

# Thurrock Disability Partnership Board – Thurrock Coalition Update - December 17<sup>th</sup> 2013

## Events

**Thurrock Coalition invites you to:**  
**“Assessments Ahead! You Said, We Did”**

- Come and find out how your input and views have influenced:
- Adult Social Care Practice
- The Customer Journey
- The Customer Charter and Service Standards

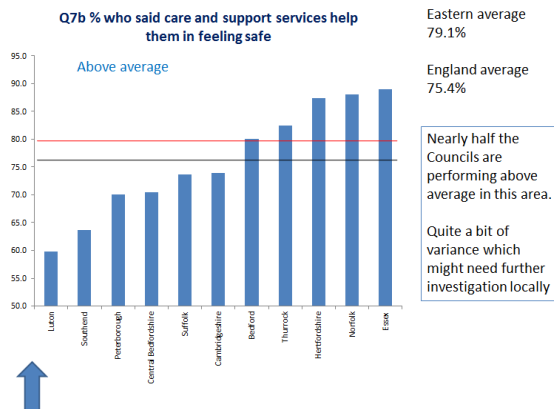


- **When?** Tuesday 3<sup>rd</sup> December 2pm-5pm
- **Where?** The Beehive, West Street, Grays, RM17 6XP





Places are limited at this free event so please book in advance  
Email: [ian@thurrockcoalition.co.uk](mailto:ian@thurrockcoalition.co.uk) or by phoning 01375 389864  
Your views count!



## Assessments Ahead! You Said, We Did, Event – December 3<sup>rd</sup> 2013.

A opportunity for people to come and find out how their input and views have influenced:

- Adult Social Care Practice
- The Customer Journey when contacting Adult Social Care for an Assessment
- The Customer Charter and Service Standards

## Personal Social Services - Safety Survey Event - 10<sup>th</sup> December 2013

After reviewing results of an annual Social Services Survey, Thurrock Council found that feelings of safety have declined and the Council want to understand what they can do to help to improve this. They asked Thurrock Coalition to run an event for the people who responded to the Survey, looking at:

- What things make people feel safe at the moment
- What things people would like to happen that would make them feel safer.
- This could be things at home or outside the person’s home.
- The workshop included speaking in small groups to other people who live in the community and lots of opportunities for people to write down any concerns or suggestions



**Sport For You – Activity Afternoon - Friday 29<sup>th</sup> November from 4pm to 6:30pm - Frederick Andrews Court, Silverlocke Rd Grays, Essex, RM17 6EA.**

Following the Paralympic Sports Legacy Conference in May and Working closely with Council Staff from Housing, Councillor Liddiard, MENCAP and Thurrock Lifestyle Solutions, Thurrock Coalition facilitated a Sports/Activity afternoon.

- A great opportunity to meet with friends and to try out some of the different activities that are now available in Thurrock!
- Included Indoor Bowls, Table Cricket, Table Tennis, Darts
- The next event is planned for January 2014.

**Carers**



**Carers Rights Day – 29<sup>th</sup> November 2013**

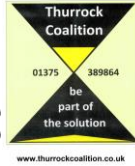
Thurrock Centre for Independent Living, Cariads, Thurrock Mind, South Essex Extra Help, Oasis, Telecare, attended the event at the South Ockendon Centre.

**Peer Challenge**



Thurrock Coalition ran several Focus Groups in September to gather the views of people and organisations about:

- What Adult Social Care does well (Achievements)
- Suggested improvements (Areas to consider for the future)
- The results, report and recommendations from the focus groups were



- sent to Les Billingham and colleagues, as well as members of the Peer Challenge Team to look through before they arrived.
- The Report is available online. Anyone interested should contact Ian Evans.

## Building Positive Futures



Thurrock Coalition and The Local Area Co-Ordination Network carried out a series of interviews with people who use Adult Social Care, families and carers as well as individuals who may need support in the future

- The project interviewed people to look backwards from a crisis point to see how early intervention and prevention, alongside Community Initiatives like Local Area Co-Ordination would prevent or delay the need for more intensive (and more expensive) care and support services.
- The Report is available online. Anyone interested should contact Ian Evans.

## Voices for Choices



Voices for Choices is an independent Consultation Group. The group is for anyone who has experience of using Adult Social Care. The group has a dialogue with Heads of Service, Service Managers and Social Work Staff at Thurrock Council in order to bring about positive change and service improvement for disabled people.

Recent examples of the group's work are:

- Writing a letter and talking to Service Managers about some of the issues people have experienced when trying to complete the new Blue Badge Application Form and suggesting changes



- Writing to the Passenger Transport Unit at Thurrock Council for information about the numbers of licenced accessible Taxis in Thurrock and designing a Guide to Accessible Transport in Thurrock
- Carrying out “Customer Experience Activities” (Mystery Shopping) contacting Thurrock Council on a range of issues and logging good and not so good experiences.

## Thurrock Diversity Network (TDN)



Thurrock Diversity Network

### **October – Thurrock Diversity Network (TDN) responded to the Thurrock Council Council Tax Support Consultation. We raised issues around:**

- Local Residency Requirement
- Vulnerable Groups and “low income”
- Income/wages
- Pensioners
- Child related benefits

TDN will be writing to The Benefits Team at Thurrock Council for an update following the consultation.

### **November – Thurrock Peer Challenge – 19<sup>th</sup>-21<sup>st</sup> November 2013** Members of the Peer Challenge Team attended TDN to feedback the results and findings from the Challenge. Looking at:

- What Adult Social Care does well (Achievements)
- Suggested improvements (Areas to consider for the future).

## Welfare Reforms Update

### Disability Living Allowance and Personal Independence Payment



The Department for Work and Pensions (DWP) has started to reassess existing Disability Living Allowance (DLA) claimants in Wales, West Midlands, East Midlands and East Anglia for entitlement to Personal Independence Payment (PIP).

This stage of reassessments started on 28 October 2013.

The DWP will provide information about future stages as it becomes available.

The DWP have started to invite existing DLA claimants in the initial reassessment areas to claim PIP where:

- The DWP have received information about a change in a person's care or mobility needs
- The person's fixed term award is due to expire
- A young person reached 16 years old on or after 7 October 2013
- Someone chooses to claim PIP instead of their DLA.
- The changes do not apply to people who have been awarded DLA under the Special Rules for terminally ill people.

DWP is changing the way people claim benefits with more applications being done online

- The focus upon online services is part of a national change and will be an important part of Universal Credit.
- Carer's Allowance is the latest benefit that can be claimed online,

## Claiming Carers Allowance



making it an easier and quicker way for people to submit their claim.

- Before launching Carer's Allowance online, DWP changed the application process based upon comments and suggestions about the service from a wide range of carers.

The changes include:

- A shorter form which is quicker to fill in, speeding up the claim process.
- Replacing the disabled person's signed paper declaration with a more secure opt-in declaration, as part of the electronic-claim.
- Making sure that the service works with all the assistive technologies and can be used on desktops, laptops, tablets and smartphones.
- Giving users support for the new service through carers' groups, the Government Digital Service and the Carer's Allowance Unit.
- DWP used carers and their organisations to test and improve the service as it was being developed and are committed to this approach for future improvements to the service.
- The new service follows the Digital Service Standards
- Meanwhile, the number of people claiming Jobseekers Allowance (JSA) online has more than doubled in a year - paving the way for the introduction of Universal Credit.