



## Are you sitting comfortably?

The Leicestershire Home Library Service is delivered by volunteers and works differently from different libraries. Some have a 'round system' where the volunteers come in on a specific day taking books to a 'round' of people. Others have a more personalised service where volunteers are matched to clients.

**168**  
referrals

have been made to the Home Library Service via First Contact since December 2012

The service is for people who are unable to visit the library because they are housebound or circumstances make access to the library difficult. It could be there is no bus or they are unable to physically carry books.

It is not suitable for people who are temporarily housebound as there is a delay between referral and supply of service while the client is profiled by an Outreach Worker. The service is also not usually supplied if there are family members who could easily get books for them, although if the family member is a full time carer we may still supply the service.

We like to maintain a balance between the numbers of clients and volunteers and ask that anyone referring makes sure that the client really is suitable. A mobile library service runs across the county which may be more suitable for some people.



Margaret, 81, had just returned home from a stay in hospital and was referred to the Home Library Service via the First Contact Scheme. Margaret has Kidney Failure and Asthma and lives alone and found it difficult to get to the library.

Margaret was contacted by the Home Library Service and is now visited by one of their Volunteers who provide her with a new selection of books each week.

**You can refer to the First Contact Scheme by completing the secure First Contact Online Referral Form or by downloading and completing a PDF copy both available at [www.leics.gov.uk/firstcontact](http://www.leics.gov.uk/firstcontact)**

## Hospital 2 Home Service in Leicestershire

**The Royal Volunteer Service operates a Hospital 2 Home Service from ALL the hospitals in Leicester and Leicestershire.**

This service is free and available to 'older people' of 55 years or more on discharge from hospital and who may need some 'added extra' support on return home. Service users must live in the county; referrals accepted from any source.

Volunteers will support and enable service users back to independence, help restore self confidence, reduce the feeling of anxiety and social isolation by offering transport, befriending, a free hamper and hot meal on discharge.

Volunteers are fully trained and have a successful 'Disclosure and Barring Service' check (the old CRB).



If you think you know someone who would benefit from this service, or would like to volunteer please contact 0116 2667712 or email [hospital2home@royalvoluntaryservice.org.uk](mailto:hospital2home@royalvoluntaryservice.org.uk) or contact us via the web site [www.royalvoluntaryservice.org.uk](http://www.royalvoluntaryservice.org.uk)

ROYAL  
VOLUNTARY  
SERVICE  
*Together for older people*



RVS volunteers are fully trained.

**LET'S BE  
CLEAR** at  **800**™

This summer the new 4G mobile service arrives in the UK and may cause problems with the TV reception of anyone who watches Freeview.

## Age UK 4G Awareness Raising Project

This project is to raise awareness to ensure viewers can still watch Freeview when 4G mobile services launch.

Postcards are being sent to those who may be affected, followed by a free filter to fit, with instructions.

Those aged 75+, registered disabled, visually impaired or who have lived in a care home for 6 months or more can have the filter fitted free of charge. They will need to telephone the number on the card to gain access to this service – 0333 31 31 800

We would like anyone who visits our target audience to raise awareness as part of the visit over the next month, and I am happy to discuss this further.

We'd like to attend staff meetings and groups of the above target audience that are taking place to raise awareness and to provide information and posters and would welcome any information of meetings or groups or any questions by e-mail or mobile;

**[liz.mcgregor@ageukleics.org.uk](mailto:liz.mcgregor@ageukleics.org.uk) 07711 325 513**

**[mahendra.mistry@ageukleics.org.uk](mailto:mahendra.mistry@ageukleics.org.uk) 07711 325 512**

**4G Project Co-ordinators**

**Age UK Leicestershire and Rutland**

## Feeling the benefit

### **Discretionary Housing Payments (DHPs)**

are made to those who claim Housing Benefit to ensure they do not suffer severe hardship where there is a shortfall between the amount of rent due and the amount of benefit being paid.

Recent awards of DHPs have been to;

- ✓ Prevent homelessness
- ✓ Alleviate poverty
- ✓ Sustain tenancies
- ✓ Reduce worklessness to encourage residents to obtain and sustain employment
- ✓ Support the vulnerable / elderly

### **Discretionary Council Tax Support (DCTS)**

provides further financial assistance, in addition to any welfare benefits. Payments are made to ensure people do not suffer severe hardship if there is a shortfall between the amount of Council Tax and the amount of Council Tax Support being paid. Applying for financial help has been made as simple as possible as a result of the introduction of Council Tax Support.

**To claim, complete an application form – available on the local council website or contact;**

Blaby – 0116 272 7510

Charnwood – 0845 609 1258 / 01509 263 151

Harborough – 01858 828 282

Hinckley & Bosworth – 01455 238 141

Melton – 01664 502 502

North West Leicestershire – 01530 454 545

Oadby & Wigston – 0116 288 8961 (option 4)

## Housing Matters is a partnership between Nottingham Community Housing Association and The Bridge providing housing-related support to anyone over the age of 16.



We can help people in the following situations:

- ✓ Waiting in temporary accommodation to move into a new home
- ✓ When moving into and setting up a new home, or
- ✓ When already living in their own home and experiencing difficulties, such as rent arrears, lack of essential furniture or household items, little or no income, budgeting, managing household bills, inappropriate housing and social isolation.

The service can work with people regardless of whether they live in a council tenancy, a housing association, a private tenancy or even those in their own home. Support will normally last between 6 to 12 months - the support offered will depend on the present situation of the person or household.

### Key facts

Audited by QAF Leicestershire County Council and received a Level A for the service

In the last year we have helped over 300 people

91% of people received support to maximise their income

99% of the people supported sustained their tenancy.



For more information please visit:  
<http://bridgehousingservices.com/housing-support/referral.htm>

# Leicestershire County Council Information and Advice Project



**The Adults and Communities Department is improving the information and advice about adult social care in Leicestershire.**

Priorities for the next year are;

- ✓ Improving our web offer
- ✓ An updated 'customer care pack' for users of Council services
- ✓ Ensuring people who fund their own care can access independent financial advice
- ✓ Commission a new independent advice service
- ✓ Work with libraries and promote them as a place to go for information about social care
- ✓ Roll out our delivery model and ensure we have a network of providers working together to meet local needs

We have produced an information pack which has been distributed across the county including to all GP surgeries and pharmacists. If you think you could make use of some packs or if you have any other questions or comments about the project please contact David Brewin on 0116 3053329 or by e-mail [david.brewin@leics.gov.uk](mailto:david.brewin@leics.gov.uk). Alternatively you can contact Vicky Utting on 0116 305 3896 or by email [vicky.utting@leics.gov.uk](mailto:vicky.utting@leics.gov.uk).

## Could you share your life?

### Consider becoming an approved carer with the Leicestershire Shared Lives Service

Shared Lives Services are all about households sharing their lives, families and home with other adults needing support and/ or accommodation through age or disability.

The person is welcomed as a member of the family and supported by a Shared Lives Carer who is checked, approved and monitored by the Service. Shared lives carers can provide longer term support, short breaks and/or day time support.

### What do you need to be a Shared Lives Carer?

- ✓ Experience in supporting adults with physical/ learning disabilities, mental health conditions or older persons / people with dementia
- ✓ A flexible, personalised approach to life
- ✓ Good listening and communication skills
- ✓ Be willing to share your home and family life

A detailed assessment will be undertaken to ensure that you have the appropriate skills, values and attitudes to become an approved Shared Lives Carer.

You will be paid for the care and support you provide. Payments will vary according to the level of care and support individuals need.



To find out more about becoming a Shared Lives Carer:

Telephone: 0116 305 3964

Web: [www.leics.gov.uk/sharedlives](http://www.leics.gov.uk/sharedlives)

Email: [sharedlives@leics.gov.uk](mailto:sharedlives@leics.gov.uk)



## citizens advice bureau

**Leicestershire Citizens Advice Bureau helps people to resolve their problems by providing free, independent, confidential and impartial advice. As the UK's largest advice provider, the Citizens Advice Service is equipped to deal with any issue, for anyone, spanning debt and employment to consumer and housing plus anything else in between.**

We have 8 offices across Leicestershire, based in Blaby, Coalville, Hinckley, Lutterworth, Market Harborough, Melton Mowbray, South Wigston & Leicester City.

Please see [www.leicscab.org.uk](http://www.leicscab.org.uk) for more details about each office.

Information can also be received over the phone by calling 0844 417 1025 (Landlines) or 0300 330 1025 (Mobiles).

Call us or drop in for free confidential advice.



## Dementia Friends in Leicestershire

**Dementia Friends is a national initiative run by the Alzheimer's Society. It aims to improve understanding of dementia and to create a network of a million Dementia Friends across England by 2015.**

### What is a Dementia Friend?

A Friend learns a little bit more about what it's like to live with dementia and then turns that understanding into action - anyone of any age can be a Dementia Friend. Every action counts, from helping someone to find the right bus to spreading the word about dementia on social media.

If interested, you need to register at [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk) and look for a local Friends' information session.

### Information sessions

Available to anybody who has an interest in Dementia, the one hour sessions are run by Dementia Friends Champions. You will learn how you can help to create dementia friendly communities.

Once you have signed up email [martin.hall@leics.gov.uk](mailto:martin.hall@leics.gov.uk) include your name, email address, and work location.

In Leicestershire we are coordinating our commitment to the Dementia Friends challenge.





HBS volunteers Ngairi Doyle & John Falconer collecting their certificate

## Harborough 'Be Safe' recognized at prestigious awards

**Forty crime fighters came together during National Neighbourhood and Home Watch Week to battle it out for one of the prestigious awards at the inaugural National Neighbourhood and Home Watch Awards.**

The awards, which took place at the Palace of Westminster on the 18th June 2013, were attended by participating volunteers and colleagues from the Home Office, Police Service and other agencies.

Harborough Be Safe, a runner-up of the Innovation Award, was amongst a number of short listed volunteers invited to attend the prestigious event.

Leicestershire was well represented within at National NHWN Awards with a runner up and five other regional finalist places.

**Marion Lewis OBE  
Harborough Be Safe Coordinator**

**Mob: 07775 858425**

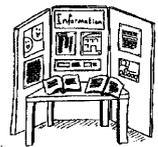
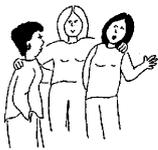
**Tel: 01858 464358**

# Make friends at The Meeting Place

## Everyone welcome!



**Central Avenue  
Christian Church, Wigston,  
Every Tuesday  
10am - 12noon**



- Join in crafts and games
- Refreshments available
- Sit and read a book or newspaper
- Tots corner and baby changing facilities
- Get information, advice and support about local services

A community project  
in partnership with



**For more information about weekly activities and  
health talks, ring Mark Collings 0116 305 4892  
or visit [www.caccwigston.org.uk](http://www.caccwigston.org.uk)**



# ChooseMySupport Update

Training Officers Helen L Carter and Darshna Naker are half way through the ChooseMySupport project. Here is some feedback from satisfied customers;



A Fantastic service from Choose My Support. I was desperate to find care for my Mother in Law. Father in Law just had a stroke and Mother In Law was about to be discharged from hospital – on a Bank Holiday! I found 36 hours care with only two days notice.

I have a personal budget and am a registered user on CMS. The training officer helped me use the CMS website and I am confident and able to find my own personal assistant.

I felt an instant rapport with my new personal assistant who I found on ChooseMySupport.

Through CMS training I have become more independent and learnt new computer skills such as looking for personal assistants, Internet, email, online shopping, Facebook. The one to one training has given me confidence to access services on ChooseMySupport. I'm able to communicate with my children abroad instantly using facetime and Facebook.

If you need help, or know someone who needs help, looking for care products or services do not hesitate to contact us on 0116 305 2766 or 0116 305 5381.

## Autism Information Hub launched in Leicestershire

**Autism is a lifelong and disabling condition affecting how a person communicates with, and relates to other people, as well as how they make sense of the world.**

The hub will highlight the value adults with autism can offer organisations and businesses.

The aim is to improve advice and signposting to opportunities for people with autism and provides:

- ✓ a one-stop shop for all autism queries
- ✓ up-to-date information on local support and services
- ✓ autism awareness training for employers and organisations
- ✓ easy and quick access to vital support services
- ✓ practical advice for employers

For those supporting people with autism it's important for them to know that there is help and that they are not alone. The right support at the right time can make an enormous difference to the lives of people with autism.

### Autism Facts

Only 15 per cent of adults with autism in the UK are in full-time paid employment.

Leicestershire has 6,500 people living with autism.

In partnership: NAS, Leicestershire County Council and local organisations including the Monday Club and the Leicestershire Autistic Society.

## Leicestershire Autism Information Hub

Information and support for adults with autism



**Are you an adult with autism?  
Do you know someone on the  
autism spectrum?**

The Leicestershire Autism Information Hub offers a range of support and resources, including:

- an online directory of services in Leicestershire
- a telephone and email enquiry service
- a selection of information resources

Contact our new information service to see what support and resources are available to you.

0808 800 0125    enquiry@laih.org.uk

Search our website at:

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



### Contact

The Information Service is available Monday to Friday, 9am – 5pm

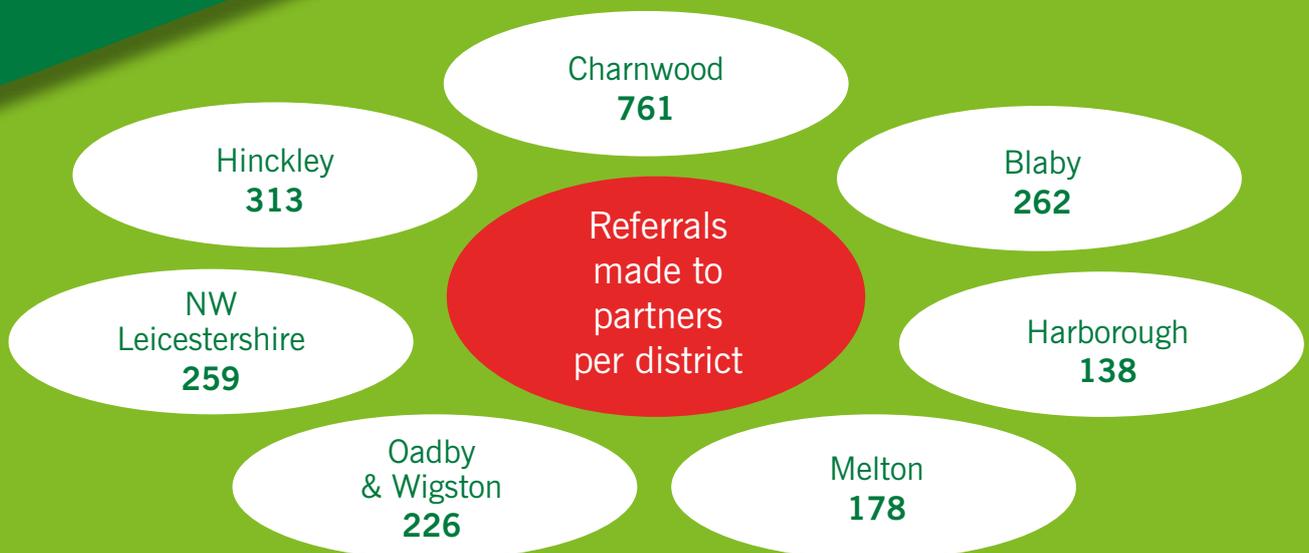
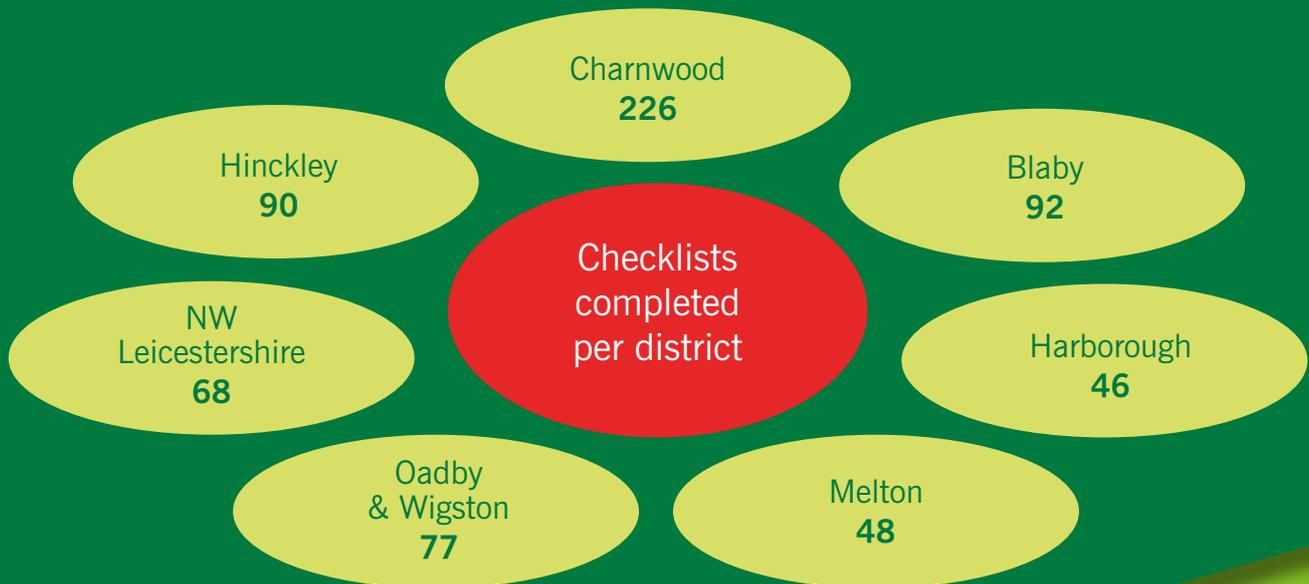
Call: 0808 800 0125

Visit: [www.laih.org.uk](http://www.laih.org.uk)

# First Contact Performance Data

1st April to 31st June 2013

See how your district is performing!



Leicestershire County Council will be working with the Office of Public Guardian to make the people of Leicestershire aware of the advantages of having a Lasting Power of Attorney. Look out for more information following and during Older Persons Month in September and we will also update you in the November issue of First Contact.



## First Contact Team



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