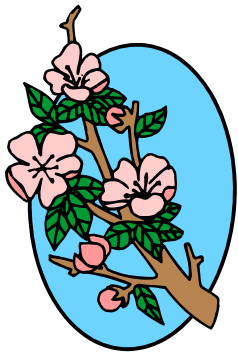


Adapt (North East)

News JUNE 2011



Hello - we have a packed newsletter again, with two new members of staff to introduce you to. We also have a date for our 2011 AGM; please see the back page for details.

As many of you are aware, a number of day trips have taken place, with outings to Durham, Boundary Mills and a number of other destinations.

We intend to continue offering trips which are open to all members and anyone wishing to be a member. If you are interested in being included in the information on the trips please contact Natasha on 01434 600599 in the first instance.

Can I ask that if you're visiting our Transport team, you park at the main Bluebird House office and report in; we can then let them know. This is simply because we have a lot of vehicles in the transport compound and finding a space can be difficult.

Also, we have included a reminder form for anyone who has not paid their subscription for 2011 yet. If you don't wish to be a member in future, then we'll take you off our mailing list before the next newsletter goes out in September.

Liz Prudhoe
General Manager

In this issue

Project news: New Business Development Manager role, Northumberland LINK update and new Project Lead, Access Improvements at Hexham Station.

Transport news: Public bus services replace two dial-a-rides, Clarifying booking system.

Other organisations: Incapacity Benefit Assessment update by Jobcentreplus, *See it, Report It* campaign, Grace, Carers Northumberland, Care Quality Commission.

Working with all the community

Project News



New Business Development Manager role

David Marshall joined Adapt at the beginning of April as Business Development Manager. His role is to increase the turnover, profitability and sustainability of Adapt through identifying and securing new business opportunities, through both community and commercial contracts. His post is funded through the Rural Social Enterprise Programme which is led by the Community Transport Association to help eight organisations become social enterprises through securing public service contracts.



**NORTHUMBERLAND
LINK**

The Northumberland Local Involvement Network (LINK) is the place where you can have your say on health and social care services. It is made up of local people, community groups and organisations and aims to improve health and social care services in local communities.

Through joining, you will have the chance to share your thoughts, ideas and concerns, and ensure that the people of Northumberland receive the health and social care services that they want. The level of involvement is entirely down to how much you feel you can offer in way of time and knowledge: you can be involved as little or as much as you like, whether by joining one of our subgroups, attending meetings, or just receiving news. To join or find out more, visit our website www.northumberlandlink.org.uk or ring 01434 600599 and ask for Catherine.

Northumberland LINK is coming to a venue near you!

The Northumberland LINK has been going through a period of change recently. Adapt NE is now its sole host and it has a new Project Lead, Rachel Turnbull. It has been decided to scrap the area group meetings and replace them with monthly meetings across the county. These will be open to all members of the public and will provide an opportunity to find out more about the Northumberland LINK and to register your thoughts and concerns about health and social care services in Northumberland. The next meetings to be held are:

13th July at St James' Church in Alnwick (7 to 9 p.m.)

10th August at Hexham Community Centre (12.30 to 4 p.m.)

Lunch and/or refreshments and travelling expenses will be provided.

If you are interested in attending any of these meetings, please contact Catherine on 01434 600599 or by e-mailing: catherinew@adapt-tyndale.org.uk

Access News



Access improvements at Hexham Station

Northumberland County Council is currently bidding for funding from the Department for Transport's Access for All programme to improve access to the eastbound platform at Hexham Station. At present, the only access to the platform, which is served by trains from Carlisle to Newcastle, is via the footbridge which involves two steep flights of steps. Passengers in wheelchairs can only access this platform when the station is staffed by being accompanied across the track on an occupation crossing.



The improvements involve a new access road from Tyne Mills Industrial Estate, car parking adjacent to the eastbound platform and a new ramped access to the platform. As part of the Council's funding bid, Adapt has provided a letter of support and an initial access audit of the proposals. If the bid is successful, it is intended that our members will be involved in auditing the detailed design and 'road testing' during the construction phase.

Transport News



Public bus services replace two dial-a-rides

Two dial-a-rides are now being replaced by local public bus services run by Adapt.

Bellingham and Kielder 693 service

From 2nd June the 693 service will run on Mondays and Thursdays from Bellingham to Kielder (via Lanehead, Stannersburn, Falstone Village, Tower Knows Visitor Centre, Leaplish Waterside Park and Butteryhaugh). Ring us on 01434 600599 for a timetable.

Slaggyford 681 service

From 20th June the 681 service will run on Monday to Friday each week between Slaggyford and Haltwhistle (via Halton Lea Gate, Lambley, Coanwood, Park Village and Plenmeller) and on Tuesdays and Fridays each week it also goes on to Haydon Bridge and Hexham. Ring us on 01434 600599 for a timetable.



Clarifying transport booking for our members

Following our last newsletter, there was some confusion between how to book Dial-a-Rides and booking an Adapt bus for a specific group or journey. We're sorry for any ambiguity in our article that might have caused a misunderstanding! Just to confirm:

Dial-a-Rides are scheduled runs that pick you up at your door and go to a specific destination, which a lot of people use for shopping and appointments. Places are booked on Dial-a-Ride runs by ringing us on 01434 600599 by midday on the working day before you wish to travel (i.e. before midday on Friday for a Monday run or before midday Wednesday for a Thursday run). You need to book in this way to be able to travel on Dial-a-Rides.

Our drivers are happy to help you carry your shopping to your door if you need them to, but ask that you bear in mind the amount of space on the bus in terms of numbers of shopping bags! You also need to be a member to use Dial-a-Ride; you can call the same number for a membership form and/or a timetable listing our scheduled runs.

Groups or individuals can also hire an Adapt bus under our community transport scheme for journeys they organise themselves, such as lunch clubs or social outings. Bus hire costs from 1st June are:

9 a.m. to 5 p.m.	Bus only - £6 per hour and mileage @ 40p per mile Bus and driver - £16.50 per hour and mileage @ 40p per mile
5 p.m. onwards	Bus only - £3 per hour and mileage @ 40p per mile Bus and driver - £16.50 per hour and mileage @ 40p per mile
Weekends	Bus only - £3 per hour and mileage @ 40p per mile (to a max. rate of £25 for a full day/£50 for a full weekend, both plus mileage) Bus and driver £16.50 per hour and mileage @ 40p per mile

Groups or individuals who are Adapt members can call 01434 600599 to confirm if a bus is available (we have up to 16-seater accessible minibuses) and then send us the relevant details on a booking form. We can post or e-mail a transport booking form to you, or it is available to download or complete on our website. Again, you can call this number for a membership form if you need one.

Generally, our community transport scheme and Dial-a-Ride services are aimed at people who are disabled (though not necessarily registered disabled) or who have difficulty using conventional public transport because of lack of services in their area.

Other Organisations



Jobcentreplus gives an update on Incapacity Benefit Assessment

Jobcentreplus (Northumbria District) recently sent out an update following plans announced last year by the government to reassess people claiming Incapacity Benefit, Severe Disablement Allowance and Income Support because of an illness or disability. Around 7,000 cases per week from April, increasing to around 11,000 from May, will be processed, with the exercise completing by March 2014.

The reassessment is a key part of the Government's reform agenda to "create and deliver a twenty first century welfare system by ensuring that those people who can work are given the correct help and support to do so". Jobcentreplus has said it will write to people when their benefit becomes due for reassessment and also phone them to answer any questions and find out if they need extra help. Most people claiming incapacity benefits will undergo a Work Capability Assessment (WCA) to determine their future benefit entitlement.

Those assessed as fully capable of work will be invited to make a claim to Jobseeker's Allowance (JSA), claim or remain on Income Support (IS) if they satisfy an alternative condition of entitlement, or move off benefits. Those who cannot work or have limited capability will move to Employment and Support Allowance (ESA).

The assessment aims to identify the most severely disabled people and those with the most severe health conditions and place them in the ESA Support Group, where they will not have to take up any work-related support unless they wish to do so. Those for whom an eventual return to work is assessed as realistic will be placed in the ESA Work-Related Activity Group where they will have to take part in prescribed activity in order to retain their full benefit, including access to the Work Programme which is a single package of support providing personalised help for everyone who finds themselves out of work regardless of the benefit they claim. The aim is to have the Work Programme in place nationally by summer 2011.

Further information is available from the website www.dwp.gov.uk/adviser/updates/ib-reassessing-claims, or by e-mailing: deborah.parmley@jobcentreplus.gsi.gov.uk

For general queries about partnership working, provision or JCP services, please e-mail: julia.knox@jobcentreplus.gsi.gov.uk or telephone 07920 783454.

Other Organisations



See it, Report it! campaign

A publicity campaign is being run to help protect vulnerable adults in the North East, *See it, Report it!* aims to raise awareness of the different types of abuse and how to report it.

If you think that a neighbour, friend or family member is being neglected or abused, or you need help yourself, you can ring Adult Services on 01670 536400 (or at weekends or outside office hours, ring 0845 600 5252).

The campaign is being run by Northumberland Safeguarding Adults Board, made up of a wide range of statutory, voluntary and independent agencies and organisations working together to keep adults who are at greatest risk of neglect and abuse safe from harm. More information is available in a leaflet on the website: www.northumberland.gov.uk/safe

Grace

Grace is a free and confidential service for women in Northumberland aged 16 and over who have been raped, or experienced any form of sexual violence either from a stranger or from someone they know, at any time in their lives.

Offering free counselling, support and information, Grace is an outreach service offered by Tyneside Rape Crisis Centre, a women-only organisation. Their leaflet states "the rape or abuse might have happened recently or a long time ago, or it could still be happening. You may be thinking about what has happened, you could possibly be having nightmares, flashbacks, experiencing difficulties in relationships, feeling depressed or guilty or generally feeling bad about yourself. All women react differently. You might have painful and confusing feelings and may want to come for counselling or for urgent practical information."

Ring 0191 222 0272 to contact Grace for information or to refer yourself for counselling (10 a.m. to 4 p.m. Monday to Friday or leave a message).
or use the Support Line 0800 035 2794 for telephone support (6 to 8.30 p.m. on Tuesday and Thursday evenings or leave a message).

You can access Graces' website at: www.tynesidercc.org.uk/grace.htm
or e-mail them at: enquiries@tynesidercc.org.uk

Other Organisations



Carers Northumberland

Do you look after someone because of illness, disability or frailty? Carers Northumberland is a charity dedicated to improving the lives of carers by responding to the needs of carers, informing carers of their rights and entitlements, supporting carers to access support for the person they care for, reducing the social isolation that so many carers feel and empowering them to have a voice.

A quarterly newsletter keeps carers informed of local and national issues and activities that might affect them and members can access information about their rights, entitlements and support available, the opportunities to meet others and take part in social activities amongst other things.

For information, please contact:
Information line: 0844 8007354 (local rate)
E-mail: info@carersnorthumberland.org.uk
Website: www.carersnorthumberland.org.uk

The main office for Carers Northumberland has now moved to:
Suite 17
Wansbeck Business Centre
Rotary Parkway
Ashington NE63 8QZ
(tel: 01670 518204 for general enquiries)

and there are Carers Northumberland support centres covering Northumberland in Hexham, Belford and Morpeth.

Care Quality Commission

A leaflet to help you understand what standards of care to expect from the regulation of NHS hospitals has been produced by the Care Quality Commission.

If you need treatment, care and support in an NHS hospital, the leaflet will:

- Explain important changes to the way in which NHS hospitals are regulated
- Provide a summary of essential standards of quality and safety that NHS hospitals must keep to, and how the Care Quality Commission monitors these standards.
- Help you understand what standards of care you can expect when you use NHS hospital services.

You can obtain a copy of the guide by ringing 03000 616161,

or by e-mailing:
enquiries@cqc.org.uk

or via their website:
www.cqc.org.uk

You can also request the guide in another format or language.

AGM



2011 AGM

Adapt (NE) has had another successful year, with the continued delivery of Northumberland LINK and the development of the Northumberland Disability and Deaf Network working across Northumberland.

Transport, as always, has been a major piece of work for us, with the expansion of Dial-a-Ride services across the West of Northumberland into the South East and the continued delivery of a Wheels to Work scheme supporting people into employment.

We will be holding this year's AGM on Wednesday 21st September at the Hexham Auction Mart. Business will start at 11.30, with a buffet lunch following at 12.30. We will also be inviting a speaker to give a short talk during the meeting on a subject of interest to our members—we will confirm who this will be nearer to the meeting.

The AGM is your opportunity as a member to come along and be part of the yearly get-together where we look at what Adapt NE has been doing (and why) and how the organisation will be developing.

We have chosen the Auction Mart as an accessible venue close to the centre of Hexham with good parking facilities. If you would like to come to the AGM but will have difficulty in getting there, please ring us to let us know.

Adapt (North East)

Bluebird House, Haugh Lane Industrial Estate, Hexham, NE46 3PU

Telephone 01434 600599

Email: generaloffice@adapt-tynedale.org.uk

Website: www.adapt-ne.org.uk

Opening hours

General office: Monday to Friday 9.00 a.m. — 5.00 p.m.

Transport office: Mon to Fri: 9.30 a.m. — 2.30 p.m.

Community
Legal Service



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