

DISCOVER

FREE

*disability aware lifestyle
magazine for Cornwall
and Isles of Scilly*

A photograph showing a woman in a red suit boarding an airplane. She is being assisted by a man in a high-visibility yellow jacket and a woman with a dog. The dog is wearing a high-visibility vest. The scene is set on an airport tarmac.

**Newquay Airport
get the thumbs up
for accessibility**

**DPAC continue their
fight to save the ILF**

**Great local coverage of the Paralympics with special
foreword from Baroness Tanni Grey-Thompson**

DISCOVER magazine is published by



A disabled people's representative organisation

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Photography

Our principal photographer is Geoff Squibb LRPS. You can view and make purchases from Geoff's fantastic gallery of images by visiting:

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Front cover

Members of Disability Cornwall conducting a consumer audit at Newquay Airport Cornwall.

Photo by Geoff Squibb



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Did you know...

We produce three editions of DISCOVER per year with a print run of 5000 each time.

In addition to sending them to all of our members and groups we work with, they are distributed across Cornwall & the Isles of Scilly to healthcare waiting rooms, such as hospitals and GP & dental surgeries, Cornwall Council venues, including all one stop shops, libraries and some leisure & tourist attractions.

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www.disabilitycornwall.org.uk

Welcome

To the 15th edition of DISCOVER magazine, which is definitely going places, whether by plane, train or automobile, well bus actually and we have information on all three! One of Disability Cornwall's consumer audits, involving a small team of our members visiting an organisation's premises and feeding back their experiences, concerned Newquay Airport who opened their doors to us to find out how easy, or difficult, it may be for a disabled person to use Cornwall's only commercial airport. Our last edition featured a letter of complaint about how difficult it can be trying to use a train in Cornwall. First Great Western responded by offering to meet with Disability Cornwall and one of our local MPs, to answer our questions Hannah Rice is from Reading, but was recently studying in Cornwall and she found the level of accessibility here to be far from similar.

As always we feature people, whose stories move, inspire and inform us. Bethany Hamilton is The Soul Surfer and tells DISCOVER how her faith, charity work and life spent chasing the world's waves, have all helped her move on

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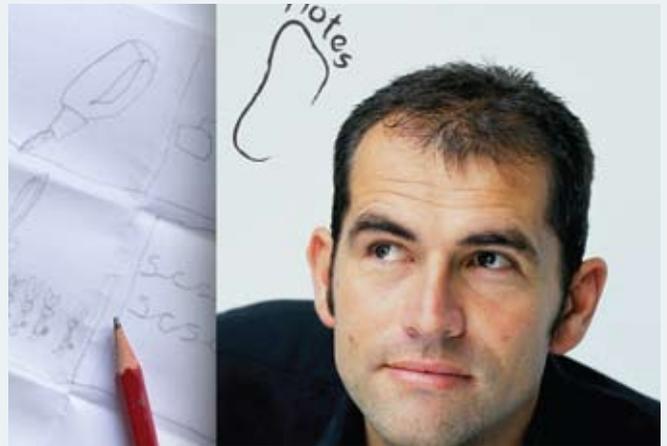
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from an horrific shark attack when she was just 13 years old. Dyslexia left Oliver West constantly struggling at school, but since he developed his innovative Footnotes system, he has gained a degree and written a book on his new technique which can help dyslexic students overcome their learning difficulties. DISCOVER pays tribute once more to Nathan Doidge, one of the most profoundly disabled people to gain a pilots license. Geoff Squibb found himself immersed in the visual documentation of the rebuild of Lizard lighthouse for the last two years, and despite the difficulties a wheelchair user would face when photographing a building project near the bottom of a Cornish cliff, he also raised the funds to turn it all into a book – Kilcobben Rose.

All this and more, including our fantastic tribute to the Paralympic Games, written and photographed by local disabled people and presented in the centre of the magazine.

With best wishes,

The DISCOVER team



Join our membership

If you're not already a member of Disability Cornwall and are a disabled person or carer living in the county, then you are eligible to join our membership. In addition to receiving occasional mailings concerning important news and events, you will also receive a copy of each DISCOVER magazine delivered to your door. Please call us for a membership form, or download it from our website and email or post it back to us (address at the top of the inside cover).

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Introducing Disability Cornwall's Team of Trustees & Advisers

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Catriona Wilson



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Thumbs up to Newquay Airport

Disability Cornwall has often facilitated 'consumer audits', where a small group of our members visit a building or participate in a service and feedback on their experiences. This Summer we were invited to visit the county's principal airport at Newquay

All airports and airlines have a legal responsibility under European Regulations to provide assistance to passengers with reduced mobility, but people's experiences tend to vary depending on what airport they use. Newquay Airport Cornwall has been working on an Equalities Project with Daniel Wood Associates, in partnership with Disability Cornwall, to ensure all people irrespective of ethnicity, gender or disability etc. receive the same quality of service. A visit was arranged by Richard Thomasson, Airport Operations Manager, for some people with a range of impairments, to see if they would find the airport to be accessible and their experience a positive one.

Disability Cornwall members; Ken, Geoff, James, Catriona and her personal assistant Sarah, were treated as potential passengers and given an authentic demonstration of what is entailed when a disabled passenger flies in and out of Newquay Airport. They were met and accompanied by the Terminal Duty Manager, Nerissa Marx, Sarah Burke, Marketing & Communications Executive, Steve Delaney, the Airside Trainer & Compliance Controller and the Passenger Services Agent, Geoff Sidaway. They saw first-hand



All photos by Geoff Squibb

how the staff would meet the challenges brought by a wheelchair, a guide dog, some crutches and a pair of hearing aids!

Geoff Sidaway has worked for Newquay Airport for three years and is the person a disabled passenger will meet if they require assistance. Each morning he receives notification of the number of passengers requiring assistance that day, who will receive different levels of service depending on what they request. This can be in the form of guidance through the terminal building, to full assistance from a passenger services escort.

Based on the information provided, Geoff will ensure all arrangements are in place prior to the passengers' arrival at the terminal so they can be assisted as required. If necessary and a request has been made, staff can also be available to meet passengers from the car park or taxi rank and be assisted into the terminal.

Geoff is a very amenable character who is committed to help, whatever the requirements. He can explain the check-in process and where the terminal facilities are located.

When passengers are assisted to security, every individual has to be screened so will be asked if they are ok to go through the screening arch. If not, they will be taken to one side and it will be explained to them how they will be patted down and a hand held wand used to scan them instead.



This proved to be the most interesting part of the visit. Ken had gone through first and naturally set off all the alarms due to the metal in his two prosthetic limbs. He was busy rolling up his trousers to show them off, when Catriona came through and re-set them off all over again, but this time it wasn't so clear as to why. The polite, yet firm member of staff responsible, explained that traces of nothing other than explosives had been detected, so out came the swabs! Catriona's guide dog 'Ike' demonstrated his usual calm while all around him was activity, consternation and the cracking of many jokes. "So what factories have you been in of late" and "We told you to stop handling the Molotovs!"

Meanwhile, unbeknown to anyone else, another member of the group had an uncomfortable few minutes realising the jacket he was wearing was the one containing some random painkillers and anti-spasmodic drugs. These tablets were loose or wrapped in cling film for ease of general carrying, and along with the £400 loan his daughter had finally paid him in cash earlier and now with the bank notes rolled up in a trouser pocket, would he appear like some kind of shifty drug dealer? While surreptitiously patting his pockets and considering a bolt to the loo, more bona fide passengers were starting to queue up beyond the arch. As Catriona was saying mid swab, "But I've only been around the town today!" our Chemist friend quietly succumbed to the fact that hastily heading back towards the toilets would not pass without a few quizzical eyebrows being raised, so he would just have to ignore the possible embarrassment and rehearse his lines instead!

Other members of the group were trying to keep James who, despite his excellent lip reading skills, was understandably struggling to keep up with all the jokes and activity. It turned out the explosive is one quite commonly found on innocent travellers, so good to know the security

system at Newquay is so sensitive and the painkillers passed without any public embarrassment!

As a prospective passenger you will be shown all areas of the departures as you enter, which include the accessible toilets, café facilities and projected boarding times. You would then be guided to a seat situated in a visible place so gate agents can see and offer assistance should Geoff be called away to assist someone else. All the necessary information is given to the Ramp and Despatch Supervisor so airline crew are aware and assistance can be arranged at the destination airport.

As for the flight itself, Geoff ensures you are seated comfortably and advises the crew of any requirements.





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Any mobility aid is placed in the aircraft hold last so it's readily accessible upon arrival.

When a flight is arriving at Newquay, Geoff is alerted to how many passengers may require assistance. He'll meet the plane and assist you off it by using a range of mobility aids, such as an Ambulift which boards and disembarks multiple passengers, specialist mobility chairs and wheelchairs & sliding boards. Airside Services will already be aware if there is a mobility aid in the hold and Geoff will assist you to it upon disembarkation.

You will be asked if you have any bags to collect, if anyone may be meeting you, or if a taxi is required, before being escorted through arrivals and aided to your car or taxi. Our group were assured Geoff's service to you doesn't end until this process has been completed.

It was an enjoyable experience, one which highlighted only a few areas which were collectively felt could be improved, mainly concerning signage.

One comment in particular seemed to sum up the experience. "I've wanted to go to Scotland for a long time, but it's too far to drive. If Newquay Airport always delivers this type of service then maybe I've found a better way of getting there."



The new look garden at Trevarna House



Ernie & Ethan at Heligan Gardens

Creative Spaces

Creative Spaces is a project reconnecting older people with dementia to their local community and involves care professionals, relatives, young people, home carers and community volunteers, which all help to discard the myths, fears and social stigma attached to dementia. "Lots of people have been involved" said Ethan from Penrice Community School, "I'd like to come back and see the garden and the residents using it."

Creative Spaces is a three year project funded by the Big Lottery Fund's Reaching Communities programme and managed by The Sensory Trust in partnership with Cornwall Care. The project has been focused on Trevarna House in St. Austell, with guidance materials, activities and outcomes being shared through other care homes and the community via workshops, online materials and memory café sessions.

The garden at Trevarna House has been transformed as part of the project and is an essential tool in reconnecting residents with their community. Events take place to strengthen the links between the

home and the community and change the perception of the care home from an isolated facility to a centre of community life.

Related activities have brought people together to work on developing and communicating their ideas for the gardens. Different landscapes within Cornwall were explored, such as gardens and National Trust properties. These have inspired new ideas and triggered memories which have been incorporated into the new garden design. "It's days like these which make life worth living," said Beryl, a Trevarna resident after a trip to the Eden Project.

All of this naturally stimulates conversation leading to greater understanding between individuals and promoting feelings of being valued and respected.

Creative Spaces has now been nominated for an award in the Best Health Project category of the National Lottery Awards and is the only project in the South West in this category. This presents an opportunity to raise national awareness of how outdoor spaces can enhance the lives of people with dementia, be used to increase social interaction in communities and give care / nursing homes a valuable role in community life.

Beryl and Ernie have both now sadly died. Ernie was 91 and struck up a great friendship with Ethan. Beryl engaged with the young people involved through activities and visits to outdoor spaces. This article is dedicated to them both.

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The Soul Surfer

When Bethany Hamilton lost her arm in a horrific shark attack it looked like the end of a potential professional surfing career. But ten weeks later she was back and now, almost ten years on, she is a published author, business woman, professional surfer and tireless charity supporter

At just four years old Bethany Hamilton took to the waves, following in the surf of her parents Thomas and Cherilyn, and at eight she entered her first surf competition. On the morning of 31 October 2003, Bethany was 13 and surfing off the North Shore of Kauai, Hawaii, where she lives. It's a beautiful part of the world, which undoubtedly plays its part in the rumour she has salt water running through her veins! The water was clear, the waves gentle, nothing to prepare one of such tender years for the horror about to befall her.

Shark attacks on surfers are rare and usually occur because the shark mistakes the surfboard for a seal. The 14-foot tiger shark rose up underneath Bethany's board and took out a chunk of it along with her left arm. Somehow Bethany clung on to her board and the shark let go, leaving her severed arm lying in the water. Displaying incredible calm, not allowing herself to think of the pain and pushing all panic aside, she immediately began to paddle with one arm. Her only thought, 'Get to the beach'.

Her friend's father used a surf leash to fashion a tourniquet, credited by the Hamilton family for saving Bethany's life, before she was rushed to hospital with an almost 70% blood loss. Bethany discovered her father was also there about to undergo knee surgery

and she took his place in the operating room. It's the kind of coincidence which is not mere coincidence to the Hamilton's, but another example of God's presence. With a strong Christian faith, it's her belief in God that Bethany attributes as the key factor to her survival and recovery.

After surgery, her first thought was 'When can I surf again?' Her dream of becoming a professional surfer appeared to be in tatters but Bethany herself didn't believe that for a minute! She was accomplished at the sport and well respected in the surfing world and had no intention of giving up. Using a specially designed board she amazed thousands, mere months later, by finishing fifth in a national championship. A few months later she did even better by winning the Open Woman's Division in the first contest of the Hawaiian season and was then named 2004 Comeback Athlete of the Year.

Her life became a whirlwind of media activity with various interviews and TV appearances, culminating in the writing of her book 'Soul Surfer'. The following year saw 'Soul Surfer' jewellery, a fragrance and a cosmetics range released, while at the same time winning the United States national under-18 surf championships in the Explorer Women's Division.

Bethany told DISCOVER: "My friends and family have been great about being sure to treat me as they always

With thanks to BethanyHamilton.com from where you can follow Bethany's adventures





have. While out travelling, it can be overwhelming at times when being approached by so many people. I just do my best to stay positive."

In 2007, she not only became a pro-surfer but a personal documentary was also released called 'Heart of a Soul Surfer', which toured film festivals around the world. In April 2011, Soul Surfer, a film adaptation of Bethany's autobiography, hit theatres worldwide and she travelled around the USA, France, Britain and Ireland to promote it. The film has been nominated for several awards, already winning the Inspirational Country Music Award 2011 for best film.

At the present time, Bethany is glad to be concentrating on her surfing once again. She said, "I am definitely enjoying being in the water again and am currently surfing the pro-tour so am travelling and competing when the waves are good."

Over the years Bethany has taken part in many events hosted by the charities she supports. The main one is 'Friends of Bethany', which was started by her family and friends, with the goals of both supporting and encouraging shark attack survivors and traumatic amputees, by presenting inspiring life stories, through movies, projects and activities.

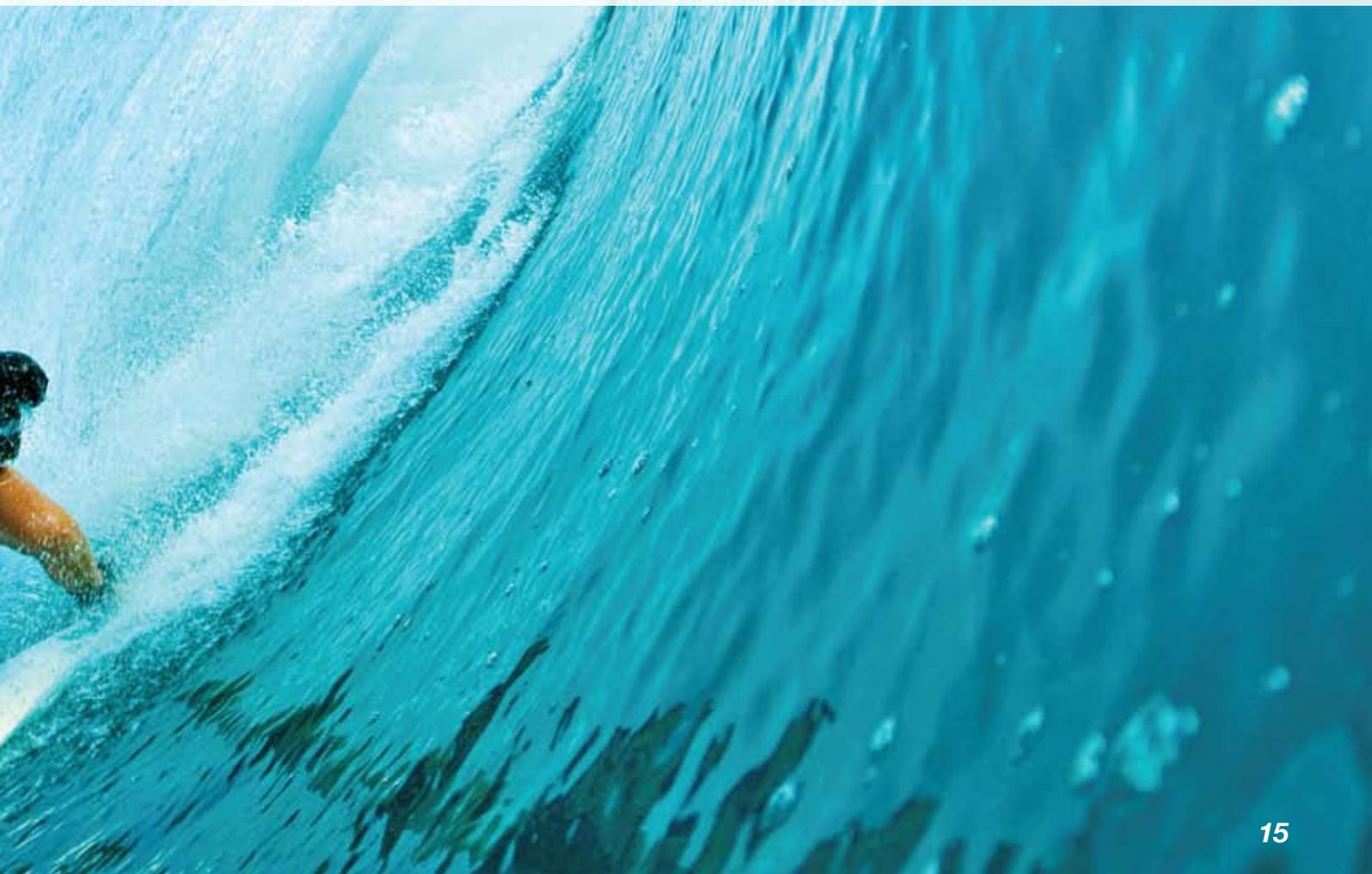
Her Christian beliefs have influenced some of the

groups she has become involved with such as Christian Surfers, Walking on Water and World Vision. The latter being dedicated to working with the world's most vulnerable children, families and communities, through relief, development and advocacy. Bethany specifically focuses on the needs of disabled children in crisis such as survivors of the Asian Boxing Day Tsunami in 2004 and the more recent earthquake in Haiti. She took part in the 'Surfing for Children in Crisis' campaign hosted by World Vision, raising over \$25,000.

"I'm passionate about supporting charities," continued Bethany, "I think it's so important to get involved as it gives you a greater outlook on life when you are looking to help others. It helps me keep my eyes off myself and I'm looking forward to helping in whatever area I can."

Being such a positive thinking person, it's not surprising Bethany is co-chair of Beating The Odds, an organisation which helps young American people to overcome the challenges, setbacks or obstacles they may face. She clearly believes in being proud of who you are. "Try and be comfortable in your own skin and never try to be somebody you're not," she added.

Bethany is quick to acknowledge the support she herself has received and said: "It's so important to have a good core group of friends that help you when you're down and encourage you to make the right choices."





Farewell to a friend



Photos by Geoff Squibb

Alex Bryce

Alex with some of the Disability Cornwall team

Disability Cornwall was very sad to receive the news our former Chairman of eight years had passed away peacefully at his home in St Ives.

Alex Bryce did not exactly experience a retirement after his long and highly successful career as a railway man, dedicating his time instead to the local community, especially the schools in St Ives and the town band. On top of that, he also volunteered his services to a number of countywide charities and voluntary sector organisations. At the peak of his voluntary service, he held almost forty appointments, including Chair of Arthritis Care South West, Trustee of the Cornwall Rural Community Council, Governor of Cornwall College and fundraiser for St Julia's Hospice. He finally retired from public life at the grand old age of 82 to spend more time with his family.

Alex was a trustee and then Chair of Disability Cornwall through some of the most turbulent, busy and difficult years our charity has experienced. As we started to grow as an organisation and develop new initiatives and services, his experience was invaluable, as he coached and mentored our staff. Alex's influence will be felt for (hopefully) many years to come. As anyone working in the voluntary sector will appreciate, long-term funding is generally nothing more than a distant pipe dream and without Alex's immense knowledge, it is doubtful we would have become the organisation we are today.

We are enormously grateful to Alex for all his guidance and support. Cornwall has lost a wonderful and dedicated man, a true community champion.

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Look Smile Chat

Teenagers admit they don't know how to talk to a deaf person

Deaf teenagers are left isolated and lonely because other teenagers don't know how to talk to them, says the National Deaf Children's Society (NDCS) who recently launched a campaign to tackle the issue.

Research shows that more than three quarters of young people have no idea how to communicate with someone with hearing loss. The survey of 1,000 UK teenagers also found that more than a quarter (27%) would probably not make the effort to talk to a deaf person of the same age, even though two thirds (64%) of teenagers said that making new friends is important to them.

As a result, deaf teenagers are missing out on conversations, activities and opportunities to make

new friends, which can undermine their self-esteem, impacting on all areas of their lives.

Lucy Read, Head of Children and Youth Participation at NDCS, said: "Helping hearing and deaf young people to communicate better with each other is a huge priority for the young people we work with. When you're a teenager, chatting and socialising with your friends is such a big part of your life. It shouldn't be any different for teenagers who are deaf, but we know that all too often they are left out of conversations and end up feeling upset and frustrated."

The 'Look, Smile, Chat' campaign tells hearing teenagers about the simple steps they can follow to make communicating easy and make a big difference to deaf young people. It features short online films that help teenagers to understand what it might be like to miss out on conversations

Look, Smile, Chat.

or jokes and gives practical tips to overcome common communication issues.

Lucy continued, "We need parents, teachers and young people to help us spread the word about the really simple things teenagers can do to make sure deaf young people are never left out."

As part of the campaign, teachers across the UK will be equipped with lesson plans, posters and top tips to engage teenagers and encourage discussions about the issue.

Scott, 16, who is moderately deaf said: "I often feel left out of conversations. If I mishear a joke and ask what was said, people normally just say 'I'll tell you later'. This makes me feel excluded and stupid. It's not hard to include deaf teenagers in conversations but it makes a big difference to us if we are."

Parents and teenagers can get involved by visiting the website and asking their local school to take part.

www.buzz.org.uk/looksmilechat

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Hannah Rice

Better access up country!

By Hannah Rice

I grew up with the MTV generation and saw countless videos and articles about university, portraying it as the perfect balance between study and fun. 'You'll make new friends' and 'you'll love your new-found independence' were phrases which kept appearing.

I have cerebral palsy, but have learnt to not let it hinder me and have tried to live as independently as possible. I come from just outside of Reading and am used to being able to access nearly every shop and mode of transport. I had some adaptations to the downstairs of my family home and received mainstream schooling supported

by an Educational Statement. I presumed that when I went to university, my independence wouldn't change. I chose University College Falmouth for the course offered rather than the ease of access. I was disappointed to find there were only three automatic doors on the campus, no lowered kitchen units, no non-slip flooring in the bathroom and big heavy fire doors. Where was this 'new-found independence' the university ideal was promising?

The university did provide a personal assistant and I knew I needed some help with personal care and note-taking in lectures and didn't mind their company, but to need them just to open the door on some occasions often lowered my self-esteem. I was worried I wouldn't make many friends due to the fact a personal assistant had to help me with the simplest things. Luckily, I buried myself in my work and got great grades. I have now graduated with a First Class Honours Degree in Digital Media.

It was not just the university which disappointed me with its access as public transport in Cornwall was also a big issue for me. All of the buses in and out of Reading are low floor and have a foldout ramp for pushchairs and wheelchairs. The buses are designed to have a big enough space for an electric or manual chair. In Cornwall, less than 70% of buses are accessible with this kind of provision and there are few taxis with wheelchair passenger spaces. This proved difficult for me as I found there was no indication on time tables and information only existed on certain fully accessible services and routes on travel websites.

I also found access in and around towns in Cornwall problematic, due to the cobbled streets, ramped gutters and many shops with step entrances. While I appreciate many Cornish towns are filled with stunning historical architecture and character, the cobbled streets certainly tested my electric chair's suspension!

While studying in Cornwall, I often wondered if other disabled people in the area felt the same as me about the county's access and transport provision, as well as about the attitude to the disabled population in general. I approached BBC Radio Cornwall to pose the question which became a live debate on the Laurence Reed show. Two members of Disability Cornwall went 'on air' with me and two managers from Cornwall's bus companies phoned in. One of them stated they wanted a forum of disabled people to be established within their company.

Disabled people always need to have a voice to help reach an understanding of the issues which surround all types of impairment. I was fortunate during my stay in Cornwall as I was able to express some of the opinions I had. These are no doubt felt and shared by local disabled people and I hope they feel able to express theirs too.

DISCOVER *bits & pieces*



The Pearl Centre

A meeting place for people with autism and their families to obtain information and advice on Autism Spectrum Disorders (ASD's) and associated conditions.

The Pearl Centre provides:

- Advice on assessment and diagnostic processes
- Training for family members, professionals & carers
- A library resource for up to date information
- A computer suite for visitors wishing to conduct their own research
- Access to a number of specialists who offer a range of services
- A place to host meetings both professional and personal
- Information on services, activities and events in the local area.
- Open sessions hosted by professionals and joined by parents and people involved with autism

The Pearl Centre wants to be accessible to everyone who needs them and will act as a place of calm and safety for families and individuals.

T: 01872 278378

E: info@pearlautismcentre.org

Healthy eating

A new free guide to healthy eating is available from the Health Promotion Library, for people with a learning difficulty and their carers. Both the booklet and DVD have easy to follow healthy recipes and advice for carers, including information on nutrition and guidance about choice and capacity. There are numbers to call for additional help and support.

T: 01209 313218

www.healthpromcornwall.org

(follow the library link to register)



Find wheelchair-accessible toilets and parking spaces

Finding clean, accessible toilets and parking spaces when on the move can be a real challenge for wheelchair users, but WheelMate is designed to change that. Also available as a smartphone app, WheelMate gives you an instant overview of your



WheelMate™



nearest facilities. Powered by wheelchair users who add and verify every single location themselves, ensuring it works the way it should, you can add toilets and parking spaces in the app or on the site, rate and comment on locations listed by others and plan trips in advance by creating a printable list of locations for where you're heading

www.wheelmate.com/en/

Signpost magazine

Packed with news and useful information for voluntary and community groups in Cornwall. Signpost is produced three times a year by the Cornwall Voluntary Sector Forum in partnership with Cornwall's Rural Community Council and the Penwith Community Development Trust.



If you are involved in the sector in Cornwall and have something you would like to promote or share then please contact either Claire Watkins or Adam Strowger.

T: 01736 334667

E: claire.watkins@cornwallvsf.org

E: adam@pcdt.org.uk



MTH website

Marie Therese House (MTH) is a part of St. Michaels Hospital in

Hayle and is the only neurological rehabilitation unit of its kind in Cornwall. The present MTH Users Group, consisting of patients and carers, provides a voice between them and the Royal Cornwall Hospital Trust, who manage the hospital. The group now has a web page for patients and carers to share news and information.

<http://mthug.swano.org>



Using the Law to Fight Cuts to Disabled People's Services

A practical guide for campaigners, including disabled people, families, carers and local groups, intended to increase understanding of how the law can be used to help fight cuts to valued services. The paper is intended to be read by those who do not have a legal background. However, any individual or local group who is considering legal action in relation to actual or proposed cuts to services should not rely only on this paper, but seek specialist help, including legal advice.

Contact Kate Whittaker at Scott-Moncrieff & Associates for further information or visit The Disability Rights UK website who are one of the organisations hosting the paper.

T: 0207 4855588

www.disabilityrights.org.uk



Seafarers Link

After research in 2007 identified many seafarers can become socially isolated or have poor health compared to the rest of the population, the Seafarers Link came into being. A free fortnightly telephone friendship group, it connects former seafarers and their spouses or partners with others sharing similar maritime backgrounds. Often experiencing greater isolation after leaving work at sea, the Link offers opportunities to reminisce, swap stories and make new friends. Each group consists of up to eight members with one acting as the group organiser. Contact Mrs Chris Rankin for further information.

T: 01752 812674

E: chris@community-network.org

Signhealth

A psychological Therapy Service providing one-to-one interventions for British Sign Language (BSL) users in the UK. BSL interpreters are not required so treatment is therapeutically effective as the working alliance can be developed in a shorter time frame. The cost is also reduced as there is only one professional in the room.

Clients are seen at a venue close to their home, usually a GP surgery, and funding is sought from the local Primary Care Trust. All therapists are qualified to a minimum of a Diploma in Counselling and are fluent in BSL.

SMS: 07966 976747

Fax: 01494 687622

www.signhealth.org.uk



Hearing Loss Cornwall

The Cornwall Deaf Association has not only launched a new website, but has also changed its name to Hearing Loss Cornwall to better reflect the full scope of its work.

The 81-year-old charity's purpose remains as clear as ever – to support deaf and hard of hearing people in Cornwall and the Isles of Scilly, while increasing awareness of their particular needs and difficulties amongst the community at large – but many people thought they only worked with the Deaf Community and not people who are hard of hearing too. Approximately 1 in 5 of the population of Cornwall and the Isles of Scilly has some sort of hearing loss.

Located in Walsingham Place, Truro, Hearing Loss Cornwall is usually open from 9am -1pm & 1.30 - 4pm.

T: 01872 225868

Textphone: 01872 263664

www.hearinglosscornwall.org



Hearing Loss Cornwall

Supporting Deaf and Hard of Hearing People in Cornwall and the Isles of Scilly

DPAC vs Government on future of ILF



DPAC was formed by a group of disabled people to campaign against the austerity cuts. They welcome anyone to join them to fight for justice and human rights for all disabled people. Here they explain why they fundamentally disagree with the Government's intention to close the Independent Living Fund

The government's consultation on the future of the Independent Living Fund is fundamentally flawed.

The ILF is a national resource which allocates funds to disabled people to pay for personal and domestic care to live independently in the community. It can be used to pay for everything from bathing, eating and shopping to cleaning and other household tasks, including support to socialise or work. The government

Extracts of letters written to Disability Cornwall by Maria Miller MP, Parliamentary Under Secretary of State and Minister for Disabled People

Thank you for your letter of 13 April about the current edition of Cornwall's disability lifestyle magazine 'Discover'. You request a response to the points made about the Independent Living Fund (ILF) for inclusion in the next edition of 'Discover'.

I can assure you the Government is fully committed to realising the aim of independent living, where all disabled people have the same choice, control and freedom as any other citizen-at home, at work and as members of the community, and to the full implementation of Article 19. This commitment was acknowledged by the Joint Committee on Human Rights, which also noted the UK is a world-leader on disability rights and in relation to independent living in particular. As you may know, following the recent 'Realising Potential' consultation, the Government has been working with disabled people to develop a new Disability Strategy that will build on the UK's long standing commitment to independent living and equality for disabled people.

The Government believes the extra investment of £7.2 billion combined with a rigorous focus on efficiency, means there is funding available to protect people's access to care in the Spending Review. If local Authorities do decide to make changes to eligibility criteria, these should be consulted on with the wider population so they are aware of such changes.

I do hope the subscribers of 'Discover' magazine will respond to the consultation on the future care and support of ILF users

Thank you for writing to me and I hope this reply explains the situation.

Thank you for your further correspondence of 3 July concerning the future of the Independent Living Fund (ILF).

We believe that the care and support needs of existing ILF users can and should be met within one cohesive social care system, in a way that is consistent with our commitment to localism, with funding and services integrated around individuals' need through personal budgets.

Our preferred approach is that from 2015, ILF funding is devolved to local government in England and to the Devolved Administrations in Scotland and Wales. No decision has yet been made and, of course, once any decision is made, my officials would work closely with their counterparts in the local authorities and the Devolved Administrations to ensure the smooth transition to any new arrangements.

On 12 July, we launched a formal consultation on how care and support for the existing ILF users will be delivered in the future. This consultation will remain open until 10 October, and we are taking considerable efforts to ensure that it is accessible to everyone. I would encourage your subscribers to contribute their views to the consultation so that they can be taken into account. The consultation document and the online consultation tool can be found at www.dwp.gov.uk/consultations. Finally, I want to offer reassurance to existing ILF users that we remain fully committed to maintaining their care packages up to April 2015. The purpose of this consultation is to seek views on how they are supported from 2015 and beyond.

plans to scrap the ILF in 2015 and transfer its functions to local authorities. This will have profound implications for the life chances of many disabled people.

The ILF has been closed to new applicants since March 2010 and is already impacting on disabled people's lives. It is placing the UK government in breach of Article 19 of the UN Convention on the Rights of People with Disabilities:

'the rights of disabled people to live in the community with equal choices, to choose where and how they live, to have the support they need in order not to be socially isolated or segregated and to have equal access to community services'

DPAC has examined the Henwood and Hudson Review cited as the basis for the proposed changes to ILF provision. This stated the ILF as 'unsustainable', but nothing in the Review points to local authority provision as the right way forward.

The reality is local authorities such as Worcester, which are introducing caps to personal budgets, promoting residential care as an option for anyone with higher support needs, and tightening eligibility criteria coupled with increased care charges. The Review found the ILF suffers from inequity, lack of transparency and lack of self-determination and flexibility. But transferring the functions of ILF to local authorities won't ameliorate its shortcomings – instead, it will make things worse. For example:

Inequity: The Review called for applicants on middle rate DLA to be provided with ILF grants, for the exclusion of older people to be stopped, and for the ceiling cap on weekly entitlements to be removed. Instead, the eligibility criteria was restricted further, requiring applicants to be in employment for 16 or more hours per week and raising the local authority contribution to £340 per week. The real failure here is government's unwillingness to invest enough in the ILF to support equal life chances for all disabled people.

Transparency: Despite real problems in the ILF's approach to user involvement and a lack of transparency and accountability in its decision making, it is arguably more user led and transparent than most local authority run social care, where disabled people are rarely involved in decision making.

Accessibility: The Review recommends a centralised Resource Allocation System to overcome the postcode lottery of eligibility for the ILF. Proposing to shift the ILF's

functions to local authorities directly contradicts this recommendation.

Self determination: The Review criticises the ILF's track record in making choice a reality for disabled people. But local authorities don't have a good track record in providing the 'choice and control' offered by Direct Payments and government cuts are threatening user led organisations which support disabled people to live independently.

Flexibility: The Review criticises the ILF for being prescriptive on funding, but local authorities are not implementing Individual Budgets flexibly either and this is worsening with government cuts.

The great concern is that transferring the ILF's functions to local authorities will mean lower levels of support. Local authority administration will take up a far greater proportion of the budget for support for disabled people compared to the ILF's overheads which run at only 2% of its budget. In addition, many local authorities are focused only on essential basic care rather than full independent living. The government's proposals are inspired by its localism agenda however, without central intervention to uphold social justice, there is no guarantee that local decision makers will invest in disabled people.

Its important people respond to the consultation on the future care and support of ILF users, which continues until 20 October at:

www.dwp.gov.uk/consultations/2012/future-of-ilf.shtml

DPAC will be posting lots of information to use in your response and would be grateful for copies of responses you send as they cannot obtain individual responses due to Freedom of Information. Please send these to: **mail@dpac.uk.net**

DPAC would like to pay tribute to Nick Danagher who sadly passed away in July. His contribution to the independent living movement was revolutionary. As a trustee of the ILF, Nick never pretended it was perfect, but he understood its value personally, politically and professionally in upholding the rights of disabled people. DPAC will miss his wisdom and guidance but pledge to continue the fight.





Cornwall Mobility Centre

The Key to Freedom and Independence



Tehidy House
Royal Cornwall Hospital
Truro TR1 3LJ

01872 254920

enquiries@cornwallmobilitycentre.co.uk
www.cornwallmobilitycentre.co.uk



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Wheelchair and scooter assessment, supply, service & repair

Independent living equipment assessment and supply for adults and children

Mobility equipment service and repair

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DIAL It's not just about benefits

It stands to reason that Cornwall's Disability Information Advice Line provides the majority of its service to disabled people and half of all the 2,500 enquiries in the past year concerned benefit entitlement. However, many carers, professionals, parents and family members contact DIAL and calls include enquiries concerning equipment provision, discrimination and social care issues. Recently, DIAL staff have noted a significant increase in the number of calls about Food Banks, so here we summarise what they are, how they came to be and how you can find your nearest one should you ever need it

The first independent food bank in Cornwall was formed in June 2010 and supported by Churches Together in the Camborne, Pool & Redruth area to help address the social problems from Government cuts and alterations to benefit arrangements. The need has grown to such an extent there are now four such facilities in West Cornwall alone, whose services are being replicated across Cornwall.

The food bank in Camborne, Pool & Redruth issues 'food vouchers' to statutory agents across the area, such as social services, GP's and district nurses, etc. This allows the ultimate decision regarding an individuals' entitlement to food bank services to be

made by trained personnel. All workers in food banks are volunteers and claim no expenses.

Food Banks will supply three meals a day for a week and for up to three weeks if necessary, to clients who can produce a voucher and suitable identification. The voucher system allows for the three visits to the food bank as a 'help up' not a 'hand out'. Food is obtained by weekly donations from church members and delivered to the food bank centres weekly. The local Tesco's stores have collection points where the general public can also contribute. Many also provide funds so supplies can be supplemented by the purchasing of stock in high volume areas.

In April 2011, the government cuts affected grass root emergency funds of many agencies, leaving food banks as the only agency able to supply short term help. Since that time they have seen the amount of people visiting increase by 500%. Thanks to generous donations, banks are supplying 400 days of food on a regular basis, which is more than double the requirement of six months ago.



The advertisement features a black background with yellow and white text and graphics. At the top left is a white telephone handset icon. To its right is the logo for 'DisAbility CORNWALL & Isles of Scilly' with the tagline 'EMPOWER • ASSIST • FACILITATE'. Below this is a yellow banner with the text 'Disability Information & Advice Line'. Underneath is a grey box containing the words 'Free Independent Impartial'. The main body of text is in white, stating: 'Our qualified advisers assist disabled people, their families and professionals. We provide information, advice and support on any disability related enquiry.' Contact details are listed in yellow: 'Tel: 01736 759500', '10am-3pm Monday to Friday', 'Text: 07522 970336', and 'E: dial@disabilitycornwall.org.uk'. At the bottom left is the 'INVESTORS IN PEOPLE Silver' logo, and at the bottom right is the 'Community Legal Service' logo. The charity and company numbers are listed at the very bottom: 'Charity No: 1140925 Company No: 7436153'.

Disability Information & Advice Line

Free Independent Impartial

Our qualified advisers assist disabled people, their families and professionals. We provide information, advice and support on any disability related enquiry.

Tel: 01736 759500
10am-3pm Monday to Friday
Text: 07522 970336
E: dial@disabilitycornwall.org.uk

INVESTORS IN PEOPLE Silver
Community Legal Service

Charity No: 1140925 Company No: 7436153



Val Daley & Margaret Gunn sorting and storing the weekly intake of food for distribution

The latest problem is the appearance of 'loan sharks' which has brought increased financial pressures on the most vulnerable people. Through contacts, food bank staff feel the current picture is a disturbing one and it's

their belief the present situation has yet to peak.

It might not seem feasible in 2012 that families have no food but this situation seems to occur on an all too often basis. Some cannot wait for the regular Thursday opening times and food bank stores often open in response to emergencies.

Food Banks work with partners in family support services to provide a special service at Christmas. They supply families with an uncooked Christmas lunch with all the trimmings and presents for children, delivered to homes on Christmas eve.

The work meets the needs of vulnerable people in the Camborne Pool and Redruth area and is an on going project. The churches have worked together to ensure that any desperate family in need of short term help, which can be used to secure stability in their family life, is met.

To find the location of your nearest Food Bank, please contact DIAL.

T: 01736 759500

E: dial@disabilitycornwall.org.uk

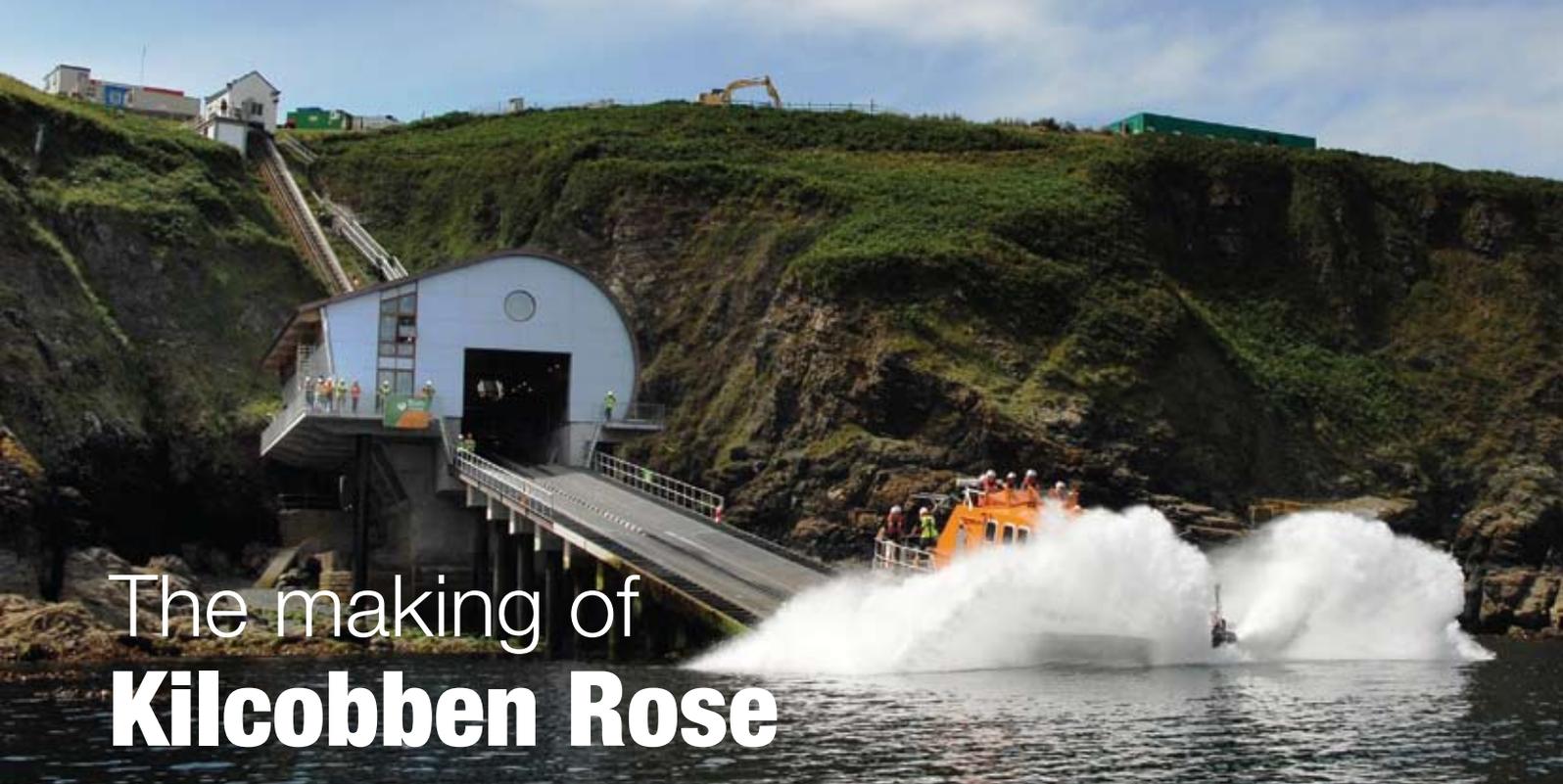


A local firm of experienced, professional, caring staff (qualified to NVQ level 4), fully CRB checked, accredited and insured, offering a unique range of services to adults with learning disabilities and dementia in Cornwall and West Devon.

Telephone: 01726 77609
0781 4678070

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- *Residential and Non-Residential Respite Services*
- *Sleep Over Service*
- *Holiday Support Services*

www.capricare.co.uk



The making of **Kilcobben Rose**

Photo by Geoff Squibb

Traversing fields and coastal paths were to prove no barrier to wheelchair user Geoff Squibb, in his attempt to photograph the rebuilding of the Lizard Lifeboat Station

"I think it will be a nice project to keep me busy over the summer" Disability Cornwall's principal Photographer, Geoff Squibb was heard to say. Little did he know the said project would almost consume his entire life for the next two years!

Geoff grew up in the Lizard, not only Cornwall's famous southerly point but also flanking the start of one of the busiest shipping lanes in the world, with more than 400 ships passing through each day. Its stunning coastline disguises a treacherous rocky stretch of water responsible for many seafaring emergencies, which required lifeboat assistance and the subsequent saving of over 1,000 lives. The first lifeboat station had been built into the cliff face of Kilcobben Cove in 1961, however, it was rather rickety and the time had come for a rebuild in 2010.

Landscape photography has always been a passion for Geoff and having been brought up in the Lizard he has a close association with that part of Cornwall. He told DISCOVER: "When I heard news of the plan to rebuild the station and how it was to be 'state of the art', I knew it would be a once in a lifetime opportunity, so decided to set aside time to document every facet of the build."

Work began in May 2010 and over the next eighteen months Geoff would visit the station 230 times, documenting how it was gradually taking shape on the cliff below the coastal path and photographing over 6,500 images to form an archive of the historic project.

But the idea of putting it all together into an actual book came from seeing photographs of the original Kilcobben build. Geoff said, "Not only did I want to closely follow the rebuild, but also consider the first as an integral part of the station's history." Geoff got to meet some of the team who had constructed the original station when they were invited to visit the new station build site. "They all had such good memories of the original build and gave me great insight into what had happened previously," Geoff continued. "They agreed to let me contact them again to go through old photographs and write down their stories." Stories such as the day two of them were making their way to work on an old scooter, when they were confronted by a raging bull, so had to hurriedly abandon the scooter and jump on to the top of a tractor until four farm hands came to save the day!

The construction workers were also keen to support Geoff's project and even managed to get him up in the crane to photograph the building 200ft below before it was enclosed by the roof. It was also important to capture the action from the sea so Geoff took a number of trips in 'Razorbill', the boat belonging to Cadgwith fisherman Nigel Legge, now well known from Monty Hall's BBC2 programme 'Fisherman's Apprentice'.

As a wheelchair user, Geoff is more than aware how access to the countryside anywhere in Cornwall is dubious at the best of times, but photographing on-going construction at the bottom of a Cornish cliff, brought some more unusual challenges. Due to the environment, Geoff used his quad bike as the best mode of transport to bounce around the fields and rugged coastline while taking photos, and it's not hard to imagine how his wheelchair could easily become loose from its strapping on the back of the quad bike. Geoff said, "Of course I only realised my chair was now

dumped in a field with a nice sea view when I got all the way home to Porthleven and needed it once more!"

As the work progressed, the complexity of the build became apparent, one that was not only functional but also of aesthetic beauty. Building the station in 1959 was clearly an impressive feat of engineering and its replacement is no different. Equipment and materials had to be brought in overland for the station and by barge from Falmouth for the slipway.

The result is a building which will require minimal tending for the next fifty years, but one that also minimises its impact on the environment with improved technology, under floor heating powered by seawater and a copper roof, which in time will turn green and blend in with its surroundings.

Leaving something behind for generations to come was one of the main reasons Geoff decided to take photos of the project as it progressed. He said: "As the project grew on me in a way I'd never imagined at the start, I felt just leaving images on a disc would not justify the hours I had spent covering it, so a book was the best way to showcase the work I had done.

Much of Geoff's hard work was fuelled in no small part by his desire to 'give something back' in recognition of the help and support he received from Lizard's local community following his spinal cord injury in 1990. "I wanted to leave something behind to the village which did so much for me," said Geoff. "They raised money to help me pay for driving lessons and to purchase my first



All photos by Geoff Squibb





From clockwise above: Geoff signing one of his books at Coast Coffee Bar, talking to the children at his old primary School, RNLB Rose, drilling the pilings for the slipway foundations, the view from above, at the printers R. Booth Ltd in Penryn and RNLB Rose & her crew

wheelchair. They basically got me up and running, forgive the pun, when I first came out of hospital." When the book was finished, one of the first places to be donated a copy were both the schools Geoff had attended. He added, "I not only wanted to show the children some of the history which had taken place on their doorstep, but also to demonstrate what can be achieved if you put your mind to it."

Compiling the book, *Kilcobben Rose* (Rose being the name of the actual lifeboat) was one thing, raising the 10K needed to pay for its printing costs was quite another. One local lady, Jocelyn Johnson, who donated some money, was given the first book at its eventual launch in April. Geoff recounts, "She was the first person to pledge some money and it was my way to personally thank her for showing faith in me."

A thousand copies of the 184 page book *Kilcobben Rose* were printed and it costs £15 to buy with only a few copies now remaining. It would appear Geoff's intention of raising several thousand pounds for the lifeboat station are being realised. His tenacity, commitment and sheer hard work have resulted in a beautifully illustrated book which lovingly documents the historic redevelopment of a building vital to so many, both local and those from afar.

You can purchase a copy of *Kilcobben Rose* from the Lizard Lifeboat station, open Mon-Thu 10am-3pm & 10am-1pm on a Friday, or visit Geoff's website.

www.cornishpixels.co.uk



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in Cornwall and the Isles of Scilly

At **Outset Cornwall** we have helped hundreds of people to become their own boss, by giving them the skills and confidence to become self-employed.

Success story



Christine Meaney,
Boom Boom Beads

**Be your
own boss!
- Now there's
an idea!**

At Outset Cornwall

With a can do attitude and a bucket full of determination, Christine Meaney is demonstrating that anything is possible when you put your mind to it! Never one to let her health get in her way, Christine tried endlessly to find a part-time job that would keep her motivated and busy.

"It was not for want of trying, but I was not getting anywhere trying to find a suitable position. I needed a challenge and something to get my teeth into."

As a previous business owner, Christine was reluctant to take the step into self-employment again, knowing that the path ahead could be uncertain. However, she refused to let previous negative experiences get in her way and decided to take the leap into starting her own business by contacting Outset Cornwall to see how they could help.

"I first came to Outset Cornwall just to see what the course was. I did not think they could teach me anything, as I was a high flyer for years. How wrong I was! "

Hungry for her new venture, Christine started to piece together an idea for her exciting new business, Boom Boom Beads, Japanese glow bead jewellery appealing to all ages.

Already a big hit with all children that come across them, Christine is selling her beads in several places throughout Cornwall. She has just launched her new website, which will help her plans to create craft beading kits for children and party packs.

A role model for business women throughout Cornwall, Christine's determination shows no bounds as her burning ambition to grow her business continues.

"In the future I would like to expand and employ other disabled people to give them a little bit of self-worth and self-esteem, especially young people and the over fifties who so often feel written off," she explains.

"Outset has given me the grounding and the confidence to actually start up again and to continue with ongoing courses to improve further. Watch this space!"

Have you got an idea for a great new business?

At Outset Cornwall we have helped hundreds of people to reach their dream of working for themselves by supporting them to find the skills and the confidence they need to become self-employed. Our fully funded flexible and practical support is delivered in accessible venues across Cornwall. Work with our experienced advisors to create your perfect business from the Outset!

You have nothing to lose by calling our friendly team on **0800 917 4324** or simply **texting the word BIZ to 64446** and we will call you right back.

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Alternatively, visit
www.outsetcornwall.co.uk
for more information.



Jan Holroyd, Health Trainer for Newquay facilitating the Newquay Health walk

Small steps big results



The Health Trainer Service in Cornwall & Isles of Scilly provides an encouraging and supportive role to people who want to make positive changes to their lives, by helping to set goals and ensuring appropriate support is given and gains are subsequently made.

Health Trainers are specifically employed through the NHS with some working within the Primary Care Trust and others with partner organisations Cornwall Neighbourhoods 4 Change and The Conservation Volunteers. All these support people in geographical areas with higher health inequalities and help clients to identify their barriers to living a healthier lifestyle. For some people it may be the traditional health related subjects of healthier diet, weight loss, increased activity or smoking cessation, whereas for others, it may include support in other areas which have a negative impact on health.

Duncan said he felt able to trust his Health Trainer and was confident his life was going to change. "I'm thrilled with the support I've been given and continue to have. I hope to be off benefits by next July and self sufficient."

Support can be given on a one to one basis, or via help to access support groups and specialist services, should this be preferred. Help can be provided for as long as is needed, if the person continues to make positive steps forward, no matter how small.

Health Trainers are not clinically trained and are not there to take over the role of a Nurse, Dietician or Social Worker. What they can do is to work in partnership with other professionals to provide a value added service. They are supported by Community Health Development Workers who work with the wider communities in areas of higher health inequalities. The service is available in: Penzance, Camborne, Redruth, Truro, Newquay, St Austell and the clay villages, Liskeard, Saltash, Bodmin and Bude.

Contact Alex Ollivier or Diane Warren for further information.

T: 01209 310066

E: healthtrainers@ciospct.cornwall.nhs.uk

FGW blow the w

Following publication of the letter 'To Travel or Not to Travel' in issue 14 of DISCOVER, First Great Western supplied an official response and attended a meeting at Disability Cornwall, at which Andrew George MP joined us. Read on to see their answers to some of the issues raised

Too many First Great Western (FGW) rural stations are inaccessible and have poor toilet facilities, including St. Erth, Redruth & Newton Abbot. Network rail are undertaking national improvement works, so can you tell us which stations on the Penzance – Paddington line are included and also recommend which stations currently have the best accessible facilities?

FGW has an on going commitment to improving accessible facilities at all of our 210 stations. Our 2012 programme includes a vast array of improvement works across the Great Western Network. While some of this has already been completed, work being undertaken this year includes the provision of lifts and a waiting room at St Austell, and accessible toilets at Par, Penzance, Plymouth, Newton Abbot and Twyford.

Other work either already completed or to be carried out during the remainder of 2012 includes induction loops, improvement of stairs and shelters at Truro, Bodmin Parkway, Teignmouth, Exeter St Davids, Taunton, Pewsey, Newbury, Theale and Taplow.

Attitudes from Disabled Assistance staff vary from providing an excellent service in some cases to total disregard for a passenger's needs. Do they receive disability equality training provided by disabled people?

FGW has qualified in house trainers to deliver disability awareness training. The program is approved by the Department for Transport and has been reviewed by Passenger Focus. All new FGW employees receive a full day of training and a refresher is delivered every four years to frontline staff.

Why can't the seats by the wheelchair space be reserved by people who hold priority seat and disabled rail cards? Currently if you want and are able to leave your chair, you are then expected to walk down the carriage to a seat! This is difficult at best and more often than not completely impossible.

The seats near to the wheelchair space are the only non-reserved seats on our High Speed services to ensure priority access. These seats, together with the unreserved wheelchair space, are provided for customers who travel without making a reservation. Seats for wheelchair users and their companions can be reserved just behind this row.

People with hearing impairments cannot always hear the audio messages, so when things go wrong they are not kept informed. Where are the hearing induction loops?

All of our trains are fitted with audio equipment designed to reach as many of our customers as possible. Currently, only rail vehicles built or substantially refurbished since 31 December 1998 are required to be fitted with audio and visual announcements. On board induction loops are not required to be fitted at this stage, but FGW continually looks to improve the range of services offered on board.

What measures can be taken to prevent suitcases & bags blocking the passageways, which often make it impossible for disabled people to move around the train?

Our on-board teams try to keep passageways as clear as possible and encourage customers to use luggage racks and overhead storage. This is an on going challenge and FGW is continuously looking for solutions to this problem.

Do you provide suitable written information for people with visual impairments and what help can be offered on board if a person with a visual impairment is unable to mobilise around the train because of all the cases in the walkways?

Our emergency on board procedures are available in Braille format on many of our services upon request. We also offer an 'at seat service' of refreshments on high speed trains for those who, due to their disability, are unable to get to the Express Café.

histle on access

The accessible toilet is mostly out of order and trains will therefore leave Paddington or Penzance with a door that doesn't close, a toilet which doesn't flush and / or a sink with no water. Why does this happen and when will it improve?

We acknowledge that very occasionally a service will run without a functioning accessible toilet, but improvement has been made in this area. We are looking to reduce the number of in service faults, which account for many of the issues mentioned.

The Buffet car often contains few refreshments, the toilets run out of water and the ventilation is poor by the time the train heads into West Cornwall. What will be done to improve this level of service for people who face the longest journeys and require these basic facilities the most?

Our services from London to Cornwall are some of the busiest we operate and demand for on-board refreshments and facilities vary accordingly. As with the previous question we always look to put our customers first and to improve our services.

Further information

The First Great Western Disabled Peoples Protection Policy now comes in two separate documents collectively called 'Making rail accessible.'

'Helping older and disabled passengers' provides details of services and facilities, how they can be used and the standards that can be expected.

'A guide to policies and practices', details improvements to rolling stock and stations and provides information on FGW's disability awareness training program. They are available in alternative formats by contacting the Mobility & Inclusion Manager and are also available on the website, along with an on-line booking form for assisted travel and application forms for scooter permits and priority seat cards.

The customer document is also available as a booklet from station ticket offices and in an easy read format on the website.

T: 08457 000125 (general enquiry no.)

E: john.blacker@firstgroup.com

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RE: Social Services should be independent (DISCOVER Issue 14)

The question of how social care should be funded in the future is a key issue which all of us need to think about.

At a time of reducing Government funding and increasing numbers of older people needing care, the real question is whether the country can continue to fund social care to the same level we do now. If we do, there is a very real danger that local authorities will not have enough money to provide other essential services such as public health, waste collection and roads maintenance.

In Cornwall we have taken brave and early decisions to make maximum savings and embrace new ways of working to generate efficiencies and income. This has enabled us to protect funding to front line social care services and even build in some growth. This is a unique position to be in when many other areas in the country have been forced to reduce their adult social care budgets.

However, we know there are likely to be more challenges in the future and our politicians will once again be faced with more difficult decisions. We need to consider how we as a society balance the requirement between funding these universal services and supporting personal social care for the most vulnerable.

The proposal for a stand-alone system for social care is an interesting concept, but I wonder if this is the solution to ensuring good outcomes for disabled people?

There are no simple answers but we do need to have this debate and face up to the facts, however difficult this may be. One thing is certain however, until this happens and a clear way forward is identified, we will continue in Cornwall to do the most we can with the funding we have to meet the needs and aspirations of local people.

Kevin Lavery
Chief Executive
Cornwall Council

ATOS should be held accountable

I would like to comment on the Work Capability Assessment, provided by ATOS, a company paid £100 million, and its interpretation of Department of Work & Pensions (DWP) guidelines.

As the DWP seem to be targeting vulnerable / disabled people, would it not be right for taxpayers to expect an organisation with such power to be made responsible and accountable for the poor work practices of their employees, as well as the poor achievements regarding tribunals? This comprises 95% of the cases my organisation (Bufferzone) has worked on this year alone.

As sanctions are imposed on welfare claimants, should not a sanction be enforced on an organisation which uses unethical work practices, inaccurate evidence at courts of law and causes a higher economic cost than anyone could have contemplated? This is without mentioning the cost to people and the abject misery it causes?

The DWP have still not transferred every claimant from Incapacity Benefit to the Employment Support Allowance, supposed to happen by April 2013, so if they cannot fulfil this, how do they hope for everyone to be transferred onto the new Personal Independence Payment or Universal Credit by 2016?

The government has dug itself into a quagmire and it will take solicitors, charities and welfare rights organisations years to remove the backlog of poor decision making at a cost of billions.

T Lea
Launceston

A deteriorating health service

Up to February 2010, wheelchairs, orthotics and prosthetics were supplied by The Disablement Services Centre (DSC) based in Plymouth. Although the wheelchair and orthotics contracts were not performed to a satisfactory standard and are now provided by other organisations, the prosthetics side during this same period was extremely good. The Cornwall & Isles of Scilly Primary Care Trust (CIOUSPCT) have really improved both the wheelchair and orthotics services but now, ironically, the prosthetics side has got significantly worse.

Castings and fittings were carried out at Camborne Redruth Community Hospital every Thursday morning, but this was stopped and people had to travel to Plymouth until a special large sink able to handle the plaster waste had been installed.

Due to the fact there was no extraction service in the workshop, simple adjustments to prosthesis had to be returned to Plymouth for further work, meaning a wait for the person to have their limb returned. Apparently CIOUSPCT accept it is their responsibility to supply the extraction and it's being looked into.

In typical hospital language, the DSC state they supply two sessions per week to Cornwall, which you would think meant two days, but it's actually one morning or afternoon and as they send two prosthetists, in reality it's just Thursday morning. 60% of Plymouth's prosthetics users come from Cornwall so how can it be justified we only receive one session a week?

I feel I'm lucky and personally have received a far better service than other people, who have told me how hard it is to get an appointment at Camborne Redruth Community hospital. If you're prepared to travel to Plymouth you will be seen earlier but the travel costs can get expensive, particularly if you are unable to claim your costs back.

The contract between Plymouth (Derriford) and CIOUSPCT has still not been settled and the service for prosthetic users has deteriorated. There needs to be an agreement between the two and stipulations put into place by CIOUSPCT to increase the sessions at Camborne and to reduce the current waiting times.

Ken Lane
Redruth

Response from the Cornwall & Isles of Scilly Primary Care Trust

We are very sorry to hear of this patient's experience and would welcome the opportunity to talk this through directly.

We do believe our local service has improved access for patients in the west of Cornwall and are currently consulting with staff to extend the service to three sessions a week from September to increase the number of appointments available each week. We are also investing in an upgrade of the extraction service to extend the current repair-while-you-wait service to include gluing and grinding so fewer repairs have to be done in Plymouth. We are expecting the upgrade to be completed by September, but in the meantime are offering a next-day repair and return service for those patients.

We will continue to look for ways to improve the local service and welcome all feedback from service users.

Lorraine Long
Senior Commissioning Manager, physical disabilities NHS Cornwall and Isles of Scilly

Changes to car parking charges for blue badge holders

Members of Disability Cornwall attended a meeting of the Cabinet Parking Policy Advisory Panel to discuss issues relating to the impact of reduced mobility on the time it takes to carry out everyday tasks.

As a result the Panel recommended a change to the parking policy and to offer blue badge holders one hour free for every hour purchased. However, after considering all the information, the full Cabinet did not agree and instead approved an additional hour of free parking in addition to the amount charged.

As part of the subsequent statutory consultation process, Disability Cornwall set up a forum to discuss their response and Cornwall Council attended to answer any questions. Members of this forum were clearly disappointed their preferred option was not the one being consulted on and suggested an alternative which, ultimately, was not accepted. However, without the input from Disability Cornwall's members, it's unlikely the policy would have been changed and it's possible their influence may have an impact on future policy changes.

Jane Williams
Equality and Diversity Lead
Cornwall Council

Longleat House & Safari Park should treat disabled people better

To: Longleat House and Safari Park

I am writing to convey my stark disbelief on how my 8 year old disabled son was treated at your 'family' park.

He had explored the park with his Mum and friends and they began to enter 'the maze', when a member of staff rudely said: "You can't come in here." When a friend queried this, the staff member pointed directly at my son and said: "He can't come, he's in a wheelchair, so can't come in because he can't walk."

My son may be disabled, but he's not stupid and is fully aware of everything that is said to him, or about him. He would love to be able to do the things other non-disabled children do but alas cannot. To have this blatantly pointed out has upset him, his family and the other people attending with him.

I have personally visited the park on several occasions and recommended it to a great number of friends with children of all ages and abilities however; I feel I can no longer do this. I know it states that due to safety reasons this area is not suitable for wheelchairs, but the member of staff could have taken an adult to one side and quietly talked to them and perhaps ask if my son was able to walk, which he can, if aided by an adult holding his hands.

Due to the shock of what this member of staff said, my son and the rest of the group had what was supposed to be a fun and enjoyable day out, ruined by this lack of respect.

I look forward to hearing what you intend to do about this situation and hope it will improve the visitor experience of other disabled children.

**Mr J Jones
Camborne**

This is an edited version of a letter sent to Longleat, who we twice contacted for a comment, but sadly they failed to respond.

A different perspective for a social work student

I'm writing to express my gratitude to Disability Cornwall for the work experience afforded to me as a stage 2, social work student recently.

During my 80-day placement, which I spent working within the DIAL team, I gained a better understanding of the lived experience of disabled people in Cornwall from both a positive and negative perspective.

It has been really useful to learn more about how social workers can use legislation, such as The Equality Act (2010), The Mental Capacity Act (2005) and The Human Rights Act (1998) for example, to help enforce people's rights and how disabled people can use legislation to empower themselves in achieving greater inclusion and equal consideration in education, employment and all other aspects of society. However, I have also become more aware of the injustices and unfair behaviour that still carries on and how assumptions and discriminatory attitudes perpetuated by non-disabled people can undermine and oppress people with impairments.

In my role as an Independent Living Adviser, I learned about the Government's provisions for people living on low income and/or with impairment; such as Disability Living Allowance and / or Housing Benefit for example. While offering confidential advice in respect of people's circumstances, I have been humbled by some people's integrity and sense of pride as well as inspired by others' resilience to deal with what can sometimes be a 'humiliating' process to prove one's eligibility for assistance.

Overall, I would like to take this opportunity to say thank you to all concerned for the valuable practical experience I have been given at Disability Cornwall as part of my social work training, which I will endeavour to keep in mind at all times as a practicing social worker throughout my future career.

**Franchesca Rose
Student Social Worker (Stage 2)**



It's not funny we don't talk anymore

I am disappointed in the manner in which the new Peninsula Community Health (PCH) and Royal Cornwall Hospital Trust (RCHT) are treating a support group who work hard for patients unable to represent and access services within the NHS independently.

As the Primary Care Trust is being disbanded and Peninsula Community Health takes over, this support group has been unable to get Managers to meet with them to find solutions to long-term problems. This group used to have excellent working relationships with previous Chief Executives of both Trusts and made progress with cost effective measures that met patients' needs. The RENEW exercise classes and the Neurological Care Advisors evolved from these meetings.

They currently have a letter from the Chief Executive at Peninsula Community Health referring them to RCHT, when the problem is clearly with the community hospitals managed by the PCH. In addition, a recent letter from the Chief Executive at RCHT has referred them to a Manager, who is taking her time getting back to them, regarding in-patient stays for rehabilitation.

This group is being bounced around the system with nobody willing to take responsibility for patients' justified complaints regarding services for people with long-term neurological conditions.

Name and address supplied

More room for accessible parking bays required

I represent Soroptimist International St. Austell and district and we've been campaigning to improve provision of accessible car park spaces for wheelchair users who need room to use power driven ramps. If they operate from the side they need a regular parking space plus 2m. The Government guidelines do not provide this so we would like the layout changed.

In essence, it aims to make any future accessible parking bay more useful to users by having the yellow-hatched access strips adjacent for each pair of parking bays (i.e. bay / access / access / bay, rather than bay / access / bay access) as is the norm currently. This allows for an overall width of two metres between vehicles, which gives greater access, but slightly less space than the existing layout overall (2.4m).

St. Austell Town Council have put two spaces in the Priory car park and have also approved this type of parking layout for the Beach Development at Carlyon Bay, but Cornwall Council are proving a harder nut to crack, despite the approval of the DVLA.

I would greatly appreciate any readers of DISCOVER who support this idea to get in touch. Many thanks.

J. Skinner

St Austell

T: 01726 816613

E: jondith.skinner@talktalk.net

It's always great to hear from you

Citizens journalism is what DISCOVER is all about, so please keep sending us your letters.

When our readers write to us regarding their issues of concern, they can rest assured a copy of DISCOVER is sent directly to the service provider in question if appropriate, highlighting their letter and requesting a response.

Please note we will do our best to publish your letters in future editions but they may be shortened or edited for clarity.



Planning to take a leak



Public convenience provision (toilets to you and I) in Cornwall is being reviewed by Cornwall Council and focusing on the 253 facilities they currently manage. The need for the review has been guided by the Council's Public

Convenience Strategy which was approved in 2011. The strategy identified the need to improve accessibility and provide better signage and information for disabled users and their carers. It kick-started a review and debate around how public conveniences should be managed in the future.

At the end of last year, the Council met with members of Disability Cornwall as part of a consultation for the review. This valuable discussion raised some important issues and many of these have been taken on board, forming the basis of the Equality Impact Assessment (EIA). EIAs help to ensure the Council treat everyone fairly and according to their needs in both delivering services and employing staff. For further detail on what was discussed and some of the comments raised at the consultation, please contact Disability Cornwall.

The Council is also engaging with parish and town councils and other organisations, to consider how conveniences can be managed and a further update on progress due is imminent.

Jane Williams, Cornwall Council's Equality & Diversity Lead said: "The Council has strived to ensure equality and diversity issues are being considered within its programme of reviewing public convenience management. The EIA process is an important way of assessing how council service delivery impacts on communities and is a vital tool in improving this.

As part of the National Changing Places Scheme, funded both externally and internally, nine facilities across Cornwall have been improved with the installation of electric hoists and changing benches. Three of these are public toilets; at the Camel Trail in Wadebridge, St Austell Priory Car Park and Summerleaze Beach in Bude.

Another project for increasing access to toilets in towns is the Community Toilet Scheme, by utilising facilities such as public or private businesses, libraries, pubs, cafes and leisure centres.

Please contact Jon James, Environment Manager at Cornwall Council for further information or email via the website page listed below.

T: 0300 1234202
www.cornwall.gov.uk/default.aspx?page=2759



Public toilet facility at the Camel Trail in Wadebridge

Photo courtesy of J. Ortiz



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She may not be Lindsay Wagner but The Bionic Woman is back!



Claire Lomas with her husband Dan

Around 36,000 people took part in the London Marathon including a 32-year-old paralysed jewellery designer, Claire Lomas.

Claire took part in the event in a bionic ReWalk suit, which costs £43,000 and was designed by Israeli entrepreneur Amit Goffer. She is the first person to finish any marathon in a bionic suit and raised £86,000 for Spinal Research, the charity which funds medical research around the world to develop reliable treatments for paralysis caused by a broken neck or back.

Claire, who is passionate about horses, was left paralysed from the chest down following a horse-riding accident in 2007. Her horse, 'Rolled Oats', threw her off as she took part in the Osberton horse trials in Nottinghamshire, resulting in a broken neck, back and ribs and also a punctured lung.

16 days after the 26.2 mile marathon ended Claire finally crossed the finish line at the Mall at 12:30pm on Tuesday the 8 May, where she was greeted by a crowd of supporters, including three mounted members of the Household Cavalry, who gave her a guard of honour.

She walked about two miles a day, with her husband Dan literally behind her every step of the way and her parents and one-year-old daughter Maisie in support. Some celebrities also lent their support by walking a mile alongside her, including TV presenter Gabby Logan and adventurer Ben Fogle.

Unfortunately Claire didn't receive a medal for taking part nor did she appear in the official results because she didn't complete the marathon on the day. However, a dozen medals were donated to her and she also received the Virgin trophy for endurance.



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THE PARALYMPIC GAMES 2012



A word from Baroness Tanni Grey Thompson

Now the euphoria is subsiding, we can look back and hail probably the best Paralympic Games we have seen.

The Paralympics has developed noticeably since I first competed at Seoul in 1988. Each Games has had its good and bad points, but it's really hard to find negatives to say about the experience of London 2012. With these Games, I think we have seen a turning point in disability sport with disabled athletes finally recognised as the elite athletes they are. The names of some disabled athletes are now as well known as the big names of the Olympic Games, for Mo Farah read David Weir, for Victoria Pendleton, see Sarah Storey. I do hope in the months and years to come, disability sport will continue to flourish. Funding is essential, but the support and understanding of the general public is also vital if we are to build on the success British athletes have experienced in 2012.



How it all began



There has been much made of the word 'legacy' at this summer's games, but it will be hard to come close to the one Dr Ludvig Guttman has left us with

Ludwig Guttman, born in Poland in 1899, received a Doctorate of Medicine in 1924, but was forced to flee to Britain in early

1939 due to the Nazi's persecution of the Jews. He arrived in Oxford with his family, where he was able to continue his spinal injury research. Four years later, the UK Government asked him to establish the National Spinal Injuries Centre at the Stoke Mandeville Hospital. As Director of the UK's first specialist unit for treating spinal injuries, he believed sport was a major method of therapy for injured military personnel.

On 28 July 1948, Dr Ludvig organised the first Stoke Mandeville Games for disabled personnel, the same day as the start of the London Olympic Games. A mere four years later, more than 130 international competitors had entered and as the annual event continued to grow, the ethos and efforts by all those involved started to impress the organisers of the Olympic Games.

Dr Ludvig's vision of an international games, equivalent to the Olympics, were realised in 1960, when the International Stoke Mandeville Games were held

alongside the official Olympiad in Rome. Dr Ludvig brought 400 wheelchair athletes to the Olympic city to compete and the modern Parallel Olympics, or 'Paralympics' were born.

The Paralympics continued to grow in size, status and popularity and by the time of Sydney in 2000, 132 countries were involved, with packed stadiums and unprecedented international media coverage.

In addition to being the founding father of the modern Paralympic Games, Dr Ludvig also became the inaugural President of what is now the International Spinal Cord Society, and the first Editor of the journal, Paraplegia, now the Spinal Cord journal. Dr Ludvig Guttman died of heart failure in 1980 and in June this year, a statue of him was unveiled at Stoke Mandeville as part of the run up to the London 2012 Paralympic and Olympic Games.

London 2012 certainly did Dr Ludvig proud, as it hosted the largest Paralympics to date, with 4,294 athletes from 166 countries taking part. Fuelled by continued enthusiasm from the British public and growing media coverage of Paralympic sport, the Games met all expectations, breaking records for ticket sales, heightening the profile of the Paralympics in relation to the Olympics and prompting International Paralympic Committee President, Philip Craven, to declare them the 'greatest Paralympic Games ever'.

London 2012



The Active8 Team at the Olympic park

The Paralympic experience by Active8

The Paralympics promised to be one of the most spectacular events Britain has ever staged and Cornwall's Active8, a group of teenagers with varying physical impairments, weren't going to miss it!

Thanks to funding from Cornwall Council, Awards for All, Nalders Solicitors and Hilton in the Community, as well as many individual donations, 15 Active8 members and 20 volunteers set off on their journey to London to support Team GB. Five of the group tell DISCOVER about their memorable trip.

Richard Jones

Getting to and from the games was easier than we had at first thought and the buses were far easier to access than Cornish ones. Plenty of parking at The Games themselves meant we were also able to take our own minibuses to each venue. Sometimes this did prove quite confusing with the blue badge systems put in place however, the sheer abundance of help from volunteers at The Games soon guided us in the right direction.

Access to the arenas was easy and the seats provided for wheelchair users enabled brilliant views of the events. We were greeted by spine tingly roars from the crowds in every magnificent arena we visited.

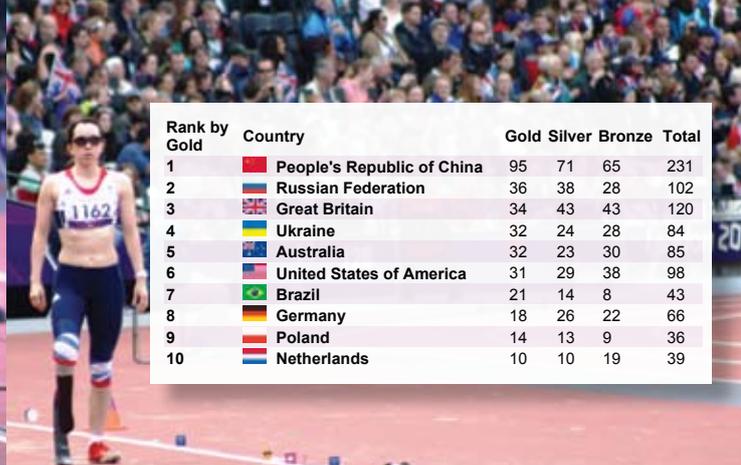
The freestyle swimming saw athletes with various impairments complete lengths of the pool in a flash, while the wheelchair basketball provided entertainment, energy and excitement. The entire trip was fantastic, with everyone coming together to make it work and we have all taken away so much from it. We were proud to be part of something, which truly was a 'once in a lifetime' experience, made lots of friends and have some magical memories.

Emma-Jane Ruskin

I didn't know what to expect as we took our seats in the Aquatics Centre. I had watched many swimming events during the Olympics at home, but it wasn't until I was seeing the venue first-hand, did I realise how spectacular it really was.

Swimming became without doubt my favourite event and I loved every minute of it. The atmosphere was amazing, even when Team GB were not represented, because everyone cheered and shouted for all the races. People were waving flags everywhere I looked and there were constant camera flashes. I was really excited and even loved the intervals, as the sound was electric and we raved to the music while eagerly waiting for the next event to begin!





Rank by Gold	Country	Gold	Silver	Bronze	Total
1	People's Republic of China	95	71	65	231
2	Russian Federation	36	38	28	102
3	Great Britain	34	43	43	120
4	Ukraine	32	24	28	84
5	Australia	32	23	30	85
6	United States of America	31	29	38	98
7	Brazil	21	14	8	43
8	Germany	18	26	22	66
9	Poland	14	13	9	36
10	Netherlands	10	10	19	39

Just when I believed the atmosphere couldn't get any better, Team GB was in the running for a gold medal. I instantly sat up, began waving my flag frantically while screaming "Go GB Go!" as loud as I could manage, not caring I was losing my voice! It was like having ants in my pants as I couldn't keep still! Letting the elation and joy consume me, I realised how privileged I was to have been part of the celebrations of such extraordinary people winning medals. I will remember this experience forever.

Ben Ede

I thought all the events were amazing and especially enjoyed the wheelchair basketball as it's a very physically demanding sport. I became so inspired by the games that I hope to be a Paralympian myself one day.

Lauren Cook

It was an amazing experience which I'll never forget. The sport I enjoyed the most was wheelchair

basketball because it was so fast paced and energetic.

The athletics was great too because of the atmosphere around the stadium as the competitors challenged for medals. I am so pleased I was there to watch The London 2012 Paralympic Games and was inspired by what can be made possible.

Mark Curtis

I loved watching the Equestrian at Greenwich Park because the atmosphere created by the crowd was amazing and the skill and accuracy of all the riders, despite their varying degrees of impairment, was awe-inspiring. I felt inspired and determined as I saw an event where the competitors were doing a test I myself had done at a Riding for the Disabled Association national contest and realised I had managed a competitive score! I now believe could compete at a Paralympic Games and it was awesome to watch the sport I love at the highest level.

With thanks to Matt Stewart and everyone at Active8

Congratulations to all the athletes from Cornwall who competed in London's Paralympic Games 2012: Ben Proctor (swimming), Ben Hall (sitting volleyball), David Wetherill and his famous Table Tennis shot now hugely popular on YouTube, Matt Whorwood and another fantastic bronze medal in the S6 400m freestyle swimming, Gemma Prestcott with an excellent European record in the athletics club throw and Jonathan Fox, not only for winning gold in the S7 100m backstroke swimming, but for also improving on his own world record. Well done one and all!



A roaring success

by Wendy Creed



Karen Darke & Rachel Morris crossing the finishing line together

At the Olympics the cheering was done by the respective nations, but at the Paralympics it seemed a different story altogether as the spectators respected each athlete and encouraged them all, even if the Team GB got the biggest roar!

I'm a track coach with arthritis and use an electric assisted bike, so I can continue to ride without putting too much pressure on myself. I have four functioning limbs, so watching cyclists in the Velodrome who have spinal injuries or are double, if not treble amputees, certainly put life into perspective for me.

I went on to Brands Hatch for the road race as well.

Karen Darke is a hand cyclist after becoming paralysed from a climbing accident and watching her was extremely humbling. Karen came second in the time trial and in the road race showed her true spirit, when after being level with her friend and team mate, Rachel Morris for much of the race, they both put up their hands to link together as they approached the finishing line to come joint third. The pair celebrated the bronze as a combined result despite a photo finish declaring Rachel the winner.

This Paralympics was a sell out and has succeeded in changing the attitudes of people in the same country where it all began. What a celebration and life for me will never be the same again!

Best hoof forward! By Beth Phillips

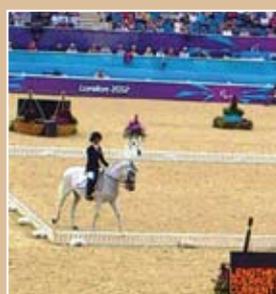


Dressage is an equestrian event which involves an athlete working in harmony with their horse to create almost a dance routine, where each move should look delicate and precise. The neater, the higher the score.

We entered Greenwich Park just in time to catch the first competitor from the USA. After watching their promising routine the Brits appeared and the crowd remained silent as they entered the stadium. Lee Pearson and his horse 'Gentleman' walked around the outskirts of the dressage ring and the bell sounded. Entering the ring the atmosphere was intense with every member of

the crowd watching like a hawk as they approached the centre and saluted. They moved in unison around the arena and it was easy to see the special bond between horse and rider that's so important to achieve the higher points. As the set skills were finished and the final salute had been given, Lee punched the air and the crowd erupted. Flags waved and spirits flew high with the applause not stopping until the next competitor was entering the arena.

Lee Pearson and Gentleman held onto first place with a score of 75.391 until the Australian partnership of Joann Formosa and 'Worldwide PB' completed a pristine routine of 75.826. Proudly standing on the podium, Lee received his silver medal along with a roar from the crowd. Austria's Pepo Puch and 'Fine Feeling' took bronze.



Beth Phillips

Running the marathon for Disability Cornwall

Photo by Geoff Squibb



Lisa (left) at work with colleague Francine at Disability Cornwall

Working for Disability Cornwall has given me the passion and commitment to make my second time running the London Marathon all about raising awareness and driving home the importance of supporting and improving the lives of disabled people. Running a marathon is a tough challenge and one that takes months of commitment and dedication, but I would love to do this for a charity which means so much to so many people.

If you would like to donate, I would be delighted to receive your support, no matter how small. You can send a cheque payable to Disability Cornwall with the word 'marathon' written on the back or use our new text giving service. Simply type ADUS12 followed by the amount you want to give (£1, £5, etc.) and text it to 70070. Thank you for any support you can afford to give.

Lisa

Time to rattle your sabre

by Mat Campbell-Hill

Now that the 2012 Olympics and Paralympics have finished, I am suddenly questioning my need for a TV! We've had almost an entire month of the best that sport can offer and somehow, the new football season just doesn't fill the void.

I was chatting with friends about which sports they have only recently learnt about and which, if any, they are now off to try. Unfortunately, it seems if you have a disability you are not very likely to be encouraged to play any sport, let alone try and compete. As a result, most of my friends felt they wouldn't be able to do any of the sports, even though they loved the idea of competing. The next problem was they didn't know where they could go in Cornwall even if they did want to compete.

So what sport can you do if you are disabled? What if you are in a wheelchair full time, or need a stick to get about? Well, one of the newest and most exciting options in Cornwall is TFC Ability.

In 2011, Truro Fencing Club (TFC) started Cornwall's first Wheelchair Fencing Club, TFC Ability. I had fenced before my spinal injury and was desperate to get back to some sort of competing as part of my rehab.

There are three weapons in fencing – Foil, Epee and Sabre. TFC is well known in Britain as the premier sabre club and recently saw no less than three of its members compete at the Olympics. After three months of daily



training with Kenichi Yamamoto (previously the Head Coach for the Japanese Paralympic Fencing team) and I came home with the silver in Sabre from the Great Britain Wheelchair Fencing Nationals.

In September, our first dedicated beginner's group session for wheelchair fencing began. Everyone that comes along has very different levels of disability but fencing levels everyone. The access to the professional support at TFC has enabled members to improve not only their confidence and fitness, but also the important and elusive flexibility and mobility.

So why am I telling you all this? Well, there is always space for more! Whether you want to just improve your fitness and mobility in a supportive and fully trained premier club, or if you want to try your hand at competing – locally, nationally or even internationally, TFC Ability can help you get there! It is only four years until the next Paralympics and I'm planning on being there competing. Does that sound like something you want to do? Then get in touch.

TFC Ability

T: 01872 858099

www.trurofencing.com/ability



A new way of thinking

Ask anyone with a disability if their school years were easy and you'll probably get a resounding 'no!' It's a sad fact that despite many improvements in teaching and facilities, too often pupils with alternative learning styles have found themselves badly misunderstood by teacher and pupil alike. People with physical disabilities still encounter prejudice, but those who are likely to suffer most when it comes to learning styles – the visual and multi-layered thinkers, are people with dyslexia or autism. Often these students are left feeling misunderstood and with a sense that they could have achieved so much more. However, now there is a new visual thinking technique which may help this type of learner.

Oliver West spent years struggling at school with his reading and writing due to dyslexia. "As a visual thinker, I think in pictures," he explained, "But at school, learning was measured by how good we were at writing essays and reading books. I was always bottom of the class and the teachers said I would only ever be able to do menial jobs." Since then Oliver has managed to get a degree in Fine Arts and has written a book on his new technique to help dyslexic and holistic thinkers study using a picture based language. The system is called Footnotes and is being used in schools and universities to help students get over their learning difficulties and achieve far better results than expected.

Oliver described how the Footnotes system works. "It's based on a grid system and you simply take an A4 size piece of paper and fold it four times so you have 16 squares. You then draw pictures in each of the boxes, each representing an idea. It can be much quicker to draw a picture than write lots of words and pictures are

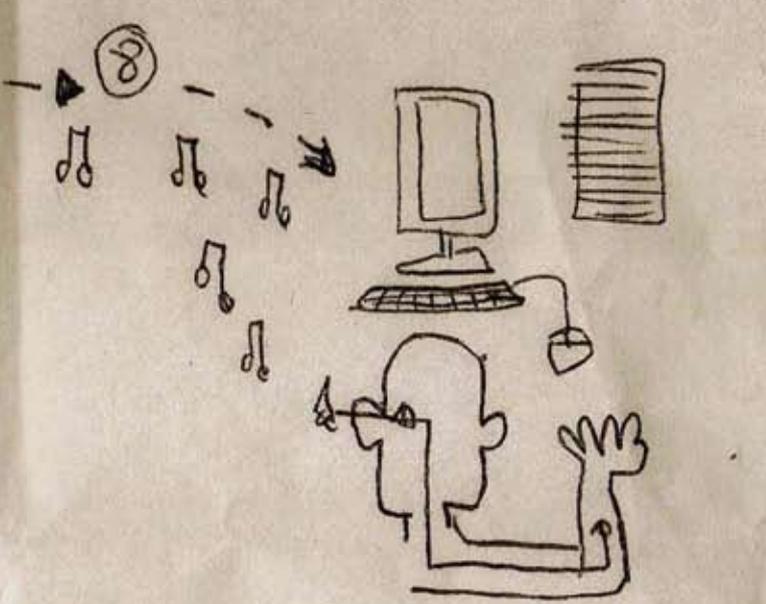
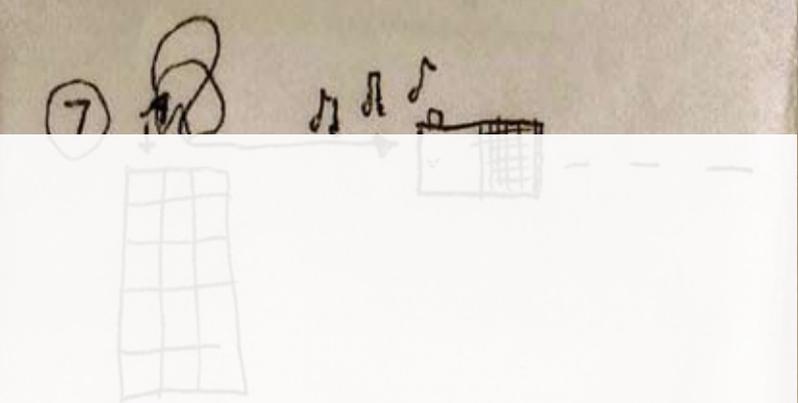
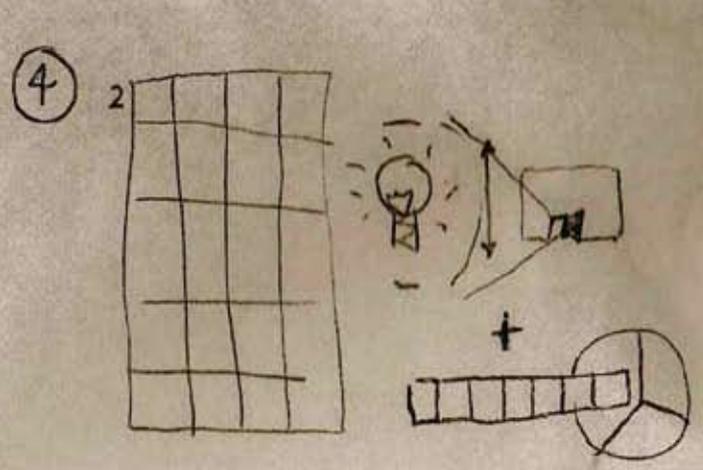
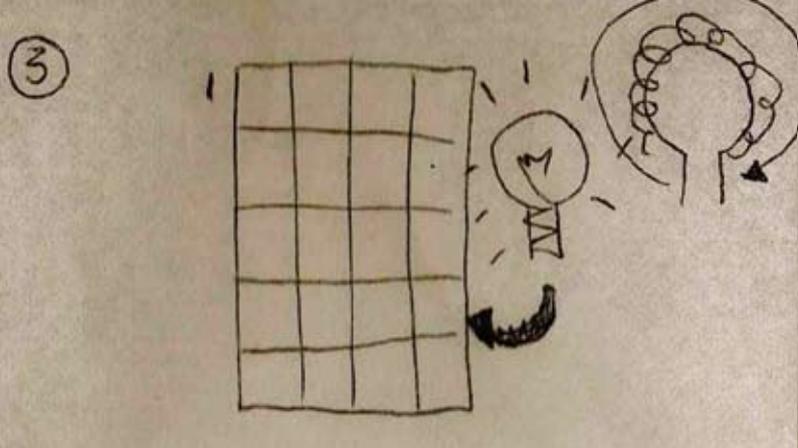
easier to remember too." Luckily you don't need to be good at drawing to use Footnotes as Oliver was keen to point out. "For many people drawing the pictures is immediately easy, much easier than writing, but because each square is so small it's not intimidating for those who feel they can't draw. Sometimes it takes a little time to adjust to drawing rather than writing but the results are really worth the effort."

Growing numbers of young people have been helped by the Footnotes grid system including those perceived as having 'behavioural issues'. Misunderstanding over how visual thinkers and people with dyslexia learn is at the root of much disruptive classroom behaviour and even goes some way to explain anti-social behaviour in some adults.

Oliver has been working with young offenders in Falmouth and has seen significant results. "It's a fact that a very high percentage of young offenders and those in adult prisons are illiterate as a result of being dyslexic," Oliver said: "Many of the young men who have used the grid system have been able to turn their lives around. For the first time they have felt understood and have been able to express themselves in their first language – pictures."

Many visual thinkers are very intelligent, but have been perceived as unintelligent by teachers. Another useful aspect of the system is that as students draw their pictures, they can see what they are trying to express all at once so that a bigger picture begins to emerge. Lists and plans can be made this way and time management can be developed so users can become more organised.

Oliver is keen that everyone should be able to benefit



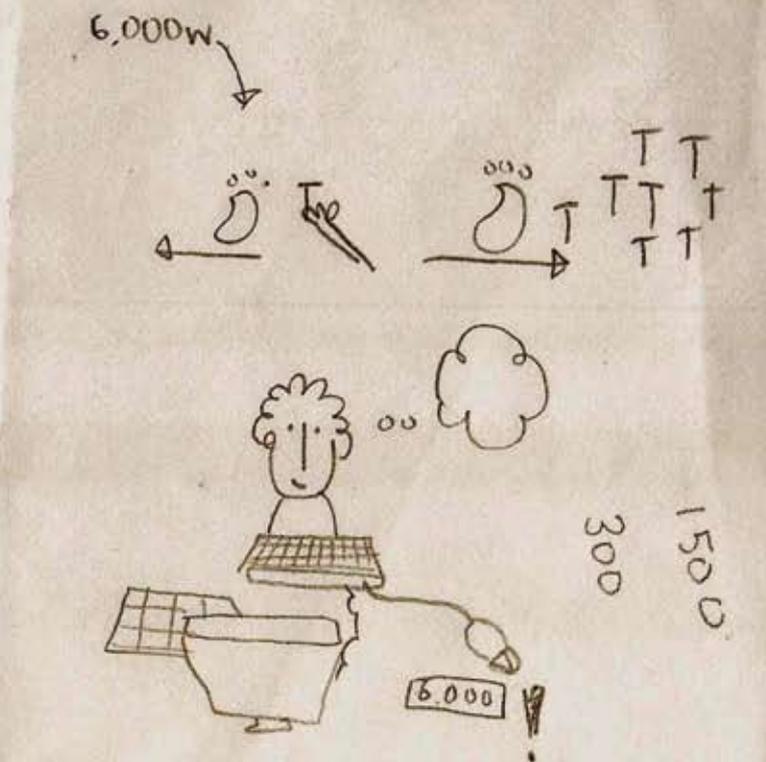
from the Footnotes system and earlier this year took a group of people over to South Africa to see how effective it would be with the African culture. The results were very positive. He said, "It was amazing to see how quickly these youngsters took to the drawing. We asked them to draw out their hopes and dreams, many were completely illiterate and would never be able to take notes or write anything down for themselves, but with the drawings they could express what they wanted to say and even give a presentation using the notes as prompts. Africans think in a visual way which is why it works so well for them, but I think it could help everyone."

If you would like to try out Footnotes for yourself then visit Oliver's website where you can buy his book 'In Search Of Words'.

www.oliverwestfootnotes.com
 With thanks to Sally Musker



One of the children in South Africa working with the Footnotes system



On the buses



Earlier this year the Confederation of Passenger Transport and the Department for Transport launched a Code of Conduct for the carriage of mobility scooters on low floor buses.

There remains no actual legislation, but it's clear the design of modern vehicles make them suitable for the carriage of scooters not exceeding a specified size and weight. The Confederation of Passenger Transport have developed a voluntary Code of Conduct for adoption by its members (which provide over 85% of the UK's local bus services) and by other operators.

Scooters must be of a type 2 design rather than the road-legal type 3 and its dimensions and the combined

weight of scooter and user must be within the limits prescribed by the Code. Mobility scooter users who want to travel by bus need to contact their local bus company for an assessment. If successful, a pass with a photo will be issued to allow the person to use the low floor bus services of any UK operator that has signed up to the Code, subject to the vehicle having capacity.

Please contact your local bus operator for more information

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Pete's European adventure

2200 miles driven, six hotels stayed in, several pints of beer consumed and dozens of memories to cherish, Pete goes on the road through France

My road trip buddy Ross almost didn't make the trip in the first place when he suffered a haemarthrosis to his left knee. Explosion would be a more appropriate word though as its easier to picture and spell! It left him on crutches for six weeks, but on his first day back at work it happened again and then another five times over the next two months, resulting in two operations and over a week in hospital.

We were both relieved to say the least that he became fit enough for the trip in time. Ross prepared my van by taking out the two back seats and strapping in a spare wheel, a shower chair and a spare manual wheelchair. He added things like maps, a torch and a first aid kit, in fact, everything we might possibly need.

We left Bodmin and drove to Plymouth to board the Brittany Ferry and the start of our journey. It was an overnight crossing and when we arrived in France it was raining, just like good old England! We had a great first day of driving before reaching Bressuire, the only hotel we had booked before leaving home. Unfortunately it had a double bed which was far from ideal, but we survived the night and remained friends!

After the first night we found accommodation as we went, some may think it was a risky type of trip as a disabled person, but I wanted to do it like an able bodied person and find accommodation on the way. It does help though to have somebody else with you.

On the second day we made our way to a place called Oradour-sur-Glane, a village where in June 1944, the Germans massacred all the 642 people who lived there. The village has been preserved in the state it was left in and it proved interesting as well as sad. A very historical place and a moving experience.

Most of our road trip was on non-motorway roads and I especially loved the driving along narrow winding

Starting to near Italy



Oradour-sur-Glane left exactly as it was in 1944



Passing through one of the many towns we saw on our trip



Chilling out after a long time on the road

mountain roads with plenty of beautiful scenery to see.

We visited the famous Millau Bridge, the tallest vehicle bridge in the world with its highest pier standing at a height between that of the Eiffel Tower and the Empire State Building, before eventually arriving in Arubiana, Italy. We spent three nights there with Ross's family and saw some great places nearby, as well as having a meal in the area's best pizza place.

After leaving Italy and for the last three days of our holiday, we made our way back across Southern France, visiting the Pyrenees Mountains and spending a night in Lourdes, before heading north to Santander and the ferry back home.

France is a beautiful country and we covered a total of 2150 miles in nine days of travelling. I found the access in France required me to use my manual wheelchair in several places as it was not possible to use my electric chair because of steps and the lack of ramped areas. Despite this, I had a really great time and want to thank my buddy Ross Fisher for making it all possible.

Ross added: "This holiday enabled me to walk a mile in a disabled person's shoes and I will cherish every step for the rest of my life. Thanks to Pete for a great holiday and giving me the chance to live a little of his life and learn so much about mine."



The spectacular Pyrenees mountains

The famous Millau Bridge in Southern France and near the Italian Border



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'People rarely plan to fail, they just fail to plan!'

Power of Attorney - A snapshot

Powers of Attorney are legal documents which allow someone else legal authority to act on your behalf. It is important not to confuse what they are and how they can be used. They are separated into two types:

1. General Power of Attorney: This gives someone else the authority to manage your financial affairs while you are still alive but may be suffering from long term illness, physical incapacity, hospitalisation, extended holiday or absence. It cannot be used to make decisions on personal health and welfare or if you become mentally incapacitated.

2. Lasting Power of Attorney: These are subdivided into two parts:

- a) Health & Personal Welfare
- b) Property and Financial Affairs.

If both are required then both must be completed. Before these can be used they must be registered at the Office Of The Public Guardian (OPG). These must be put in place prior to loss of mental capacity and can continue after someone loses mental capacity through alzheimers, dementia or brain injury.

Boost for Self Help Groups



The Cornwall Mental Health Project is now able to offer much more comprehensive support to self help groups through its new Peer Support Network. The Network can provide practical support, advice and guidance, so for those who might have thought about setting up a self help group but don't feel they have the confidence or the knowledge to do this alone, experienced advice and support is now available.

A grants fund which can enable prospective groups to obtain funding for meeting room hire, group outings and promotional leaflets is also available. The aim of the scheme is to assist groups which positively support mental health to help reduce the effects of emotional distress, or where there is a lack of existing provision or specialist support. Groups can apply for up to £1K per year, with new groups given an initial £300 start-up grant to help them establish and build membership. The grant fund is managed and administered by Cornwall Mental Health Project on behalf of the Primary Care Trust, but decisions on applications are made by a panel of volunteers and mental health professionals, most of whom have, or have experienced, mental ill health and / or have cared for someone experiencing mental distress.

One group funded through the self help group grant scheme is the Perranporth Support Group, which has just celebrated its 25th anniversary. Run by Brenda Seaton and Betty Griffett, the group offers emotional support and social contact for people who are lonely and depressed, or who may be trying to cope with mental health issues and the stigma this can bring, or for people who just want a listening ear.

Last year, over 30 groups were funded through the scheme and the almost the same amount have already applied since April this year, with a further 37 expected to apply. With the additional support now available through the Peer Support Network Project, it's hoped more people will consider setting up a group to help others in their local area.

Please contact the Cornwall Mental Health Project for further information.

T: 01872 243532

www.cornwallrcc.org.uk/services/mental-health

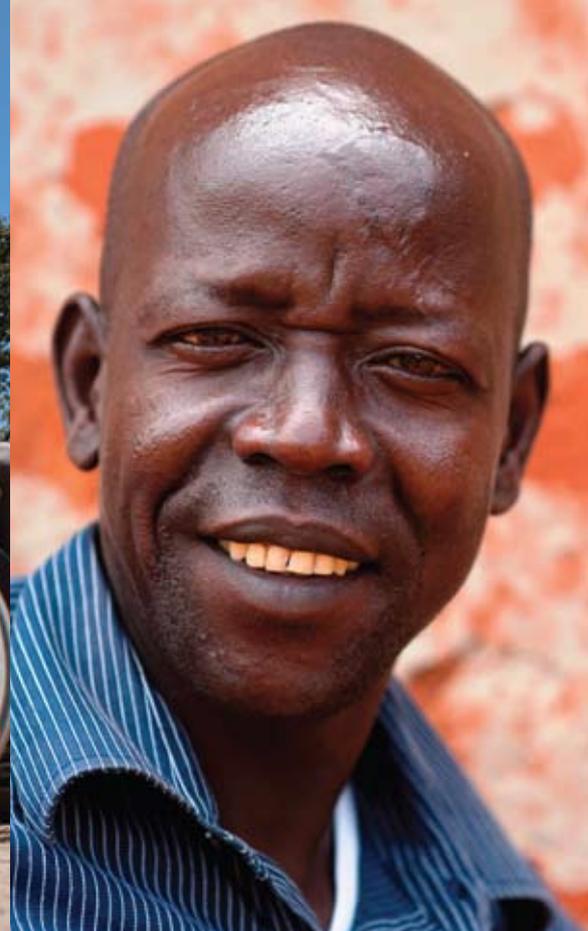


Wheelchairs change lives

**Bristol charity
Motivation has been
supporting disabled
people around the
world for over
20 years**



*A Motivation Rough Terrain wheelchair being used
by Mosses Kidega in Uganda*



The wheelchair basketball sports programme for young people in Gulu, Uganda

Benson Olit



motivation
FREEDOM THROUGH MOBILITY

Low-cost, high-quality wheelchairs are at the heart of Motivation's work. What makes them special is the way they've been designed specifically for use in developing countries, so they can cope with the potholes and rocky terrain frequently found in rural communities across Africa and Asia.

But wheelchairs alone aren't enough, which is why Motivation's approach is a four-pronged one. It begins with training health workers in caring for patients with a spinal cord injury so those patients don't die from preventable secondary complications like pressure sores. Next, people are fitted with an appropriate wheelchair which meets both their needs and their environment. Peer training then gives people the skills and confidence to go out in their new wheelchair and to realise that there is life after spinal cord injury. The fourth and final piece in the puzzle is about inclusion and supporting disabled people to access education and employment.

Sport plays a vital part in Motivation's work and it's an area which has seen some exciting developments over the last few years. Motivation's low-cost sports wheelchairs for tennis and basketball have proved such a global hit that the International Paralympic Committee asked the charity to design one for wheelchair racing. It was launched at this year's Paralympics!

"When you are moving in this chair, you feel you are someone to be respected," are the words of Benson who lives in Uganda. When he was 25, a road accident left him unable to use his legs and fearful for his future, but after receiving peer to peer training and a wheelchair from Motivation, his confidence grew so much he was asked to become a peer trainer himself. Benson said: "After my accident, I was in hospital for two months. Then I stayed at home for almost two years. I did not know anything about my injury and managing it was a problem.

After peer training, Benson started to take care of himself and his health. He is now trained to mentor other people with spinal cord injuries in the community and he's a coach for wheelchair basketball.

Benson said: "I'm independent and can move anywhere I want because my chair enables me to access every place I want to go. There is very little tarmac road here and when you are going to the village just mud and sand only. The roads are not smooth, which is the problem I had with my old chair, but this one is better. Three wheels are better because with four wheels it was hard for me to move. It's fast and comfortable, easy to push and you can tip and pass any obstacle. My life has gradually been changed by Motivation."

www.motivation.org.uk

www.facebook.com/wearemotivation



Easy access route

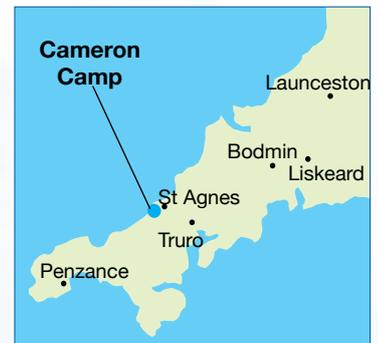
Working with Cornwall's Rolling Ramblers, we bring you an easy to follow route with plenty of stunning coastal views

Cameron Camp

KEY FACTS

- **Directions:** On the A30's Chiverton Cross roundabout, just outside of Truro, take the first exit signed to St Agnes and Blackwater. At the next mini roundabout by Chiverton's service stations, go right and follow the B3285 towards St Agnes. Go left at the mini roundabout just outside of the village into Goonvrea Road. Follow it around the Beacon until you come across a car park on the left-hand side of the road.
- **Parking:** By the side of the road before you go into the camp or ample parking once you are inside.
- **Terrain:** The road surface itself is smooth with only slight gradients. There are a variety of paths which can be accessed from the road, some are suitable for wheelchairs and scooters, but use your own discretion as some most certainly are not!

- **Distance:** Almost a mile of metalled (tarmac) surface.
- **Refreshments:** There is a café in the National Trust car park at Chapel Porth, the road to which you passed on the drive to Cameron Camp.
- **Public Toilets:** There are public toilets in the National Trust car park at Chapel Porth, which is about 2 miles to the west.
- **Ordnance Survey Map No:** W5.2235 N50.3114 (paste into Google maps)
Grid SW 70574 50686





➤ BEFORE YOU START

Cameron camp was a Second World War training camp for light anti-aircraft artillery and can be found on the North Cornish coast just west of St Agnes Head and below St Agnes Beacon.

Little remains of Cameron Camp except for the sentry box at the entrance, a few piles of rubble and some foundations, but there is an interesting video can at: www.youtube.com/watch?feature=player_embedded&v=6-iqd8OjNLE

➤ ALONG THE WALK

The main part of the route consists of a metalled access road which is open to cars. This road is a dead end and only takes you to the camp so traffic is likely to be light except in high summer. Partway down the lane you will see a height barrier and there is parking at various places before then.

Many of the footpaths on the seaward side of the road may be suitable for wheelchairs and scooters but exercise care! For the more adventurous with large scooters, some progress can be made to the East and West although it is uneven in places and a scooter designed specifically for off-road use is desirable as is some able-bodied assistance.

The path that runs from the West towards the entrance road looks passable and it is with extreme care on a suitable scooter, but it does get quite narrow and uneven in the middle and where it joins the road there is quite a substantial hump. It is recommended you check this out from the roadside before you commit yourself.



If you like being outdoors and perhaps have been a rambler in the past, but now need to use a wheelchair or mobility scooter, Cornwall Rolling Ramblers organise rambles from April – October. They find routes which are small-wheel friendly and arrange to meet for a day to enjoy the ramble together. Friends and family are welcome to join them. They do have a limited number of scooters that can be hired through Scoot-a-Long, with whom they work in partnership. If you are interested then please get in touch with Steve.

T: 01209 712194
E: steve@divingcornwall.com
www.cornwallrr.org.uk/



Ladies and gentlemen this is your captain speaking

DISCOVER has followed every step of Nathan Doidge's quest to gain his pilot's wings from when he first won his scholarship. We pay tribute to his tenacity and determination as now, three years on, he has become one of the most profoundly disabled pilots in the world. He tells DISCOVER just how tough the journey has been

I was one of only 15 applicants to be awarded a scholarship in 2009 by the charity, Flying Scholarships for Disabled People, but could hardly believe anyone would seriously teach someone with my level of disability (cerebral palsy) to fly, let alone award a scholarship to fund it!

Knowing I had a huge challenge ahead of me, but not comprehending how huge, I began my time at Lasham airfield aiming to gain my pilot's licence within the four weeks of my scholarship. My heart sank when Mike Owen, my Aerobility flying instructor, told me I would be a record-breaker if I did! Over the next few days I realised my expectations were indeed unrealistic and perhaps I should just aim to fly solo in that time-frame, as flying straight and level seemed almost impossible even with the aid of a hand-control, the aeroplane's only adaption.

Two weeks in, the course was taking its toll and on occasions I could have cried with tiredness, as no matter how many hours of circuits I did, I just couldn't get the hang of landing.

We also had to get around the problem of my speech impairment when using the radio. Thankfully, Old Sarum, near Salisbury, agreed to let me do my solo non-radio as long as it wasn't at the weekend, when the circuit would be too busy. Having passed my Air Law exam, a requirement in order to fly solo and the one everyone dreads, Mike thought me ready and sounding clear enough on the phone, so was optimistic about me using the radio. It was now the last day of my scholarship and a Saturday and I felt sick with both excitement and terror.



Nathan (centre) with Prince Faisal of Jordan (right) being presented with an award

Although my radio calls went surprisingly well, my landings were disappointing to say the least so, Mike suggested we persist one more day, even though it should have been his day off. After a much better session, Mike said if I did two more of the same standard he would finally let me do a flight on my own. Although it was what I had been longing to hear, they were the scariest words anyone had ever said to me, especially as just twenty-four hours ago my landings had been so awful.

During the first of those final two circuits, I came in to land too low forcing Mike to do it for me, so he had no choice but to postpone my solo. I was gutted not to have done it before the end of my scholarship and felt a failure despite Mike insisting I had achieved a great deal.

Finally, after a much needed break I performed my first solo flight in April 2010. It was the single most terrifying, exhilarating and confidence-building thing I have ever done. I love extreme sports and have done a 15,000ft tandem skydive, but nothing made me consider my own mortality more than being left to fly an aeroplane for the first time. Much celebrating was done in the airfield bar that night!

Of course, my confidence grew with every subsequent solo I did, especially when I realised how many people were interested in my progress and I was suddenly being named 'Britain's most disabled solo pilot.' It was also very entertaining seeing the look on the faces of unsuspecting people sat outside the airfield cafe, when they realised an able-bodied instructor wasn't with me. I still get a kick out of that today!

I was given an award by Prince Faisal of Jordan at FSDP's 2010 presentation ceremony, and then offered a seat on the aeroplane leading the Battle of Britain Memorial Flight, alongside Iron Maiden's lead vocalist, Bruce Dickinson.

With my scholarship fund long since used up, I applied to various sources for support. One to say yes was acting legend Julie Walters. With funding now secure, I carried out my first solo navigation exercise – proper flying! Away from the airfield and on my own. Having now begun to feel the pressure of knowing everyone was waiting for me to gain my licence, not least my sponsors,

surmising I would be one of the most disabled qualified pilots in the world; this experience gave me new energy to continue.

In the meantime, another pressure was the impending deadline to finish my theory exams, which I did with just weeks to spare, narrowly avoiding having to do all seven again! By this spring, the sponsorship had long been used up, but I was lucky enough for the Douglas Bader Foundation (DBF) to agree to pay, within reason, whatever it took for me to gain my licence.

My next major milestone was my first solo land-away, which meant having special procedures in place, so the amount I needed to say on the radio could be minimal. All went well, apart from having to wait while a thunderstorm passed over, as the up and down drafts can tear a light aircraft apart – a sobering thought.

Two days later, I passed the practical Navigation Skills test and with this done, all I needed to do was a solo flight of at least 100 nautical miles, landing at two different airfields before retuning, and then my general flying test. Little did Mike and I know what a challenge this would be.

After practising a route and getting to the stage where

Mike was happy for me to do it solo, one of the airfields decided they weren't comfortable with me using limited radio communication. With no such problem anywhere else this was viewed as discrimination, but we were forced to change route and land elsewhere. Again, I reached the required standard, but this time bad weather prevented me from doing it on my own.

By now, not wanting to take advantage of DBF's unwavering generosity any longer Mike, now a good friend and someone I couldn't have come this far without, went yet another extra mile and invited me to stay with him.

Luckily then, despite having to wait over a week for suitable weather, I eventually managed to get my flight done and found myself at the final hurdle: the General Flying Test. Even this proved eventful with the cap coming off one of my teeth while demonstrating a manoeuvre, which my examiner, found very funny, and then an airspeed indicator (ASI) failure meant I had no way of telling how fast I was flying. Despite this (later found to be the unheard-of problem of a bee blocking the air intake which feeds the ASI) I completed the test without further incident – something my examiner, described as exceptional under the circumstances, as he handed me, finally, my wings.



How will making more disabled people unemployed help reduce the welfare budget?

By the time DISCOVER goes to press the Remploy factory near Penzance will be closed. Remploy is a specialist employer of disabled people and has been facing financial difficulties for some time. Four of its factories are earmarked for closure this year, while others will close in 2013.

The reason why the factories are closing is because of a report called the Sayce Review, written by Liz Sayce, the Chief Executive of Disability Rights UK. It recommended that the money being spent on segregated employment at Remploy would be more effective for employment initiatives which reached more disabled people, such as the Access to Work Scheme.

The reason why the government has to spend money more effectively is because, as we have all noticed, they say they have run out of money! We are in the middle of a disastrous economic mess for many reasons including the banking catastrophe, the near collapse of the Euro and the continuing nosedive of the American economy. However, will the closure of Remploy factories in this way really help to steer us into the calmer financial waters we are all seeking? Does moving some disabled people who have jobs into unemployment really help?

The DISCOVER team feels that Remploy / the Government should be keeping our factory open as making disabled people redundant in Cornwall, in these financially uncertain times and in such an abrupt and brutal way, benefits no-one. The current Government appears to be doing very little to make disabled people, those on low incomes and people who live in rural areas, feel sympathetic towards their 'we're all in it together' cry.

Disabled People Against Cuts (DPAC) has produced a set of statements to help us see through the 'information' being put out by the government and the mainstream press. These include:

Remploy factories due for closure are unviable and too costly to run

The factories have not been running at full capacity due to mismanagement and missed opportunities. If they're not financially sustainable, then why have there been 65 bids to take over 31 Remploy sites, where all but 9 were rejected?

Each Remploy place costs about £25,000 per year

This figure is based on how much it has been costing to run the entire factory network which has been badly mismanaged. This amount is less than it will cost the State to support each worker whose job is taken away.

Money spent on Remploy factory placements could support thousands more disabled people through Access to Work

Access to Work can only support disabled people once they are in jobs, it doesn't help people find jobs. The type of support the programme can provide is being increasingly limited and not all groups of disabled people have equal access to it.

The closure of factories will lead to greater inclusion for disabled people

The inclusion of disabled people in society is at far greater risk from attacks such as the threat to inclusive education and the closure of the Independent Living Fund than by the continuation of a few thousand jobs.

The workers will be able find mainstream employment

There are no jobs for anyone in this current climate and disabled people face extra barriers to finding work. In 2011, the employment rate was 48.8% for disabled people compared to 77.5% for non-disabled people. The unemployment rate in areas where the Remploy factories are located tend to be higher than average.

Some people appear to be more equal than others and disabled people appear to be the least equal of all, yet again.



The Castaway Experience

Castaway Penzance is a musical theatre group for adults with learning difficulties, physical disabilities and autistic spectrum conditions. They believe in transforming people's lives through their own creativity within musical theatre. The group has been meeting since May 2010 on a Wednesday evening during term time. Since September 2011 further day provision has been trialled on a Monday. The day's activities have been designed to support the main theatre group but have been of great benefit in their own right, increasing confidence and providing work experience and new skills for its participants.

The day participants have initiated, organised and run fundraising events, made props for their Music Hall Extravaganza in March this year, as well as making and marketing all promotional materials for the show, not to mention learning all the words and actions needed for the performance. The unexpected result from the day provision has been the sense of ownership all the participants have for their work, plus a real team spirit and caring for others which has evolved in the group.

Castaway is an experience with an ethos of real relationships and working together, there is no network of support workers for individuals and although participants work within their capabilities, each person is encouraged by all the others to achieve their very best. The results have been startling and individuals have grown into responsible and caring people with ideas for their own and the group's progression.

A film project will start in October where the participants have to write the script, star in, film and edit their own film. The project is open to non-members and will run for ten weeks finishing in a film premiere.

The group are always looking for new members and volunteers, especially anyone who can play a piano keyboard, can dance and who has an interest in working with others. They are currently working towards the Pantomime 'Jack and the beanstalk' which

the group have written from scratch incorporating the local legend of the giant from St Michaels Mount and it promises to be a show with a difference. They hope to perform it in December and you can follow their Facebook page for details.

Please contact Maria for further information

T: 07910376668

www.facebook.com/castawaypenzance



7-9 Old Bridge Street Truro
TR1 2AQ
Tel 01872 272457
Fax 01872 272459
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Wozzon?

Human Rights Human Lives

An Introduction

A one day workshop that aims to increase awareness of good practice in order to increase the well being of people who use community based services.

FREE

Learn about

- Why Human Rights are important for all of us
- What 'Person Centred Care' looks like
- Definitions of the terms 'Vulnerable Adults' and 'Abuse'
- Roles and responsibilities in the Safeguarding Adult process
- Good practice in order to reduce risks

Dates:

10th September 2012 – Truro
3rd October 2012 – Truro
1st November 2012 – Bodmin
5th December 2012 – Redruth
17th January 2013 – Truro
24th January 2013 – Falmouth
8th February 2013 – Liskeard
19th February 2013 – Hayle
13th March 2013 – Truro
14th March 2013 – Falmouth
21st March 2013 – Pensilva

Appropriate for staff, volunteers and service users from any community based organisation that have any engagement with, provide services for, or support vulnerable adults. This includes Community Groups, Social Enterprises, Charities and Town & Parish Councils.

DON'T MISS OUT!
BOOKING IS ESSENTIAL

For booking information contact:
training@cornwallrcc.org.uk
07817 450468
www.cornwallrcc.org.uk/training

The workshop has been developed by Cornwall Council's Directorate of Adult Care & Support (DACs) Learning, Training & Development Unit and Cornwall Rural Community Council (CRCC) on behalf of the Cornwall Adult Social Care Learning Partnership.

DACS and CRCC have both achieved 'Recognised Provider' accreditation from The National Skills Academy - Social Care



Smart phones and apps



Switches and Toys

Cornwall Assistive Technology Service

(therapists and technicians working in health & education)



Communication aids



Tablet PCs and software

Invites you to 'hands on' sessions and seminars looking at equipment which can support communication and independence

Tuesday 16 October 2012

2pm – 6pm
(Drop in anytime)

Venue: HSC Mobility Ltd
Unit 16, Marsh Lane Industrial Park,
Marsh Lane, Hayle, TR27 5JR
Parking information and directions available

We welcome adults & children with communication difficulties, parents, carers, personal assistants and professionals

For further information call Alison Webb T: 07775 030426



Cornwall Assistive Technology Service
Seminar programme **October 16th 2012**

Have your say on health and social care at the LINK in Cornwall's celebration event:

Tuesday 30 October at Heartlands, Pool, 10.30am to 4pm

We will celebrate its successes from the past four years and highlight its transition to Healthwatch Cornwall from January 2013. The lively event will feature feel-good exercise demos such as yoga and Capoeira, children's games, music groups, creative workshops and health checks. LINK will be joined by a number of health and social care organisations it has worked with who will be showcasing how they can help people through a variety of hands-on sessions, and there will be a question and answer section about Healthwatch too. You will even be able to take a peek in an ambulance and with Halloween the next day there may even be a few spooky surprises! While all the fun takes place you will also have the opportunity to let LINK know about the good, or bad, experiences you have had with health and social care provision. LINK

LINK
CORNWALL

works with the public to ensure its views on health and social care are heard by those who provide them. Make a date in your diary for a fun family day out during half-term.



Cornwall Disability Research Network Conference 2012

Who is disabled?



Scheduled for 9 November, 10am – 4pm, the 9th conference of the network at Cornwall College will bring together disabled people, professionals, students and academics to hear speakers on a wide range of subjects relating to disability in the 21st Century.

The location is fully accessible with parking, lunch and fully accessible meeting rooms. The keynote speaker is Dr Theo Blackmore and workshop sessions will look at issues around race / ethnicity, different impairment types and end of life.

The event will be fully interactive, with opportunities to ask questions, put forward ideas and to challenge the thinking of other people in a supportive, friendly and welcoming environment. Places are limited, the event is free to disabled people and students but bring some money to buy your own lunch (or bring your own!) An application form will be available nearer the time so you can list any access or dietary requirements.

Together we will try to understand the world we are living in

Further information is available from Dr Deborah Phillips at Cornwall College or Dr Theo Blackmore at Disability Cornwall.

E: Deborah.phillips@cbs.ac.uk
T: 01209 617712

E: theo@disabilitycornwall.org.uk
T: 01736 756655



Studio 61 Art Exhibition

Studio 61 is a community access outreach for people with learning difficulties and a gallery / workshop situated near the cinema and next to Bustophers in Lemon Street, Truro. Everything on show is made by the people who attend and in addition to artwork from around Cornwall; you can also purchase jewellery, cards & paintings.

This summer, Studio 61 worked with art students at Wadebridge school sketching trees & flowers and painting on large canvases. The students also visited the studio to finish the paintings and because everyone involved enjoyed it so much they all intend to do it again next year.

Paintings from the project will be exhibited until 19 October and Studio 61 is open from Monday to Friday 10am - 3pm.



Access HfC

Just a few of our upcoming assisted shows...

Radio Times – The Musical

Starring Gary Wilmot & Sara Crowe

SIGNED: Thur 15 Nov, 7.30pm

TOUCH TOUR: Sat 17 Nov, 1pm

AUDIO DESCRIBED: Sat 15 Nov, 2.30pm



Aladdin

Family pantomime

SIGNED: Thur 20 Dec, 7pm & Sat 5 Jan, 2pm

TOUCH TOUR: Sat 22 Dec, 12.30pm

AUDIO DESCRIBED: Sat 5 Jan, 2pm

LOUD PERFORMANCE: 3 Jan, 2pm



Rambert Dance Company

Labyrinth of Love Tour 2013

SIGNED: Tue 5 Feb 2013, 7.30pm



Penwith Community Development Trust

Skills Centre: Supporting your personal development



Why not try our new course?

Get Creative



WHAT: A free course for people who are on benefits and looking for work

Day: Mondays

Time: 10.30am to 2.30pm

Dates: October 1, 15 & 29 and November 5, 12, & 26 and December 3 & Wednesday 5

WHERE: The Penwith Centre

To find out more or to book a place call 01736 332772

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- and to manage feelings
- gain self-esteem and confidence
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- gain a qualification

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✉ skills@pcdt.org.uk
🌐 www.pcdt.org



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Parade Street
Penzance TR18 4BU

HfC
Hall for Cornwall

Box Office 01872 262466
www.hallforcornwall.co.uk

Hall for Cornwall, Lemon Quay, Truro, TR1 2LL

The Hall for Cornwall Trust is a charity promoting the arts & education

Sudoku

5				4	2			
2					3	1		
		3		1			4	
7	4							
		1	7	9		5		
					1		2	7
	6			5		4		
		5	3					8
1			9	8		2		6

Crossword

1		2		3			4		5		6
7					8		9				
10				11							
12		13			14						15
16				17			18				
19										20	
21					22						

Across

- 7. Pays no attention to (7)
- 9. Walk at a gentle pace (5)
- 10. Single item (3)
- 11. Reptile (9)
- 12. Period of darkness (5)
- 14. Fruit (7)
- 16. Form of mathematics (7)
- 18. Drive (5)
- 19. Public declaration of government intentions (9)
- 20. Edge (3)
- 21. Eddy (5)
- 22. Passes by (time) (7)

Down

- 1. Unable to sleep (8)
- 2. Giant (4)
- 3. Pour out (6)
- 4. Animal (6)
- 5. It stands in the way (8)
- 6. Drink (4)
- 8. State capital of Florida (11)
- 13. Huge (8)
- 15. An Italian dessert (8)
- 17. Bewilder (6)
- 18. Advertisers saying (6)
- 19. Thin fog (4)
- 20. Flower (4)

A comic strip



Centre stage



Its gotta be love



We are family



Its all about me



Ladder Puzzle

By changing just one letter each time you can change PRUNE into PEARS. Can you find the missing words by using the clues to help you?

PRUNE	
	Having a tendency
	Communication device
	Glowed
	Push
	Trim Down
	Disgrace
	Pretences
	Creases
	Sides
	Rips
PEARS	

Answers to the Sudoku, Crossword and Ladder Puzzle are on page 83

Competition time

How many words of three or more letters which appear in the Oxford English Dictionary can you find in the word DISCOVER?

Email your answers to admin@disabilitycornwall.org.uk or post them to: Discover 15 competition Disability Cornwall, Units 1G/H Guildford Rd Industrial Estate, Guildford Road, Hayle TR27 4QZ

The winner is the entry with the most correct answers and will win a £20 M&S voucher. If there is a tie, a draw will be made to select the winning entry. The closing date is 30 November 2012. Good luck!

Time for a laugh

We've all probably wished at one time or another we were a little cleverer, but here are a few responses to quiz show questions which will not only make you chuckle, but reassure you your little grey cells may not be as little as you might think!

James O'Brien Show (LBC)

James O'Brien: How many kings of England have been called Henry?

Contestant: Er, well, I know there was a Henry the Eighth. Er... Three?

BBC Norfolk

Stewart White: Who had a worldwide hit with What A Wonderful World?

Contestant: I don't know.

Stewart White: I'll give you some clues: what do you call the part between your hand and your elbow?

Contestant: Arm.

Stewart White: Correct, and if you're not weak, you're...?

Contestant: Strong.

Stewart White: Correct, and what was Lord Mountbatten's first name?

Contestant: Louis.

Stewart White: Well, there we are then. So who had a worldwide hit with the song What A Wonderful World?

Contestant: Frank Sinatra?

The Weakest Link (BBC2)

Anne Robinson: Oscar Wilde, Adolf Hitler and Jeffrey Archer have all written books about their experiences in what: - Prison, or the Conservative Party?

Contestant: The Conservative Party.

University Challenge

Bamber

Gascoyne: What was Gandhi's first name?

Contestant: Goosey?

Beg, Borrow Or Steal (BBC2)

Jamie Theakston: Where do you think Cambridge University is?

Contestant: Geography isn't my strong point.

Jamie Theakston: There's a clue in the title.

Contestant: Leicester.

Chris Searle Show (BBC Radio Bristol)

Chris Searle: In which European country is Mount Etna?

Caller: Japan.

Chris Searle: I did say which European country, so in case you didn't hear that, I can let you try again.

Caller: Er... Mexico?

Daryl Denham's Drive Time (Virgin Radio)

Daryl Denham: In which country would you spend shekels?

Contestant: Holland?

Daryl Denham: Try the next letter of the alphabet.

Contestant: Iceland? Ireland?

Daryl Denham: (helpfully) It's a bad line. Did you say Israel?

Contestant: No.

Phil Wood Show (BBC GMR)

Phil Wood: What 'K' could be described as the Islamic Bible?

Contestant: Er...

Phil Wood: It's got two syllables. Kor...

Contestant: Blimey?

Phil Wood: Ha ha ha, no. The past participle of run...

Contestant: (Silence)

Phil Wood: OK, try it another way. Today I run, yesterday I ...

Contestant: Walked?



Multi tasking



Pillow talk



Yep you've definitely grown Tibbs



Sorry Rex but I think I need a toothpick mate

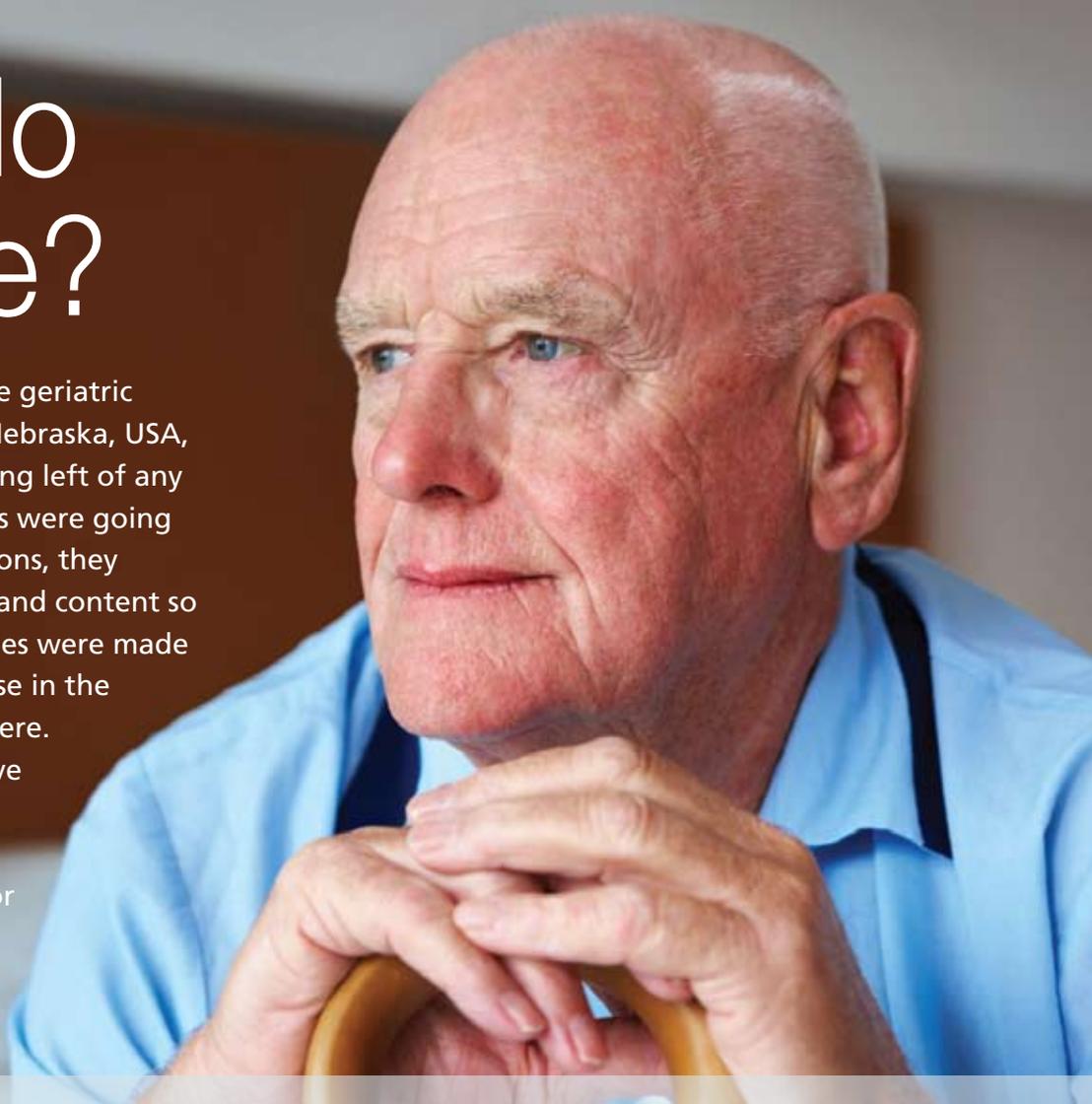


Mum, can my friends come in?



What do you see?

When an old man died in the geriatric ward of a nursing home in Nebraska, USA, it was believed he had nothing left of any value. Later, when the nurses were going through his meagre possessions, they found this poem. Its quality and content so impressed the staff that copies were made and distributed to every nurse in the hospital and it grew from there. Mr Keith A. Wells Sr may have had few possessions of little value, but what does that matter? He is now the author of a poem winging its way around the internet and across the world



What do you see nurses what do you see?
What are you thinking when you're looking at me?
A crabby old man, not very wise
Uncertain of habit with faraway eyes?

Who dribbles his food and makes no reply,
When you say in a loud voice 'I do wish you'd try!'
Who seems not to notice the things that you do
And forever is losing a sock or shoe?

Who, resisting or not, lets you do as you will,
With bathing and feeding the long day to fill.
Is that what you're thinking, is that what you see?
Then open your eyes nurse, you're not looking at me.

I'll tell you who I am as I sit here so still,
As I do at your bidding as I eat at your will.
I'm a small child of ten, with a father and mother,
Brothers and sisters who love one another.

A young boy of sixteen with wings on his feet,
Dreaming that soon now a lover he'll meet.
A groom soon at twenty my heart gives a leap.
Remembering the vows I promised to keep.

At twenty five now, I have young of my own.
Who need me to guide and a secure happy home.

A man of thirty, my young now grown fast,
Bound to each other with ties that should last.

At forty, my young sons have grown and are gone,
But my woman's beside me to see I don't mourn.
At fifty, once more, babies play round my knee,
Again, we know children my loved one and me.

Dark days are upon me my wife is now dead.
I look at the future and shudder with dread.
For my young are all rearing young of their own.
And I think of the years and the love that I've known.

I'm now an old man and nature is cruel.
Tis jest to make old age look like a fool.
The body, it crumbles, grace and vigor, depart.
There is now a stone where I once had a heart.

But inside this old carcass a young guy still dwells,
And now and again my battered heart swells.
I remember the joys. I remember the pain.
And I'm loving and living life over again.

I think of the years, all too few, gone too fast.
And accept the stark fact that nothing can last.
So open your eyes people, open and see.
Not a crabby old man. Look closer, see ME!!

By Mr Keith A. Wells Sr.

Know your energy rights

On the 1 April last year a new energy supplier funded scheme replaced social tariffs and voluntary arrangements previously offered by energy suppliers. Not everyone knows what they may be entitled to, so make sure you are not one of them

The Warm Home Discount (WHD) will provide approximately £1.13 billion in direct and indirect financial support to vulnerable energy consumers. The scheme separates eligible households into groups – Core and the Broader groups.

Support under the Core group is targeted at older, poorer pensioner households who will automatically receive the discount on their energy bill without having to take any action. They will receive a letter, if they haven't already, from the Government to this effect. If a consumer meets the qualifying criteria but doesn't receive this letter the supplier should be contacted or consumers can contact the specialised WHD contact centre.

T: 0845 6039439


Warm me up!

Consumers who feel they may qualify for the WHD under their supplier's Broader group should submit an application directly to their supplier. Under the scheme suppliers have the discretion to decide which households fall under this group criteria and each company has its own set of qualifying conditions.

The following suppliers are members of the Warm Home Discount scheme and will offer support to consumers in both groups:

- British Gas / Scottish Gas / Sainsbury's Energy
- EDF Energy
- E.ON Energy

- Npower
- Scottish and Southern Energy (SSE) / Atlantic / Scottish Hydro / Southern Electric / SWALEC / Ebico (EquiPower and EquiDual) / M&S Energy
- Scottish Power

Utility Warehouse will only offer support to customers in the 'Core' group. If your supplier is not mentioned in the list above it is worth contacting them to see if they will be signing up to the scheme in the future and to also see what other support and help they can provide.

Other support can be found in the form of Cornish award winning social enterprise, Community Energy Plus. Energy Caseworkers support clients experiencing difficulties with their energy costs or suppliers or who need help in managing their heating and electricity accounts.

One of the Energy Caseworkers, Amy Rice, explained how a number of cases have arisen where people wanted to remove or replace meters and the utility companies wanted to charge for the changes they would have to make to the meters.

Amy said: "These cases have raised issues more people should be aware of and hopefully with a little information we can all put ourselves in a better position to understand our rights and what we can reasonably expect our utility suppliers to do when asked."

Other situations that have arisen concern older customers being contacted late in the evening to try to be persuaded to switch suppliers and Amy advises not to feel pressured into making a quick decision. "Never agree to switch suppliers, unless you are happy with the information and customer service you have received."

Contact Community Energy Plus if you are at all worried about your energy bills.

T: 0800 9541956
E: advice@cep.org.uk



**COMMUNITY
ENERGY PLUS**

Hi-tech UltraCane puts blind and partially sighted people streets ahead



The UltraCane is a sophisticated, electronic mobility aid which can give blind and visually impaired people the protection and safety they need to walk around with confidence.

The award winning invention incorporates sensitive obstacle detection sensors. It works by giving users ample warning of obstacles ahead of them, both in their path and at head height, thus allowing the user to safely avoid the obstruction.

The handle is a handset fitted with transmitters and sensors with two vibrating tactile buttons at the top. They start to vibrate as soon as the user approaches an obstacle, increasing in intensity the closer they get to it. The user can find a safe way around the obstacle by feeling for no vibration either left or right of the object

or a very slight vibration as they continue to walk forward and around it.

The UltraCane was developed by mimicking the echolocation of bats which use wide ranging ultrasound to build a 'spatial map' of their surroundings, allowing them to effectively, 'see' in the dark.

The device works on two normal AA batteries and an audible tone warns the user when batteries are running low. Developed by Sound Foresight Technology and priced at £635.00 + delivery of £9.56 in the UK, with monthly payment terms available for individuals.

Contact Julie Davis for further information.

T: 1423 359711
www.ultracane.com

CHANGING PLACES IN CORNWALL

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in partnership with

Adult Care & Support and Environment Services

&

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one and all
CORNWALL COUNCIL

Hate crimes against disabled people soar to a record level

'Anti-scrounger' rhetoric blamed for doubling of offences since 2008 financial crisis

With thanks to The Independent

Please be aware you may find this article distressing

The number of disability hate crimes reported to the police has reached a record high, sparking concerns the Coalition's 'anti-scrounger' rhetoric is fuelling hostility. A total of 1,942 disability hate crimes were recorded by police forces in England, Wales and Northern Ireland last year. That figure, based on Freedom of Information responses supplied by 43 of 44 forces, represents a 14% rise on 2010 and Disability hate crime has doubled since the start of the financial crisis in 2008. Despite the rise, the number of people convicted for the crimes actually fell last year with only 523 people found guilty in 2011. It suggests that barely one in four reported crimes leads to a conviction – a ratio that got worse last year.

While the Association of Chief Police Officers says the rise in cases can be explained in part by efforts to encourage more victims to come forward, many disability groups fear the figures reflect society's growing antipathy towards the disabled community.

"There are historical parallels," warns Katharine Quarmby, author of 'Scapegoat: Why We Are Failing Disabled People,' who has grown alarmed by the levels of 'benefit scrounger' abuse aimed at disabled people. "If you have a group blamed for the economic downturn, terrible things can happen to them."

Last year the Glasgow Media Trust found the public believed between 50 and 70% of people receiving disability benefits were fraudulent when the actual number is likely to be between 1 and 2%. The same report found there has been a tripling in the use of words such as 'scrounger' and 'cheat' in tabloid stories on disability in the past five years.

"Iain Duncan Smith (Work & Pensions Secretary) is saying 'We're going to push through these benefit reforms' and hinting strongly that lots of people on disability benefits are scroungers," Quarmby says. "That kind of rhetoric leads to disability hate crime on the streets."

Disability charities receive a constant flow of reports about incidents never reported to police from families who have been forced out of their homes by relentless targeting, to disabled teenagers who avoid groups of strangers for fear of what might be said to them.

Jo Davies from Mencap said: "If someone with a learning disability is on a witness stand being pressed for certain details, they may end up being confused by the cross-examination and then different elements of the case can fall apart."

Mencap calls for more support for disabled witnesses, such as better pre-trial preparation and more opportunities to give evidence via video link.

Since the attack I think to myself all the time, why me?

In March 2011, four people were sent to prison for a total of 27 years after attacking Louise Hewitt. It was one of the most brutal cases of disability hate crime ever to come to court. Here she tells her story.

"When I was eight my mum gave me up to foster care. I had an assessment a few years later which said 'you have moderate learning difficulties'. After 10 years with my foster family, I went to a special boarding college then into supported housing. I eventually moved to Torquay, which is where the attack happened.

I visited a friend one day and there were homeless people there, one of whom was called Karl. They told me they didn't have anywhere to live, so I let them stay in my house share for £50 a fortnight.

One afternoon we all had a drink at the house of a woman called Maryanne



had been going out with Karl. He asked me if she was cheating on him. I said yes. I was telling the truth, but she denied it. Both of them kept shouting at me 'you're lying, you're lying'. Everyone was egging on everyone else to throw in the first punch. Then Maryanne lunged at me, got her stiletto and hit me in the face. I tried to get away but they wouldn't let me. They kept punching and kicking me.

Then I was frog-marched to a house next door where I was held hostage. They locked the doors and shut all the curtains. Karl was standing near the door giving orders of what to do to me. I can still see myself sat in that room. I was beaten with saucepans and plates. They dumped a big plant pot over my head. They broke my nose. They cut me with a kitchen knife behind my ear and on my arm. One of them tried to strangle me.

When the case eventually came to court, I went along for the verdict. All I heard was each person's name and the years they got each and I thought, 'Yes, I've won this one'.

Since the attack, I think to myself all the time 'why me? I don't like meeting new people now. I feel uncomfortable and have nightmares.

How is Cornwall tackling disability hate crime?

The Cornwall Community Safety Partnership works across the county to tackle crime, disorder and substance use with the aim of creating safer communities. Concerns about disability hate crime have been raised by the Safeguarding Adults Board and as a consequence The Partnership agreed to undertake some research. This confirmed that reports of hate crime to the police in Cornwall are rare and the lack of hard data on this issue makes it difficult to understand or evaluate the true scope and extent of hate crime in Cornwall.

To respond to this, The Partnership has formed a sub group tasked with developing and implementing a strategy to raise awareness about hate crime and increase reporting. The long term aim is to establish avenues to enable individuals and organisations to report and record crime and increase the number of incidents reported to the police. Members of this group include Devon & Cornwall Police, the Council for Race Equality, Disability Cornwall and Victim Support.

In support of this agenda, some of the partner organisations are working alongside Cornwall Council's Directorate of Adult Care & Support to develop and promote a campaign within Cornwall to sensitise communities to hate crime and empower individuals to report hate crime incidents.



TrewCare
Nurse & Domicillary Care Agency

Telephone: 01326 375949

TrewCare House, Tregonigge Industrial Estate, Falmouth, Cornwall TR11 4SN
Email: enquiries@trewcare.co.uk www.trewcare.co.uk

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Keep flu at bay, get the jab

Fewer people were exposed to the risks of flu during the winter of 2011/12 as more people sought immunisation. The highest vaccine uptake rate for three years combined with low levels of flu naturally

circulating across mainland Europe and the UK meant Cornwall and the Isles of Scilly saw one of its quietest flu seasons for several years.

Felicity Owen, director of Public Health for Cornwall and Isles of Scilly, said: "Surgeries will again start offering the vaccine from late September and we hope we can maintain, if not improve the strong take-up rates we saw this year."

The local Guess Flu campaign targeted 122,000 people over 65 years of age for the free flu vaccine across Cornwall and the Isles of Scilly from autumn 2011. 72.5% took up the offer, a 2.5% increase from the previous year, while 51.8% of those under 65 in the 'at risk' groups also came forward in larger numbers.

Encouraging pregnant women to have the vaccine proved much harder with just one-in-three of the 1,700 women eligible deciding to have it, down around 12%. Frontline healthcare workers came forward in greater numbers however, helping to limit its spread in care settings. Contact your GP to find out more.

Cornwall Partnership **NHS**
NHS Foundation Trust

Memory services best in the west

A peer assessment led by the Royal College of Psychiatrists has rated memory services in south east Cornwall as 'excellent', the first in Cornwall and the second in the South West to receive the highest accreditation under the Memory Services National Accreditation Programme.

Run by Cornwall Partnership NHS Foundation Trust, memory services are often the first point of contact for people who are worried about their memory or who think they may be developing dementia. Memory assessments and early diagnosis of dementia often mean people can be supported to stay at home and may never need to be admitted to a nursing home or hospital.

Julie Anderson, Manager of the Community Dementia Team said: "To help people stay independent, all our clients are offered cognitive stimulation therapy, which involves taking part in activities and exercises designed to improve memory, problem-solving skills and language ability."

Since the Caradon Memory Service was set up in 2005, almost 1,000 patients have received a memory assessment and given excellent feedback.

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Phone: 01326 315815 **Disabled access**
Maritime House, Discovery Quay, FALMOUTH,
TR11 3XA

Let's ask the MPs

A recent report by the Joseph Rowntree Foundation demonstrated that living in a rural area costs on average £4,000 more per annum than an urban area. Many disabled people have the lowest incomes of everyone and the greatest costs for daily living, so how can they ever escape the poverty trap?

Labour



Jude Robinson
Cornwall Councillor
Camborne North

The best route out of poverty is work but employers can be prejudiced against disabled people and although there are laws in place, this should be tackled with more energy.

The council could provide targeted support, such as community transport, discounts on taxi fares and befriending networks. New technology makes communication faster and easier, so why do we tolerate rural isolation and why are disabled people not given more opportunity to work from home? We could do so much more to give everyone who needs it access to the internet, social networks and support. Not everyone can work, but these measures would not only help those who can work, but give support to those who can't so they are able to play a fuller role in society.

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Alison Seabeck MP
Plymouth Moor View

It really is important to extend and secure social mobility to people with disabilities in rural communities. I am

regularly raising this issue with local bus companies to promote better services for disabled people, like the 'talking buses' scheme or access for mobility scooters. What worries me is we are seeing a reduction in rural public transport as a result of funding cuts. The problem is of course bigger than mobility and social exclusion, but I believe they are strong contributing factors to those costs.

I often have disabled constituents who don't know what help is out there. Energy and water companies need to better promote their social tariffs and local authorities and health services should work to ensure disabled people have access to the information, assistance and financial help that's available.

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Conservative



George Eustice MP
Camborne & Redruth

The Government needs to recognise that living in rural areas comes with a higher than average cost of living. I have prioritised economic regeneration in my own constituency.

With regards to disabled people, the Government's focus on personalising payments so we dispense with the broken 'tick-box' system we inherited, can target all support based on individual need and, importantly, on individual preference.

I recognise the enormity of the task of introducing this system, and as Chairman of the Conservative Disability Group have organised a parliamentary event for all Council Adult Services Portfolio Holders to meet with the Minister for Disabled People, Maria Miller MP, to discuss the introduction of Personal Budgets. I'm convinced by allocating the welfare budget based on individual need, disabled people will have the support they need to live as independent a life as possible.

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Sheryl Murray MP
South East Cornwall

I'm concerned about living costs in rural areas which is why I have joined the influential 301 rural policy group. The car is not just a luxury for many people in rural areas, it's a necessity,

especially for those with disabilities. There is no doubt that changes in taxation and legislation which relate to cars hit the person living in rural areas harder than those in the city who frequently have a transport choice. That is why I'm pleased we are not immediately increasing the cost of petrol which would have been 10p a litre more under Labour proposals. People with disabilities sometimes have more specialist needs and these can often be difficult to supply in rural areas. I will make sure these issues are taken forward as part of the 301 policy group.

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Sarah Newton MP
Truro & Falmouth

It's important the extra costs of living in a rural area are recognised, along with the particular costs this imposes upon disabled residents.

I am working hard to ensure local people have the help they need and feel the Government is doing what it can to enable this. Their support for motorists, who always pay more in rural areas for fuel, will save the average car driver £159 between 2011 and 2013.

When combined with the continued Council Tax freeze, increases in personal tax allowances (the amount of income people receive without being taxed) and the low interest rates which are keeping mortgage rates down, the delivery of affordable fuel prices will give a real boost to household budgets. The up-rating of disability benefits by 5.2% this year will help ensure disabled people feel the full impact of this support.

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Liberal Democrat



Andrew George MP
St Ives

The Conservative side of the Coalition Government's proposals for regional pay for public sector workers would make matters worse. If the Government claims 'we're all in this

together' and 'those with the broadest shoulders will bear the greatest burden' and 'the vulnerable will be protected' then they need to implement more policies to ensure this is the case. Liberal Democrats have successfully pushed an increase in the threshold before tax is paid, taking hundreds of thousands of the lowest paid out of tax altogether. A cut in fuel

tax and rolling out of the 5p per litre rural transport fuel discount, with the Isles of Scilly pilot is a helpful, but small step, in the right direction. Tax cuts for the rich and benefit cuts for the poor is not the way to fulfil the 'all in it together' claim.

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Stephen Gilbert MP
St Austell & Newquay

It's more important than ever before the Government and Local Authorities help those who are struggling more than most. Those in our community who have a disability are in a particularly important category of need.

Since the election, the Coalition Government has devolved many decisions about community spending priorities to local councils (rather than ring-fencing different pots of money nationally), this is exactly so that individual councils can factor in variability's about their community, including consideration of the urban/ rural divide and ensure local people in vulnerable groups receive the targeted and meaningful support they need.

I will continue to lobby to ensure the right choices are made about spending public money in Cornwall. I hope with more targeted local decisions, those living with a disability will benefit the most.

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Dan Rogerson MP
North Cornwall

We need to ensure progress is made to adapt buses to help people get out more easily. I'm glad the Coalition Government has listened and cut tax on fuel, making it easier for motorists, but also with the price of buses and taxis too.

I am keen on bringing healthcare services closer to people, with a greater emphasis on providing services in doctor's surgeries, community hospitals and 'telehealth' services in people's homes, to stop the need for people to travel to Truro, Barnstaple or Plymouth.

Work is also key and we need to ensure effective programmes are developed to help people who can work to find a suitable job. More generally, I would like to see more action taken to stimulate the rural economy in Cornwall and will bring forward ideas about how this might be achieved.

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Funding for Cornish disability organisations



Photo courtesy of The Echo Centre and with thanks to Clare Milne

Clare Milne at the launch of the Echo Centre wheelyboat at Siblyback Lake

The Clare Milne Trust was established in 2002 by Clare herself with funds derived from her grandfather, A A Milne, the creator of world famous bear Winnie the Pooh. Clare has cerebral palsy and has experienced the benefits to be derived from well run hands-on charities. The aim of the Clare Milne Trust is to help smaller effective charities who have good volunteer support and work for disabled people in, or close to, Devon and Cornwall.

Some money from The Clare Milne Trust is now regularly available in Cornwall and administered by the Cornwall Community Foundation (CCF). The fund supports small well run disability projects in Cornwall, especially for adults, with strong support from

volunteers. The average grant is £500.00 with a maximum of £1,000. For any grants over £1,000, contact should be made direct to the Clare Milne Trust (www.claremilnetrust.com).

If your organisation feels it may be eligible, then simply send a letter to CCF explaining the aims of your organisation, the project you request funding towards and how much funding you request. There are no deadlines or panel dates set for this fund, once your request is received it will be processed as soon as possible. Further details are available from CCF.

T: 01566 779333
www.cornwallfoundation.com



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Contact details
T: 01726 812452
E: jo.lovatt@midcornwallhub.co.uk
www.midcornwallhub.co.uk



Disabled people make a massive contribution to the economy

Disabled people are sometimes seen as a 'drain' on public resources. We are often portrayed in the media as 'scroungers', as adding nothing to the economy while we claim our benefits, stay at home, or 'festering' as Iain Duncan Smith said in May this year. It's possible to track this view of impairment and disabled people right back in time, including to the Nazi eugenics movement, where disabled people were labelled as the 'Useless Eaters', leading to the extermination of between 200,000 – 250,000 disabled people killed in the concentration camps.

It's time to reframe this debate. There is already much work around Human Rights legislation and the need to treat everyone as equal. This work goes some way towards recognising us as equal citizens, entitled to the same things as everyone else – a place to live, a family life, work, income, etc. However there is very little work in relation to disabled people and the money associated with disability and impairment.

At a national level the Disability Industry (e.g. national charities) generate hundreds of millions of pounds, from a range of sources including public funding, fundraising and independent grant sources. For example, Scope has an annual income of about £100m and Mencap earned over £190m in the last year. This money is spent on a range of social inclusion projects for disabled people across the country at national, regional and local levels.

On a regional and local level there are many hundreds of Disabled People's User Led Organisations, also generating income from various sources including national and local government, independent grants and fundraising. This money is spent on a range of projects, many of which employ disabled people, and take on disabled people as volunteers.

At a local level there is a range of resources from Health and Social Care spending. This money is directed at the individual and services and employs many thousands of people such as nurses and social workers.

At an individual level, disabled people can receive a



With thanks to Sid Baility

range of benefits and other financial assistance, including Local Authority personal budgets and become employers themselves, employing many non-disabled people as personal assistants.

All these factors position disabled people as the controllers of many billions of pounds. Some of this money is controlled by the individual for a range of functions, or by services which generate and produce money which is then spent in the local economy and creates jobs. These include local businesses such as equipment providers and care services, local authorities with services to increase inclusion for disabled people, medical provision with its extensive a range of services targeted at disabled people including rehabilitation and medical intervention and micro-businesses, such as disabled people ourselves employing personal assistants.

In short, the amount of money we're talking about is huge and without this money, whole sectors of the economy and entire professions would not even exist. It would be a relatively easy task to quantify this money and therefore demonstrate the considerable and valuable contribution disability and disabled people make to the UK economy.

Far from being a drain on resources, disability and disabled people provide work for many others and keep significant parts of the economy flowing. Looking at it in this way we can start to reframe the debate as it shows disability and disabled people as making a considerable and positive contribution to the economy, to the skills and qualifications people hold within the community and to the notion of Society of which we are all a part.

At last a conference to discuss how the media portray disabled people



Dave Lupton, aka Crippen

This Summer Dave Lupton, aka Crippen, DISCOVER's favourite disabled cartoonist, was invited to participate in a conference designed to look at how the mainstream media represents disabled people. An audience of over 150 were treated to an afternoon of debate from some key disabled professionals within the world of arts, sports and media. Organised by SHAPE and Disability Arts on Line (DAO) the debate was based upon the idea there is change happening and disabled people are leading it.

One of the guest speakers was disabled activist Suzanne Bull who has been championing access to musical events for many years. She shared some memories of her

earlier confrontations with editors of the then all powerful musical press. Many articles at the time were written portraying disabled people in a bad light, often using terms like 'spastic' or 'mong'. Suzanne felt things have changed for the better, but there was still some way to go before the music industry was fully accessible to all.

Crippen spoke to former Paralympian Kristina Veasey who responded to a question about why disabled athletes involved in the games were never seen at various disabled people's protests, such as the recent anti-cuts demonstrations. She explained how all Paralympians have to sign a contract specifically prohibiting them from taking part in any political protest during the duration of the games. If they did protest, against ATOS for example, they would sacrifice years of training and have to return any medals they had won!

Some Paralympians find ways around the system. Kristina told Crippen: "That was why, as a retired Paralympian, I became Amnesty International's Paralympic ambassador during the Beijing games, so I could give voice to protest."



A debate between University lecturer Mike Shamash and self-confessed 'bad' media person, Will Self, discussed identity politics and how disability is represented, on television in particular.

As Colin Hambrook, Editor of DAO commented after the event: "No matter how much we um and ah over wanting to see our lives presented back to us through the arts and media 'difference' will always have a symbolic function."

Will Self commented: "The problem with the media is television will always have an enormous capacity to masquerade as being sympathetic when in reality it's being voyeuristic. It will dress one thing up as something else as long as the editor is delivering what the public want."

He went on to talk about the 'unhelpfulness' of Disability Sport; not that anything is intrinsically wrong with Disability Sport men and women, but how it fudges everything when it comes to identity. A celebrity like Tanni Grey Thompson for example, within the context of a media appearance, is not a disabled person but an

elite athlete. Will added how this kind of representation of disabled people influences whether we belong to the suburb of "good people with impairments" who are seen as 'normal', or the "bad ghetto of disabled people" who are seen as 'freaks'.

Colin Hambrook suggests disabled people have to own up to the fact our striving for integration at any cost has led to this sense that you are either 'normal' or a 'freak' and said, "Perhaps in focusing on the idea of integration we've created a template for exposing complexity, but obscuring the bigger picture. Somewhere along the line the media and the tabloids in particular have interpreted a message that a vast majority of us are faking it, especially when asking for access needs or basic living costs to be met."

He concluded: "If we are 'normal' then we are not entitled to the 'perks'. In the current climate many of us who simply struggle daily because of impairment, as well as individuals in need of 24hr care, sometimes just weeks away from dying, are being declared fit for work and that's the reality."



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Merlin MS Centre is a centre of excellence in Cornwall providing a range of expert care, support and therapies for those living with Multiple Sclerosis and other neurological conditions; and for their families and their carers.



**Merlin
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Bradbury House, Hewas Water, St.Austell, PL26 7JF 01726 885530

www.merlinmscentre.org.uk



Chronicles of the Pengelly Belly



Nicola Pengelly at home in her herb garden

Wow! What an amazing sporting year we have had so far, it makes me proud to be British! I have been glued to the television watching the Tour de France, the Olympics and the Paralympics and it's been truly humbling watching these men and women push themselves to the limit to be the best of the best. It really got me thinking about nutrition and how important it is to make sure we fuel our bodies correctly to get the best out of ourselves. I mean, you don't want to go putting unleaded petrol into a diesel car!

Mini Carrot Cake Buns



A healthy diet, at the end of the day, is all about balance. It is also about being active in whichever way you can and getting enjoyment out of it. With balance achieved, it doesn't mean you can't have your cake and eat it, it's just better if it's a healthy cake!

I make these mini Carrot Cake Buns quite often. By making buns instead of a large cake you control your portion size, have some of your 'five a day' and incorporate it into your balanced diet as a treat.

Pre heat the oven to 160°C / Gas Mark 3. For this recipe, you will need two deep bun tins and bun cases.

Ingredients (Makes 16 buns)

- 2 medium carrots, peeled and grated
- 75g chopped walnuts or pecans
- 75g sultanas
- 155g soft brown sugar
- 2 tsp honey
- 155g butter, melted
- 3 eggs, beaten
- 1½ tsp bicarbonate of soda
- 125g wholemeal flour
- 90g plain flour
- ¼ tsp cinnamon

For the butter cream

- 125g butter, unsalted & softened
- 250g icing sugar, sifted
- 1 tbsp milk
- 1 lemon, juice & zest

Method

1. In a large bowl, add the carrot, sugar, honey, melted butter, walnuts and sultanas and mix together.
2. Add the beaten eggs and stir to combine the mixture.
3. Add the flour, bicarbonate of soda and cinnamon and stir to combine.
4. Spoon 1 heaped tbsp of the mixture into each of the bun cases and bake in the oven for 14 -16 minutes or until lightly golden on top. Once cooked, allowed to cool in the bun tins for 10 minutes.
5. Top the cakes with a lemon butter cream, by creaming the butter and icing sugar together in a large bowl for 5 minutes until pale in colour. Add the milk and continue to beat. Add the lemon juice and zest and beat until combined.
6. Spread the butter cream on the cakes and decorate with a walnut or pecan.



Coast Coffee Bar & Bistro

By George & Ann Le Hunte

Coast Coffee Bar & Bistro is owned by Sian Legge who was born and lives in the Lizard. We visited when Disability Cornwall's photographer Geoff Squibb was there, launching his fantastic photo book 'Kilcobben Rose', charting the history and rebuild of the Lizard lifeboat station.

Sian told us: "I love catering and hospitality and opened Coast five years ago and haven't looked back." Sian and her staff offer a great welcome and serve delicious home made food, made by themselves with cakes provided by ladies who live locally.

It's open from 9.30am to 5.30pm throughout the year, except January, and serves breakfast, lunch and tea with seating for 25 inside plus more outside and has an accessible toilet. The Coast cooked breakfast costs £6.90 and includes all the favourite ingredients for a full English breakfast, or you can make up your own



from the menu. You may prefer the egg, bacon & sausage or combination rolls from £3.70. To drink, choose from many varieties of Fair Trade organic coffee, tea and cold drinks.

For lunch or tea you can have freshly prepared sandwiches, toasted

if you want, from £4.50, all served with a salad garnish and on brown or white bread, with fillings including homemade coleslaw, cheddar cheese and mixed leaf salad, tuna mayonnaise and the Coast BLT. Panini's start from £6.20 with a similar variety of fillings. Jacket potatoes cost from £4.20 and are all served with butter, a filling, salad garnish and homemade coleslaw.

Freshly prepared salads start at £6.70 with many different dishes including tuna, warm roasted vegetables & goats cheese, freshly grilled chicken breast, ploughman's & huntsman's lunch. Burgers range from £7 and are sourced from local butcher, Retallick's. They can be topped with bacon and melted cheese and served in a bun with a mixed leaf salad and homemade coleslaw.

There is a separate children's menu with sandwiches, children's Coast burgers and light bites all at lower prices from £3 - 4.

Of course you can have the traditional Cornish cream tea of two scones served with strawberry jam, clotted cream and a pot of tea for one at £5.20, plus a great selection of homemade cakes

We enjoyed our toasted sandwiches and home made cakes while chatting with Sian, Geoff and other locals. It was a great visit and a great lunch.

Situated at the start of the road to Lizard Point, Coast Coffee Bar & Bistro is a great place before or after your walk to Lizard Point. This easy access route was described in Issue 13 of DISCOVER. You can view it online at www.disabilitycornwall.org.uk

Coast Coffee Bar & Bistro
The Lizard
Helston TR12 7NJ
T: 01326 290400



Simon helping Abijoes to fly high



We were delighted to feature one of Simon Devatta's photos in the last edition of DISCOVER. Simon is 32 years old and lives in West Cornwall.

Simon originally took up photography as a hobby about five years ago, but it has grown to become his passion. Inspired by the natural world, he told DISCOVER: "I think the landscape and wildlife we have in Cornwall is very special and it's important to protect it."

Simon supports Abijoes, the non-profit organisation who are raising funds for a new bird sanctuary in Hayle, to enable disabled people to work in the rescue and rehabilitation of wild and domestic birds. A range of cards, including the images below are available to purchase, with over 50% of the profits going towards their cause. There are 26 designs in total which be purchased from the Abijoes website.

www.abijoes.co.uk



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Supporting people living with HIV in Cornwall with a range of specialized services, and providing respite, retreat and bed and breakfast opportunities nationally.



Sandy providing one-to-one computer tuition

Sandy's Solutions

This year, thanks to Outset Cornwall and their business start up course, Sandy's Solutions came into being and provides computer tuition in people's homes. Sandy, who specialises working one-to-one with mature and disabled people, can assist with email, internet banking & shopping, family research, word processing and keeping computers safe and protected. She tells DISCOVER how it was a brain haemorrhage which heralded the start of her new life

I was in my 30's, training as a medical researcher and living in Buckinghamshire. The job was stressful but I was able to deal with it until my aunt died. Sorting out her funeral, will and helping my mother, contributed to more stress and I had a headache which lasted for a week. Then I collapsed and was taken to hospital where the doctors thought I had a urinary tract infection and didn't investigate the head problem until I began vomiting. After 10 hours in Accident and Emergency, I had a brain scan which revealed a haemorrhage. This resulted in eight weeks in intensive care, surgery and ten days on a ventilator, followed by lots of therapy as I was unable to stand due to my right side being weak.

When I was able to go home, the first thing I did was sleep! I started to recover properly with continuing physiotherapy and speech therapy and went back

to work in January 1999, but struggled to say what I wanted to say. My employers were good and allowed me to work part-time and mostly on the computer. I was left with only a slight limp when I become tired and my right arm isn't very strong, fortunately I'm left-handed, so am still able to write. Speech is better than it was, but not as good as it used to be.

The haemorrhage had an amazing effect on me as I've now got a new life. As I was recovering, my mother was getting cancer back which eventually caused her death in 1999. I was made redundant the following month, so decided to change my life completely. Having previously had lovely holidays in Cornwall, I came here feeling I needed a slower pace of life and found a perfect bungalow close to the sea.

During the time I've been in Cornwall, I've tried several different jobs, but had various problems relating to the after effects of the stroke. Being over 50 as well, work was hard to find. Discovering Outset Cornwall and starting my business was great for utilising my computer and photography skills.

In addition to computer tuition, I also sell slideshows of special events, provide product photographs for use on websites, repair damaged photos and show people how to improve their photos by using a computer. I have recently started selling greeting cards using the landscape photos I have taken all over Cornwall. They are printed on high quality card and come complete with an envelope and packed into a plastic holder.

My life in Cornwall is better than it has ever been, even before the stroke. The pace is slower, the job is a wonderful way to earn some money and to meet lots of new people and the scenery is stunning, so I have plenty to photograph!

www.sandyssolutions.co.uk

If you have a business idea, call Outset Cornwall for further information and advice.

T: 0800 9174324

www.outsetcornwall.co.uk

Parents to control special needs budgets



Parents will be given more financial control over support for children with special educational needs, in a major shake-up of the system in England. The changes could see fewer children in the special needs category.

Children's minister Sarah Teather said the current system was 'outdated and not fit for purpose'. The government is setting out its response to last year's green paper on special educational needs - which warned that too many parents felt frustrated with having to battle against the system.

Ministers now want to press ahead with this proposal, so that by 2014 parents would have the right to buy in services, rather than relying on the options decided by local authorities and support agencies. This is intended to help parents ensure a more personalised package of support for their child, but parents would still be able to leave such decisions to the local authority if preferred.

There will be a push for more co-ordinated commissioning of support between services with the intention of removing the sense of struggle between families and support agencies over assessments and the support available. A major change will be the scrapping of the current system of statements setting out the extra help that has to be provided for children with severe or multiple learning needs or disabilities.

A simpler system is promised with the introduction of a single assessment process, which would result in an integrated Education, Health & Care Plan. But children who have statements are only a small proportion of children classified as having special needs and

the green paper suggested 'too many children are being over-identified' with this label being applied to a wide variety of problems. Teachers' unions have rejected the claim and warned of cuts to support services for special needs. Within the school population, 2.7% of children have statements representing those with the greatest physical or mental health needs. But almost 18% of children are categorised in two lower levels of special need representing about 1.4 million pupils.

This includes difficulties such as persistent emotional, social and behavioural problems, communication difficulties or a sustained inability to make progress. The proportion of children identified as having special needs, outside of those with statements, has risen sharply - up by 80% since the mid-1990s.

Sarah Teather said: "Thousands of families have had to battle for months, even years, with different agencies to get the specialist care their children need. It is unacceptable they are forced to go from pillar to post, facing agonising delays and bureaucracy to get support, therapy and equipment. These reforms will put parents in charge."

Government launches wage incentive for young disabled people

A new wage incentive was launched in July for employers to claim up to £2,275 when they recruit a young disabled person through Work Choice, a specialist programme providing tailored employment support opportunities.

Government Minister for Disabled People, Maria Miller said: "Young disabled people tell me they want the same job opportunities as everyone else and in every sector of the economy, which is why we are encouraging employers to give young disabled people a chance by offering this new wage incentive."

The Government has also announced

young disabled jobseekers on work experience will be able to access extra support to help them into mainstream placements through Access to Work, which helps disabled people into work by providing specially adapted equipment, support workers and interpreters. Until now, the scheme has only been available to people in paid work, but from this autumn it will be extended to people on work experience placements.

Young disabled people will be able to take advantage of the 100,000 work experience places being offered each year to help them obtain the skills they need to find work.



Housing benefit regulations are discriminatory

The Court of Appeal (CoA) recently ruled the size criteria in the housing benefit regulations discriminate against disabled people, because they don't allow for an additional room to be paid for where a disabled person has a carer, or where two children cannot share a room because of disability.

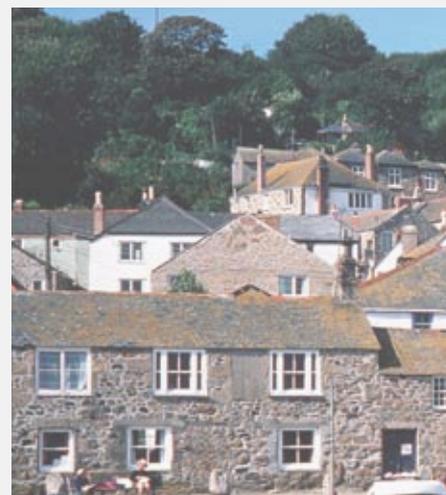
The claimants brought the case against the councils who administered their benefits and against the Department for Work and Pensions (DWP), because their housing benefit did not cover their housing needs, and they were left to find the shortfall from their disability benefits.

They argued the rules discriminated against them because they were treated worse than claimants who are not

disabled, whose housing needs are met through the benefit system.

Alison Garnham, the Chief Executive of Child Poverty Action Group said: "We welcome the fact the court has recognised the unfairness of the housing benefit rules. This is a tremendous victory for the rights of disabled people and their children."

The housing benefit regulations now recognise that some people need an additional room for an overnight carer who does not live there. Those changes came into effect in April 2011. In light of this, the Equality and Human Rights Commission, who were also involved in the case, says the Government will now have to amend the regulations for families with disabled children.



The case could potentially have ramifications for the size criteria the Government wants to introduce in the social housing sector, which will mirror Local Housing Allowance rules. Under current plans around 670,000 social tenants - two-thirds containing a disabled family member - face losing an average of £13 per week because they are deemed to have one or more additional bedrooms.

High Court rules Work Capability Assessment arguably unlawful

In July, the High Court granted permission to two disabled people to bring a claim for judicial review against the Secretary of State for Work and Pensions to challenge the operation of the Work Capability Assessment (WCA).

WCAs are face to face interviews carried out by healthcare professionals (HCPs) employed by Atos Healthcare (a private contractor), to assess disabled people's entitlement to Employment and Support Allowance, and have been the subject of serious criticism.

Although medically trained, Atos HCPs typically have limited knowledge of mental health. The interviews are often hurried and rely on applicants to explain the limitations on their ability to work. This is a serious problem for people with mental health conditions who lack insight into their conditions, whose conditions fluctuate in seriousness, or who cannot easily talk about their disability, therefore placing them at a substantial disadvantage in navigating the system.

The Equality Act 2010 requires reasonable adjustments to be made to avoid

such disadvantage, such as claimants seeking medical evidence to be sought by the Atos HCP at the very outset of the claim. This would ensure people with serious mental health conditions for whom having to go through a WCA would be distressing, are exempted from the process and for those that do attend, the assessment of fitness to work takes place in the correct medical context, so the dangers associated with forcing people back to work are correctly identified.

In granting permission to apply for judicial review, the judge stated: "I consider it's reasonably arguable the reasonable adjustments required by the Equality Act 2010 include the early obtaining of independent medical evidence, where the documents submitted with the claim show the claimant suffers from mental health issues. This has not been done, or at least not done on a sufficiently widespread basis."

The claimant's solicitor, Ravi Low-Beer of the Public Law Project, said: "The present system results in many thousands of unnecessary appeals

at great public expense. What is not counted is the cost in human misery for people who should never have had to go through the appeals process in the first place. This could be avoided if doctors were involved in the assessments at the outset. The Government's policy of by-passing doctors is inefficient, unfair and inhumane. We gain heart from the court's finding that as a matter of law, it's arguable something has to change."



DISCOVER DIRECTORY

ADVICE AND SUPPORT ORGANISATIONS

Action for Blind People	01392 458060
Adaction (formerly Drug & Alcohol Agency)	01872 263001
Age UK Cornwall	01872 266388
Alcoholics Anonymous (24 hours)	0845 7697555
Arthritis Care	0808 8004050
Benefits Enquiry Line	0800 882200
British Polio Fellowship	0800 0180586
British Red Cross	01872 272878
Citizens Advice Bureaux Cornwall	0844 4994188
Charcot Marie Tooth Disease	01566 86818
Connect Cornwall (communication disability)	01209 716501
Consumer Direct	0845 4040506
Cornwall Advocacy Service	01872 242478
Cornwall Blind Association (Sight Centre)	01872 261110
Cornwall Dyslexia Association Helpline	01872 274827
Cornwall Macmillan Service	01872 354383
Cornwall People First	01736 334857
Cornwall Race Equality Council	07515 580002
Cornwall Rural Community Council	01872 273952
CRUSE Bereavement Care Helpline	01726 76100
DIAL Cornwall	01736 759500
Direct Payments Scheme	01872 324357
Disability Cornwall	01736 756655
Eating Disorder Association	01726 884432
Enable in Cornwall Ltd (training advice)	01208 77711
Epilepsy Association Helpline	0808 8005050
Fibromyalgia Helpline	0845 345564
Gamblers Anonymous	0207 3843040
HEADWAY (for head-injured people)	01208 873567
Healthy Gay Cornwall	01872 262929
Hearing Loss Cornwall Tel / Fax	01872 225868
Text	01872 263664
Huntington's Disease Association	01822 835974
ICAS (Independent Complaints Advocacy Service)	01579 345193
Learning Disability helpline	0808 8081111
MESH (ME Support & Help)	01209 217271
Mid-Cornwall Lifestyles	01208 79911
Motor Neurone Disease Association	01872 560282
MS Therapy Centre, The Merlin Project	01726 885530
Multiple Sclerosis Society	0808 8008000
National Autistic Society (West Cornwall Local Support Branch)	07901 103351

National Osteoporosis Society Helpline	0845 1303076
Parkinsons Disease Society Helpline	0808 8000303
Pearl Centre (autism information)	01872 278378
Relate – Relationship Counselling	01726 74128
Sexual Health Service	01872 358750
Shelter	08445 152300
Shine (formerly Asbah)	01726 861062
SSAFA Forces Help	01872 863078
St John Ambulance Cornwall	01726 815967
St Petrocs Society	01872 264153
Stroke Association	01392 447362
YMCA Penzance	01736 365016
YWCA – Truro Young Women's Centre	01872 263112

CARERS

Cornwall Carers Service Helpline (8am–6pm Mon–Fri and an out of hours answerphone)	01872 266383
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COUNCIL

Cornwall Council	0300 1234100
Social Care: Directorates of Adult Care & Support and Children, Schools & Families	0300 1234131
Out of hours (between 5pm–7.45am)	01208 251300

CRISIS SUPPORT

Cornwall Rape & Sexual Abuse Centre	01872 262100
Domestic Violence 24hr Helpline	01872 225629
Samaritans Cornwall	01872 277277
Victim Support	0845 0567999
West Cornwall Women's Aid	01736 367539
Women's Domestic Violence Network	01208 79992

HEALTH

Community Health Services PALS (Patient Advice & Liaison Services)	01326 435885
Cornwall & Isles of Scilly Primary Care Trust (main switchboard)	0845 1708000
CIOSPCT Patient Advice & Liaison Service (PALS)	01726 627967
Cornwall Partnership NHS Foundation Trust (CFT)	01726 291000
CFT PALS / Customer Support	01726 291109
CFT out of hours	01208 251300
Dental Care Emergency Service	01872 354375
Derriford Hospital	0845 1558155
Derriford PALS	01752 435204

Disablement Services Centre	0845 1558071
GP Out of Hours Service	0845 2000227
Health Promotion Service	01209 313419
Marie Therese House (MTH)	01736 758875
NHS Direct	0845 4647
Royal Cornwall Hospitals Trust (Treliske)	01872 250000
RCHT PALS	01872 252793
Wheelchair Referral Service	01736 751922

MENTAL HEALTH

Bufferzone	07929 867264
Cornwall Mental Health Project	01872 243532
Kernow Mind Partnership	
Carrick	01872 222469
Newquay	01637 871063
Plymouth & District	01752 254004
West Cornwall	01209 714550
Nightlink (between 5pm-midnight)	0808 8000306
Pentreath Ltd	01726 862727
Rethink Mental Illness	01208 815676
Rural Community Link Project (promoting mental health)	01726 821858

MOBILITY EQUIPMENT SUPPLIERS

Cornwall Mobility Centre	01872 254920
HSC Mobility	01736 755927
Launceston Mobility	01566 774030
Pro Mobility	01326 569494
Tremorvah Industries	01872 324340

PARENTS, YOUNG PEOPLE & CHILDREN

Barnardos (Social Inclusion Project)	
East	01566 86873
West	01736 361868
Childline	0800 1111
Connexions (free from landlines only)	0800 9755111
Contact A Family	0808 8083555
Cornwall SHARE (information / advice /counselling 13 – 25yrs)	0800 181033
Disabled Parents Network	0300 3300639
Face2Face	0844 8009250
NSPCC Child Protection Helpline	0808 8005000
Parent Partnership Service	01736 751921
Special Parenting Service	01872 358713
Young People Cornwall & Hear Our Voice (EEFO)	01872 261989

POLICE (DEVON & CORNWALL)

Emergency	999
Emergency text	80999
Non Emergency	101
Non Emergency text	18001101

SHOPMOBILITY

Camborne	01209 715457
Falmouth	01326 313553
Newquay	01637 854020
Penzance	01736 351792
St Austell	01726 70706
Truro	01872 241813

TAXIS (with good accessibility provision)

A2B	08001695473
Ansom Cabs	01208 72207
Bodmin Taxi Service	01208 73000
Caradon Cabs	01579 340007
Hayle Taxis	01736 753000
L & R Cars	01736 800414
Richard Wilson Transport	01726 883460
Summercourt Travel	01726 861108
Travel 4,000	01209 719961

VOLUNTEERS & VOLUNTEER TRANSPORT

Age UK Cornwall Volunteer Transport (TAP)	01872 223388
Volunteer Cornwall Head Office	01872 265305
Transport	01872 265300
Cornwall Community	
Volunteer Services	01209 718844
Women's Royal Voluntary Service	0845 6014670

Sudoku, crossword and ladder puzzle answers

1	3	7	9	8	4	2	5	6
4	9	5	3	2	6	7	1	8
8	6	2	1	5	7	4	3	9
9	5	8	4	6	1	3	2	7
3	2	1	7	9	8	5	6	4
7	4	6	2	3	5	9	8	1
6	7	3	5	1	9	8	4	2
2	8	4	6	7	3	1	9	5
5	1	9	8	4	2	6	7	3

Down

1. Insomnia
2. Ogre
3. Decant
4. Badger
5. Obstacle
6. Beer
8. Tallahassee
13. Gigantic
15. Tiramisu
17. Baffle
18. Slogan
19. Mist
20. Rose

Crossword

Across

7. Neglect
9. Ambie
10. One
11. Alligator
12. Night

Answers

14. Apricot
16. Algebra
18. Steer
19. Manifesto
20. Rim
21. Swirl
22. Elapses

Ladder

Prone
Phone
Shone
Shove
Shave
Shame
Shams
Seams
Teams
Tears

This is David Weir, the fastest man in the world on 3 wheels, but could he access your premises or service?



The spending power of disabled people is worth £80bn nationally. If we can't access your business we are not spending it with you!

Find out how Disability Cornwall can help you.
Contact us now for details of our professional business services: consultation, access auditing and training.