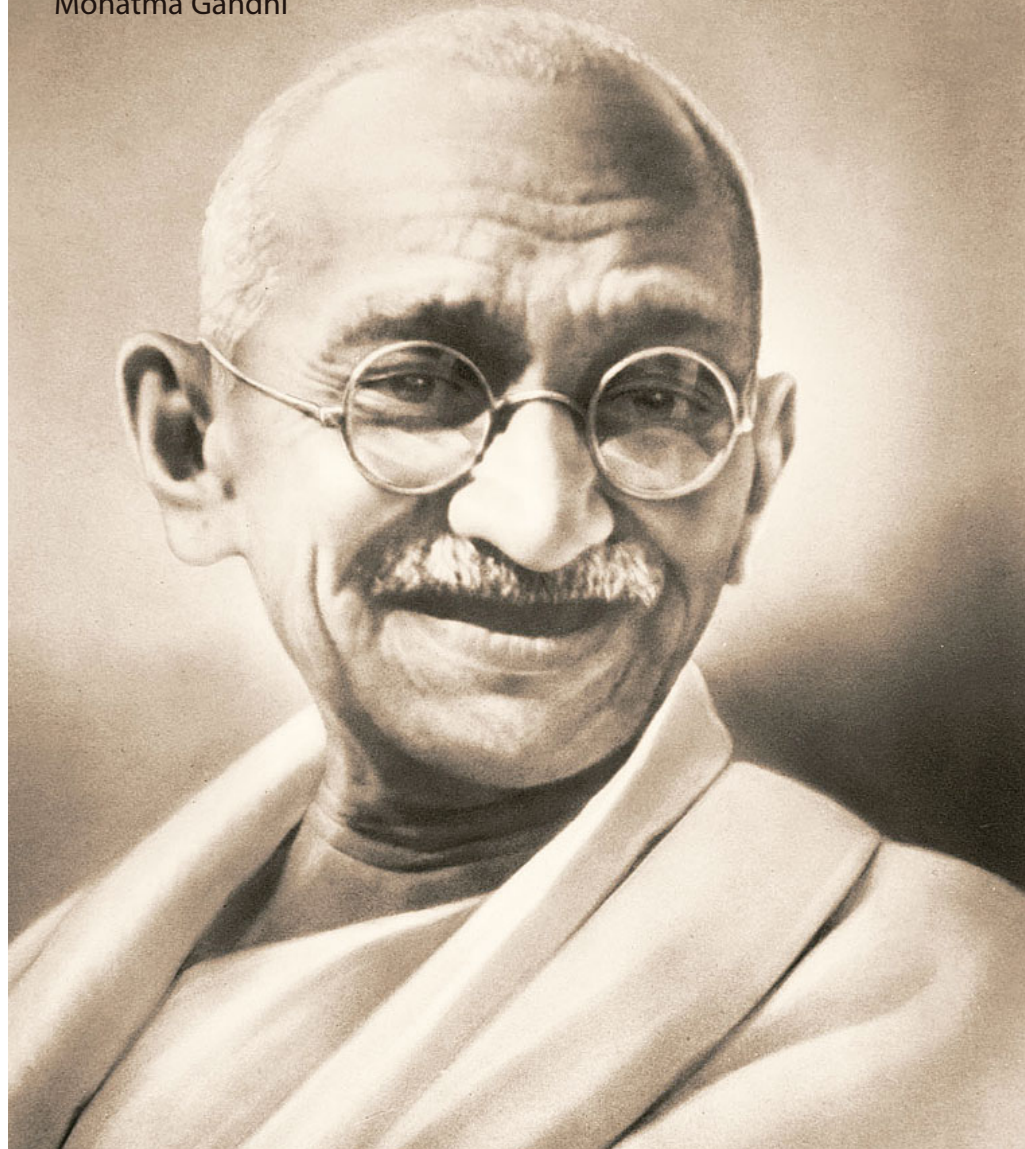


Information

These boxes contains extra information or explanation such as government or Council advice, what rights you have and what you should expect from other bodies, such as social services.

The best way to find yourself is to lose yourself in the service of others.

Mohatma Gandhi



RUILS volunteers and Trustees can testify that despite the passage of time, these words are still true today. But don't take our word for it, try it for yourself!

RUILS is engaged in an exciting and challenging opportunity to develop services for disabled and other people with additional support needs. Our work is at the forefront of new developments in social care provision and we have a place for YOU if you are willing to give of your time and expertise.

If you have work experience in any of the following...

- Finance (Treasurer)
- Human Resources,
- Marketing & Public Relations
- Legal matters
- Fundraising
- Management in Health or Social Care provision

...then please get in touch by speaking to either **Cathy** or **Karen** on **020 8891 6083/4** or email: info@ruils.co.uk

To find out more about RUILS www.ruils.co.uk

The future of Social Care – what awaits?

A rough guide to Self-Directed Support

Some of you may have been to the recent User Consultation Day hosted by Richmond Council and RUILS, which highlighted key changes that will be taking place in social care provision.

This article, gives a ‘nuts-and-bolts’ view of the proposed changes with particular regard to the adoption of a new form of social care called, Self-Directed Support.

Our introductory guide explains what is meant by Self-Directed Support (SDS), how it will replace the old system of social care (domestic, personal and day care etc) and how SDS works from a service user’s point of view. To help the reader, ‘Easy-Read’ boxes offer a fuller explanation of the key features, **underlined in bold text** and referred to in the main article.

The journey so far

If you have a disability, illness or frailty that means you need additional help with daily living and/or to live safely at home, then you may be getting Council funded (social care) support that takes a number of different forms. For example, the Council may respond to your need for extra help by setting up visits by agency ‘carers’, meals on wheels, attendance at a day centre or more recently, through Direct Payments.

Traditionally, these care services have been arranged by the Council’s Social Services Department who determine what shall be considered a social care ‘need’ demanding a response, whether or not your needs are sufficient to qualify for a response and what that response should be. This has meant that;

- responses to needs have often fostered dependency, rather than promoting independence and extending opportunity; and

- disabled people have been expected to fit into services, rather than services being personalised or tailored to individual need.

Now things are about to change as a new relationship is set up between the Council and you as a person who requires a social service. This is characterised by the right of someone to whom the Council has a specific duty of care, to determine for themselves, how they wish to live. The resources available for social care are no longer to be dispensed and controlled solely by official prescription, but according to the priorities and choices of the people concerned.

The Way Forward in Richmond

How will this work? Well, Richmond Council are introducing a version of Self-directed Support (SDS) that has some (but not all) similarities to other systems being piloted elsewhere. It lays out a pathway from a person’s first contact with Adults’ Social Services through to achieving the **outcomes** - **see box A** - that meet their needs. Each step requires judgements, decisions, and choices that are within the person’s own control as far as possible, and as far as they wish them to be.

Briefly, the steps followed after the initial contact are these:

- 1 | **Identify your needs:** You complete a **Personal Assessment** - **see box B** - you answer questions about the difficulties you are living with and the



Jargon Buster

A

Outcome

Each self-assessment of need question is matched to an outcome that describes how your life will be if one of your chosen personal support needs is met. For example, a desirable outcome for someone who says they need help with most household tasks may be described as: ‘To live in a reasonable home, with clean clothes to wear, food to eat and bills paid on time’.

impact your disability or impairment is having on your life.

- 2 | **Set Individual Budget (IB):** Your assessment is checked by a Care Manager. The Care Manager does the sums, based on your answers to the self-assessment questions, and then tells you the size of your **Individual Budget** - **see box C** - That is, how much money will be made available to fund your personal support needs.

- 3 | **Plan your support:** You draw up a **Personal Support Plan** - **see box D** - with the help of others if necessary, that explains: how you will spend your money in a way that makes sense to you, how it helps you to overcome the difficulties you face and also helps you to achieve your goals in the way that you want.

- 4 | **Get Plan Agreed:** You get your personal support plan agreed with Social Services. The money, to put your support plan into practice, is then released in the form of a person’s Individual Budget (IB). This money can be

**Information****B****Personal Assessment**

You complete a questionnaire by ticking a series of boxes that best describe you and your level of support needs. The questions are similar to the following:

- the extra help you need to look after yourself (personal needs) e.g. washing, dressing, eating or going to the toilet etc.
- the help you need to do day-to-day tasks like shopping, cooking, cleaning, laundry etc.
- any long term or complex physical or mental health problems (e.g. diabetes, depression, stroke, dementia etc.) that need the intervention of others in order to manage and maintain your health and well-being.
- how much of your life includes mixing with family and friends and doing things like going to clubs or visiting the shops?
- your chances of doing paid work or doing things in your retirement or spare time that give you pleasure and an interest.
- whether or not you or others make the day-to-day or big decisions that directly affect the way you live e.g. how you spend your money.
- the help you need to stay safe and free from harm either at home or out-and-about.
- whether you feel your personal behaviour may harm you or others and if you get most of the help you need from family and friends.

The assessment also has a question for those people who already 'lend you a hand' e.g. a relative, friend or neighbour who gives you (paid or unpaid) help. It asks them to say what life is like for them as your (official or casual) 'carer'.

Each answer is allocated a certain number of points. Each point is assigned a monetary value. The points are totalled and calculated to give you the total money that will be made available to you. This is known as a **Resource Allocation System or RAS** - see box E.

**Information****D****Personal Support Plan**

When you draw up your support plan, it should be person centred. That is, it should be about you as a unique, real and recognisable person. It should accurately record your likes, dislikes, hopes for the future and anything that will affect the support you need or the outcomes you are seeking to achieve.

Thus, a good support plan will include:

- What is important to you e.g. I like my privacy and going to church.
- What you want to realistically change or achieve in your life e.g. to set up home.
- How you will be supported.
- How you will spend your Individual Budget.
- How your support will be managed.
- How you will stay in control of your life.
- What you are going to do to make your plan happen (an action plan and timetable).

paid to you in much the same as a Direct Payment.

5 | Take Control of Individual Budget: You get and then look after, or take as much control as you want, over your IB money.

6 | Organise your support: You use your IB money to set up and buy your support and to get **help to organise or manage** - see box F - your preferred package of social 'care'.

7 | Put plan into action: Live your life. You spend your IB money on the support services and extra help that you have chosen as the most likely to make a positive difference to your life. Your spending power should enable you to buy services from those you think offer you the 'best deal'.

8 | Review: You tell the Council how your assessed needs have been met using your IB money and what you are going to do next or need to change.

**Information****C****Individual Budgets****Funding your support**

- The Individual Budget (IB) or monetary amount you get to meet your assessed needs, does not include your State Benefits e.g. Disability Living Allowance.
- At the time of publication, Richmond Council have confirmed that they will only use Adult Social Care funds to make up an Individual Budget (IB). This is money that Social Services currently spend on Direct Payments, day centres, residential care, meals on wheels and other forms of adult social care.
- You can take IB money either as a Direct (cash) Payment, or pay a provider for a service direct or buy services through the Council, or any combination of these.
- The total IB amount you get will depend on the Council deciding if you have enough other income from elsewhere e.g. savings, to contribute to your support out of your own pocket.
- If appropriate, Independent Living Fund (ILF) payments could be part of your IB. This is a fund designed to help you (if you are disabled), to live independently at home rather than in residential care. You can use ILF payments to employ people to give you personal and domestic care in your home - see **Useful Contacts** - see box G.
- In the future, your Individual Budget (IB) may include amounts from other funding sources or community 'money pots'. For example, other Councils are allocating funds to IB from, 'Access to Work', Supported Living' and 'Disabled Facilities Grants'. Richmond will, for the time being, not do this however, you can continue to access these in the normal way - see **Useful Contacts** - see box G.



Self-Directed Support – Improving life chances

“IB’s (individual budgets) changed my thinking! It’s about getting the most out of your life. Living, instead of existing.”

(Essex IB recipient)

For individuals who already use Direct Payments this new system may not seem that radically different. In fact, SDS is the next stage in the evolution of Direct Payments and it is anticipated that it will include everybody, no matter what their disability or impairment.

Recipients will:

- receive a fair and suitable amount of IB money to spend on funding a personal support plan that has been designed by them or their chosen representative,
- be free to spend their money in a way that makes sense to them and meets their personal needs, aspirations and preferences,
- have real choice and control, which means they decide who, when and how their personal ‘care’ or social support is provided,
- be able to choose cash (Direct Payments) to buy their support



Jargon Buster

E

Resource Allocation System or RAS

This follows your personal needs assessment and is the name given to a points scoring method used by Social Services, to work out your level of need and the resultant amount of money that will be available (allocated) to you. It is likely that the more resources (help) you need or personal risk you face because of your disability, frailty or impairment, the higher the points awarded and the more money this attracts.



Information

F

Help to organise or manage

Self-directed support gives you the chance to plan, organise, coordinate and manage your own daily-living help. However, you may, if you so wish, get help or advice from others with the eight-step programme. The list of helping allies or agents from which to choose may include:

- family members and/or friends,
- a local organisation like RUILS
- a Social Services Care Manager
- an independent person called a ‘Support Broker or advocate
- an agency that may also provide you with the actual service you buy.

You should be confident that your chosen ally or agent will be independent and work alongside you in order to further only your best interests. For example, they could help with planning but should not normally be involved in providing the actual day-to-day support or in rationing the amount of money you get.

services, provided by or arranged by the Council (e.g. home care) or a combination of cash and services,

- be able (if they so wish) to get the type of assistance to organise and manage their SDS that keeps them involved in any decision-making that affects them and reflects their own interests and preferences,
- be subject to a Council reviewing process that looks mainly at how a person’s preferred living outcomes have been achieved,
- be able to set up a package of help and support that enables the disabled person to live independent, dignified, equally valued, meaningful and inclusive lives within their community.

Self-Directed Support in Richmond

The Council is planning to start using SDS in September this year. At first, only new applicants or referrals for social care support will follow the eight-step approach but it is likely that this will extend to current service users next year (2008). We will keep you up to date with all future developments.

Ed.

If you are in receipt of ‘social care’ and would like to be involved in the SDS planning process, the Council is looking for volunteers to join their User Consultation Group. Please call Cathy at the RUILS office.

Part Two of this article will follow the progress of SDS and look at issues affecting Direct Payments.



Useful Contacts

G

Richmond Adult Social Services

t. 020 8891 7971. (Text) 07800 002439.
e. adultsocialservices@richmond.gov.uk
Office hours are 9am to 5.15pm on Monday to Thursday and 9am to 5.00pm on Friday.

DP User Group

Contact Cathy at RUILS to volunteer for the SDS User Consultation Group; Cathy Maker t. 020 8831 6083
e. info@ruils.co.uk

Useful Web sites

For further information about;
Adult Social Care www.dh.gov.uk
Independent Living Fund
www.ilf.org.uk

In my opinion

– I want a new type of ‘care’ worker

This Direct Payment users wants to employ a support worker that is an ‘enabler’ rather than a traditional ‘carer’. But, they’re finding some job seekers cannot adapt to this new role!

“In my opinion, choice and control are essential to disabled people like me, living our lives as dignified, independent and equal citizens, and whilst Direct Payments (DP) are a means of making this possible, I must be able to employ Personal Assistants (PAs) and not ‘carers’.

There is still a popular belief that PAs are just another name for a care worker, nurse or home-help, yet this is far from what I need.

Traditional ‘carers’ reinforce the stereotype of a disabled or elderly person as someone who must be ‘cared for’, is a helpless victim of fate or circumstance, or is a sick patient that must be a grateful, co-operative and passive recipient of the carer’s good works and kindly administrations. At worst, we are seen as someone able-bodied people should pity or as a problem because our needs are different or challenging.

In reality, I’m looking for a new type of worker who exhibits empathy and understanding not sympathy or pity, who does things with me rather than to me, who helps or facilitates people like me to do what I want but does not decide what’s best without asking me. In short, someone who sees me as a person first and as an equal with whom they are prepared to go ‘that extra mile’.

Other disabled people who share this alternative vision, dispense with the term ‘carer’ as it implies an imbalance of power and control in the relationship. Instead, the term Personal Assistant or PA is preferred. A PA is there to assist us. They are there to



fit in with what we want to do and not for us to fit in with their schedules, which was often the case with traditional carers.

I’ve listed below what I, and other like-minded Direct Payments users, regard as desirable qualities in their PAs.

Personal Assistants

– Essential skills and qualities

- Respects privacy and confidentiality
- Is honest, trustworthy and has discretion
- Punctual and reliable
- Has patience, tolerance, sensitivity and empathy
- Able to follow instructions and work under pressure
- Has practical and basic household skills
- Exhibits common sense and

open-mindedness

- Good listening and communication skills
- Is flexible and shows initiative
- Friendly and has a good disposition
- Exhibits maturity and sense of humour
- Alert and aware

You’ll see from my list that terms like kindness, sympathy and caring are omitted. My preferred qualities reinforce the view of a PA as someone with the right disposition and qualities to work alongside me as an enabler and facilitator.

So, I say, goodbye to the traditional carer and welcome Personal Assistants – a new and different type of support worker”

News in brief

Direct Payments – Annual Increase

As reported in our previous issue, Richmond Council has made an annual inflationary increase to Direct Payments. This took effect from 1st April 2007 and Rowan's Independent Living Advisors are suggesting that this could be passed on to your Personal Assistants (PAs) as a wage increase of 2.5%. Should you choose to do this and you use a payroll service, you will need to notify them, indicating when the pay rise is to begin.

Emergency Cover for Carers

"I often wonder what would happen if, for some unexpected reason, I wasn't able to give my usual care". So say many people who act as (paid or unpaid) 'carers' to a disabled or frail relative, friend or neighbour.

If they live in Richmond, they may be able to ease their concern by signing up to the Carers Emergency Card Scheme. Once you have a Carers Emergency Card you can get short periods of emergency care for the tasks you normally provide as carer.

Let's say, as way of an example, that you have an accident that prevents you carrying out your normal caring tasks. Alternative arrangements need to be made in a hurry to cover this unexpected emergency. So, using your Carers Emergency Card, you ring a 24 hour helpline that will either arrange care cover with a previously nominated person or, if they are not available, through Social

Services. Normally, this emergency support would continue to the next working day.



To find out more about the scheme and to register, contact the Wendy Sharman, 9am to 5pm. Monday to Friday on 020 8487 5020.

Ed.

The government have launched an opportunity for carers to have a say in how their services may be planned and delivered in the future. The initial consultation will be through an online Ideas Tree - see www.newdealforcarers.org - and will last until mid-September.



If you are a carer and wish to be part of the consultation, contact Rob McRae-Adams, Carers Centre, 5 Briar Road, Twickenham TW2 6RB. Phone: 020 8867 2380 email: rob@richmondcarers.org).

Time is (Direct Payments) Money!

Are you paying your personal assistant to do a job that could be provided free-of-charge? For example, does your local chemist make free home-deliveries of prescriptions for disabled, elderly or house-bound people?

Chemists are also now offering a repeat prescription service. Your GP doctor can write 12 months worth of your repeat prescription. Your local chemist holds these and dispenses each one at an agreed interval e.g. monthly. Each time your prescription is dispensed the pharmacist will discuss your med-

ication with you to confirm you can continue without returning to your GP.

This service may not be suitable for everyone but it may be worth finding out if it could save you time or effort.

Some people may also be entitled to get free NHS prescriptions. If you have certain medical conditions or a continuing physical condition which means that you are unable to leave your home without the help of another person, then you should ask your GP surgery receptionist if you qualify for a NHS Medical Exemption Certificate.

People on a low income may also qualify for full or partial help in paying prescription costs under the NHS Low Income Scheme. Collect form HC1 at your doctor's surgery, optician or dentist.

Ed.

NHS Direct is a confidential 24-hour advice helpline staffed by nurses. NHS Direct has access to interpreters who can speak other languages. The number to ring is 0845 4647.



NHS Direct Online www.nhsdirect.nhs.uk is an internet site which provides information about health services, conditions and treatment choices).

Interested in better access?

Members of Richmond AID's Access Team will be exploring Richmond and visiting the shops, restaurants and bars of the Town Centre. They are finding out how

user-friendly those services are for disabled customers and completing a survey about how accessible Richmond is.

They are looking for volunteers who can help with the Access Project over the next few months. If you would like to be a part of their relaxed and friendly team, receive on-the-job training, learn new skills and educate others about access, contact them now!

If you are interested, but feel that you may have concerns about accessing the shops on the high street or communicating with shop owners, the team works together to match up individuals' skills and needs to make the opportunity accessible for all.

 Contact Alex Brining at Richmond AID on 020 8831 6072 or email a.brining@richmondaid.org.uk for more information and volunteer for a few hours a week!

RUILS receive awards for its volunteering work

There was no red carpet or statuettes called Oscar, but that did not stop RUILS picking up two awards at Richmond's recent Community Volunteer Service's Annual awards.

Richard Kember received a certificate of commendation for his work as our Chair and RUILS staff and volunteers were also recognised for their outstanding achievement as a user led and run group.

As both the Major of Richmond and other speakers were at pains to point out, "It is only by the efforts of the borough's volunteers that Richmond can boast such a rich and diverse range of activities and services". Congratulations to everyone who works so hard to make this a reality.

A Date for your Diary

RUILS AGM Thursday 4th October

12.30-3.30pm

St Margarets Roman Catholic Church, St Margarets

Grahame Freeland-Bright (Principal Manager Community Services Richmond Council) will be giving a talk on "The Move towards Self-Directed Support". Come and find out more about how social care in Richmond is changing.




Financial Monitoring – New forms & Guidance

Financial Monitoring of Direct Payments has a new look. The Monitoring Forms have been redesigned to make them easier to complete. Services Users, Rowan, RUILS & Council staff have worked together to develop these forms which now come with a new easy reference Guidance Sheet and a Completed Sample Form so that you can see how to complete your form. For those of you who prefer to work on your computer a new excel based Monitoring Form has also been developed. The Council will be sending out the forms, the Guidance & Sample Sheets to you. If you would like the excel version please ask your ILA or contact the RUILS office (020 8831 6083, info@ruils.co.uk) and we will be happy to email you a copy.

Last quarter a few Service Users were surprised when the Finance Team wrote to them asking for some of their DP money to be returned. The Council does operate a Surplus Policy with Direct Payments. It states that individuals receiving less than 10 hours of care are able to hold 4 times the value of their weekly package in their account, while individuals receiving more than 10 hours of care are able to hold a balance of up to twice their weekly care package up to a maximum of £1500 whichever is the lesser.

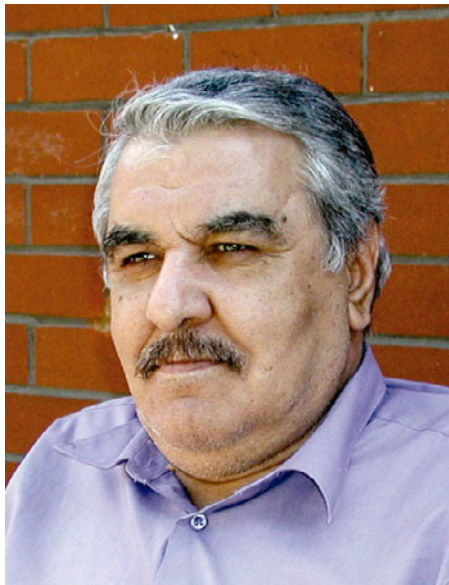
If you are accruing (saving) money to pay for extra holiday cover, tax, holiday pay, purchasing a new piece of equipment etc. you need to keep Finance informed. If they do write to you and you have a legitimate reason for holding more than the recommended amount, then give them a call and you will not need to return the money to them. This policy is currently under review. We will keep you up to date with any changes that are made.

 If you have any comments about the new forms or about the Surplus Policy please contact Cathy at the RUILS office 020 8831 6083.

Baghdad to Barnes

– a journey to freedom and independence

We feature the story of Jamal who, as a recipient of Direct Payments, has achieved independence when once he was denied all choice, control and freedom!



From Baghdad

As you watch him 'working-out' from his wheelchair, it's difficult to appreciate that Jamal has endured pain that was the result of much more malevolent forces than that inflicted by a fitness machine.

This quiet rather reserved man, is visiting the Douglas Badder Gym, Roehampton. He is accompanied by other disabled people from Whitton Day Centre keep-fit group, who travel here by mini-bus each week. However, in 1975, the van in which he travelled was for a much more sinister reason - it was driven by Sadaam Hussein's henchmen and his journey on that occasion was the start of a nightmare that saw Jamal imprisoned, blindfolded, starved and tortured.

It is not something that he likes to say too much about, but Jamal does reveal that he was, on that fateful day, a 30 year old Bsc. Graduate working as the quality control manager of a large presti-

gious factory in the city of Suleymania, Kurdistan (Northern Iraq). He had left the home of his parents that morning without any notion of what was to follow. Yet, on arrival at his place of work, he was summoned to the factory office.

Such a request would not normally be seen as unusual, however, Jamal was living in Iraq at a time when normality and routine could be overturned in an instant. As an Iraqi Kurd, he lived under the threat of genocide, which later was to claim an estimated 180,000 Kurdish lives. It is little wonder therefore, that it was with some apprehension that Jamal knocked on the door of the factory office.

This was the last action he was to make as a fit, working man. For the next two months, he 'disappeared' and, as he politely corrects me, endured not the life of a prisoner but as a 'inmate of hell'. When he was eventually released, his parents did not recognise him and the scars and paralysis that were inflicted then, are still with him today.

So it was, that Jamal fled Iraq in fear for his life. He bribed corrupt border guards and eventually made his way to Britain where he was granted political asylum.

..... to Barnes

He began to build a new life in Richmond. After a period living alone in a hostel and then in Ham, his wife Jwan, joined him in 1998. He became a RUILS volunteer and member of our management committee. This charitable work



re-established that which he had done previously in Iraq where he had helped buy and distribute small plots of land for poor people to farm.

In 1999 Jamal became one of the first recipients of Direct Payments. He now employs a Kurdish-speaking personal assistant who helps with Jamal's personal needs and to use a standing frame as part of his weekly fitness routine. When he is not attending



the gym or volunteering for RUILS, Jamal pursues his interest in computer and IT skills at Richmond Adult Community College. He drives an adapted car to visit fellow Kurds in London and to take Jwan to her hospital appointments and to 'do' the weekly shop. His journeys now hold far less menace than that which he made 32 years ago!

Jamal's new life is testimony to his dogged determination to break

away from the shackles of oppression and to achieve real freedom and independence. His story is also a reminder that, for disabled people, 'independent living' and its constituent elements of control, choice and dignity, can be hard-won and are not to be denied or thwarted by prejudicial attitudes, discriminatory systems and oppression.

Ed.

Earlier this year Jamal and Jwan visited Iraq for three weeks. They met with family and friends who reported that the residents of Suleymania now enjoy much more freedom of speech, education and health provision.

Richmond Users Independent Living Scheme (RUILS) is an independent, grassroots, self-help organisation that acts as the champion, representative and peer supporter of all those local people who use Direct Payments, personal assistants and other means to achieve a more independent and inclusive lifestyle.

Help us to help each other

As a self-help group of individuals who are receiving Direct Payments, we value your knowledge, skills and experience and invite you to share your know-how with others.

For further information about volunteering opportunities, the services and events mentioned here, or a copy of this newsletter in Braille, large print, audio tape or community language, please contact us at:

RICHMOND USERS INDEPENDENT LIVING SCHEME (RUILS)

Disability Action and Advice Centre
4 Waldegrave Road
Teddington
TW11 8HT

T: 020 8831 6083/4
E: info@ruils.co.uk
www.ruils.co.uk

Registered Charity Number 1099930

OPTIONS is produced with the financial support of:



Disclaimer

The information contained in this newsletter is intended to provide only a general outline of the subjects covered. It should neither be regarded as comprehensive nor sufficient for making decisions, nor should it be used in place of professional advice. The editor and RUILS disclaim all responsibility for any loss arising from any action taken or not taken by anyone using the information in this publication.

Per informata te metutjeshme lidhur me sherbimet, mundesite per tu bere vullnetare ose per kopjen e ketij botimi ne gjuhen e te verberve (Braille), me shkronja te medha, ne kasete ose ne gjuhen tuaj, ju lutemi kontaktoni

如欲查詢更多有關各項服務、義工工作機會的訊息，或者索取這份出版物的盲人點字、大字體印刷、錄音帶或另一種語言的印本，請聯絡：

ਸੇਵਾਵਾਂ ਬਾਰੇ ਜਾਂ ਵਲੰਟੀਅਰ ਕੰਮਾਂ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ ਜਾਂ ਇਸ ਪ੍ਰਕਾਸ਼ਨ ਦੀ ਇਕ ਕਾਪੀ ਬਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ, ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ ਜਾਂ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਲੈਣ ਲਈ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ

ਸੇਵਾઓ ਵਿਖੇ ਅਥਵਾ ਸ਼ਵਯੰਸ਼ੇਵਕ ਤਰੀਕੇਨੀ ਤਕੋ ਵਿਖੇ ਤਮਨੇ ਵਖੁ ਮਾਛਿਤੀ ਜੋਏਤੀ ਛੋਯ, ਅਥਵਾ ਆ ਪੁਸਤਿਕਾਨੀ ਨਕਲ ਅੰਖਵਿਪਿ (ਬ੍ਰੇਲ)ਮਾਂ, ਮੋਟੀ ਚਪਾਠਮਾਂ, ਓਡਿਓ ਟੇਪ ਪਰ ਅਥਵਾ ਗੁਯਰਾਤੀ ਆਖਮਾਂ ਜੋਏਤੀ ਛੋਯ ਤੋ ਮਛੇਰਯਾਨੀ ਕਰੀ ਸੰਪਰਕ ਸਾਖੋ:

للمزيد من المعلومات حول الخدمات و فرص العمل التطوعي او للحصول على نسخة من هذا المنشور مطبوع بلغة برايل او مطبوع بالاحرف الكبيرة او نسخة مسجلة على شريط تسجيلي او مترجم بلغة الجالية الرجاء الاتصال على