

Case No: 1059

**Redecoration to Bedroom, Kitchen, Living Room
&
School Uniform**

REPORT TO NATIONAL SUPPORT SERVICES COMMITTEE
REDECORATION TO BEDROOM, KITCHEN, LIVING ROOM
& SCHOOL UNIFORM

Registrant No: 1059	Referred from HSS	Decision	NSSC Date 05.09.05	RSW (N/A)
-------------------------------	-----------------------------	-----------------	------------------------------	---------------------

A series of papers in respect of the registrant is attached. They are:-

- 1) Report from Susan Daniels (JTA).
- 2) Supporting letter from Registrant's Social Worker & CNS.
- 3) A note of the registrants/beneficiaries grants statement of account and management information.

Background

The Board asked SD to visit the registrant, as minuted:

Any decision in respect of the appeal was deferred pending a visit to see the registrant by the Trust's IFA to establish what the registrant might realistically be able to afford. The reason for such a visit was that there appeared to be a degree of confusion as to the resources that were reasonably available to the registrant for loan servicing.

The resulting report will go to the Board, but you will see that it includes some new requests for assistance, as well.

MH and EB agreed that Mark Simmonds, the local centre's Social Worker, should visit to the registrant do an assessment, and his report is also attached, giving more detail on what is required.

Recommendations

That a grant of £200 be awarded towards school clothing costs, in line with the office guidelines.

That a grant of £400 be awarded towards the cost of a washer/dryer, in line with the office guidelines.

That a grant of £300 be awarded towards the cost of a fridge/freezer, in line with the office guidelines.

That a grant of £799.80 be awarded towards the cost of decorating materials, flooring and blind.

That a grant of £559 be awarded towards the cost of furniture.

That the offer from the haemophilia centre, to deal with the grant and assist in making the purchases, be accepted

SUMMARY

Age: 35 **Marital Status:** Married **Children Under 18:** 3

Health/Disability:
General

CDC:

KPS:

Treatment:

Entry Date: 01/01/1900

Car: Owned Outright

Housing Ownership: Rented

Employment: Long-term Sick

Present/Previous Job:

Benefits:

DLA mobility: High

DLA care component: High

Income Support

Housing Benefit

CTB

Incapacity Benefit

PAYMENTS

Regular Pay Monthly Rate: £338.00

Winter Payments: £1,275.00

PAYMENTS

Regular Pay Monthly Rate: £338.00

Single Payments: £11,350.00

Trustees Payments: £11,677.13

Amount

£ 993.00 Disabled Bedroom
£1,113.00 Kitchen inc. White Goods
£ 139.00 Decorating Living Room
£ 288.00 School Uniform x2

RECEIVED 16 AUG 2005

University Hospital Birmingham



NHS Foundation Trust

The Queen Elizabeth Hospital
Edgbaston
Birmingham
B15 2TH

West Midlands Adult Comprehensive Care Haemophilia Centre
3rd Floor (Purple Zone) Queen Elizabeth Hospital
Tracey Dunkley, CNS. E-Mail: Tracey.Dunkley@GRO-C
Haemophilia Unit Tel: (0121) 627 2353 Fax: (0121) 697 8497
Dr Wilde's secretary Tel: (0121) 472 1311 extension GRO-C

Tel: 0121 472 1311

Strictly Private and Confidential

Mr. Martin Harvey
The MacFarlane Trust
Alliance House
12 Caxton Street
London
SW1H OQS

15. August 2005

Dear Martin,

Re:

With reference to our telephone conversation on the 11th August, this morning I undertook a home visit with Angela Beckett, one of our Sisters from the unit. The first part of our discussion was dominated by [redacted]'s concerns over the loan being turned into a grant and the negative impact the £100 per month payment is presently having on his debt management. I have reiterated to [redacted] and his wife that this matter is presently being reviewed by the Trust and hopefully a timely decision will soon be forthcoming.

I received a copy of Susan Daniel's excellent report and concur fully with her findings. The disabled extension to the house is hoping to be completed by October. The main issue is once finished there is no budget to decorate or furnish the room. We are requesting the following:-

New disabled bedroom

Flooring £245.00
Large wardrobe £399.00
2 x chest drawers £160.00
10 rolls of wallpaper at £13.99. Total £139.00
Bedroom Blind £40
Paint £10

} £993

The present kitchen is also being re configured to allow for a disabled bathroom. This is will have two effects, firstly, the existing door between the lounge and kitchen will be bricked up. Although the local authority will make good the plaster it will mean the lounge will need redecoration. Secondly, the kitchen will be refitted but will also need new appliances and flooring.

Chairman: John Charlton

Chief Executive: Mark Britnell

MACF0000113_002_0004

Kitchen

Fridge Freezer £449
Washer/Drier £449
Flooring £200
Paint £15

} £1,113

Living Room

£139.80

Ten rolls of wall paper £13.99/roll = ~~£139.90~~

We discussed with them school uniform and equipment needs for their two younger children, and . They are outlined below:

School Uniform

2x Trousers £14.00
2x trousers £12.00
2x shoes £40.00
2x trainers £40.00
2x school t-shirts £26.00
2x school jumpers £20.00
2x school jumper £26.00
2x school t-shirts £22.00
2x shorts for p.e. £10.00
2x polo shirts £10.00
pack of socks £13.00
pack of socks £10.00
2x school bags £30.00
stationary £15.00

} £288

The total of all the above = £2534.80

If the Trust wish to send the money to Social Care and Health the cheque can be sent via the office here at the Queen Elizabeth Hospital and should be made payable to *User Money Management*. The cheque will take 5-7 days to clear then a representative from the department can accompany the family to undertake the shopping of goods listed.

If you require any further information please do not hesitate to contact us on our usual number.

Yours sincerely,

GRO-C

Angela Beckett
Haemophilia Sister

GRO-C

Mark Simmons
Senior Social Worker

**REPORT TO THE TRUSTEES ON VISIT
IN BIRMINGHAM ON 3RD AUGUST 2005**

TO _____

I visited _____ and his wife, _____, at their home on the outskirts of Birmingham, with Mark Simmons, who is their social worker.

_____ and _____ were extremely nervous about my visit and _____ was visibly trembling when I arrived. It took them a little while to realise that I was there to help them deal with their problems not make them worse.

_____ is in a lot of pain with his legs and ankles and some nights is in such pain that he cannot get upstairs to bed. It is obviously important that he has access to sleeping accommodation without having to climb stairs.

Their house is a rented council house, which faces a major road. The council have fitted the house with new windows and have currently provided £25,000 towards the cost of an extension, which will provide _____ with a downstairs bedroom and bathroom. The extension has necessitated building work to rearrange the kitchen and also some minor work in the sitting room. There is a considerable amount of building work to be completed and the house is in considerable disarray at present.

When finished, the council will simply leave the building as a "shell", in that it will be plastered and the bathroom will have sanitary ware. No decoration or floor coverings will be provided by the council.

It will clearly limit the value of the extension if the family do not have the funds to finish it and provide the decoration and floor covering to make it habitable.

Their financial situation is appalling and I wholeheartedly agree with the CAB's calculations that it is not possible for them to pay back the £100 per month to the Trust. The Trust has already seen several income/outgoings statements but I attach a further copy.

My suggestion is that the funds that have been provided by the Trust should be a **grant** not a loan. Further I would suggest that the money that the family have already paid back to the Trust should be refunded to them on the strict understanding that it is used for debt repayment (SD to supervise).

By removing £100 per month from this family's budget the Trust is causing unnecessary financial stress and misery to the family. There are three children and the family naturally needs to be able to look after them in a sensible manner, providing the normal care that any parents would wish to give to their children. In practice, the £100 paid to the Trust is merely being added to the monthly credit card bill.

I am absolutely positive that it can be no part of the Trust's policy to plunge it's registrants into further debt.

It took a long time with and , trying to make them feel comfortable in my presence, before I could start encouraging them to pay off their debts and take out no further credit.

One problem with very poor people is that they buy everything on catalogues, particularly for their children, which means that small items cost much more than they do in the shops, leading to even greater financial hardship. As has been said many times before, it is "the vicious circle of poverty and debt", which can only be solved by continuous help and encouragement.

RECOMMENDATIONS

Financial assistance needs to be provided to ensure that the new extension to the house is adequately decorated and furnished, so it is a usable space. I further suggest that a grant is provided towards school uniforms for the two younger children. The younger children are sleeping on two very old, broken beds and requested some financial assistance to provide decent beds.

 admitted that he has received a number of grants from the Trust for a new bed (parental), decoration and the driveway but I believe the property was in such poor condition when they moved in that these were necessities. In their current situation, I do not feel that these grants should have an adverse impact on the current situation of and his family.

My suggestion is that the Trustees agree a budget for the above, decide what overall help they will provide for this family and then I will take the budget agreed and ensure that it is spent wisely and on low cost, decent quality items.

SUMMARY

This family is going to need a lot of help and support to get their debts under control and end up in reasonable financial shape, over the next few years. It is going to be difficult to achieve but not impossible.

I feel deeply saddened, after all my years with the Trust and the excellent work it has done in the past, that it has now come to the point when registrants inform me that "The MFT is the major stress point in my life" and are frightened by the prospect of my visit.

Susan Daniels
5th August, 2005

Reg: 1059

Description	Grant Type	Date	Amount
Spectacles	OFFICE GUIDELINES	08/10/1999	£132.00
Central Heating	OFFICE GUIDELINES	05/11/1999	£1,500.00
Double Glazing	OFFICE GUIDELINES	05/11/1999	£1,500.00
Bed	TRUSTEES	18/11/1999	£320.00
Home Furnishings	OFFICE GUIDELINES	20/07/2000	£1,500.00
MOT Road Tax	OFFICE GUIDELINES	16/01/2001	£190.00
Excess Milage for Motability Car	OFFICE GUIDELINES	26/09/2001	£276.70
Moving Home	TRUSTEES	01/08/2002	£2,500.00
Wheelchair & Lense for Galsses	OFFICE GUIDELINES	15/08/2002	£460.00
Redecorating	TRUSTEES	21/08/2002	£1,035.00
Redecorating	TRUSTEES	31/10/2002	£875.00
Excess Insurance Costs	OFFICE GUIDELINES	22/05/2003	£75.00
Drive Access	TRUSTEES	17/06/2003	£2,300.00
Security Gate	OFFICE GUIDELINES	20/06/2003	£125.00
Bedding	OFFICE GUIDELINES	20/06/2003	£200.00
Electronic Adjustable Bed	OFFICE GUIDELINES	24/06/2003	£2,552.00
Front Door & Fittings	OFFICE GUIDELINES	21/07/2003	£600.00
School Uniform	OFFICE GUIDELINES	31/07/2003	£500.00
VAT on Front Door & Fittings	OFFICE GUIDELINES	05/09/2003	£175.00
Car Repairs	OFFICE GUIDELINES	03/10/2003	£180.00
Motability	OFFICE GUIDELINES	03/10/2003	£1,000.00
Motability	TRUSTEES	29/10/2003	£2,500.00
Kerb Lowered	OFFICE GUIDELINES	15/12/2003	£210.00
Advance Motability Payment	TRUSTEES	19/12/2003	£500.00
Car Excesses	OFFICE GUIDELINES	15/03/2004	£75.00
Glasses	OFFICE GUIDELNE	25/05/2004	£100.00
Security equipment	TRUSTEES	27/05/2004	£948.13
Settee	TRUSTEES	23/03/2005	£699.00
		TOTAL	£23,027.83

Meeting of the National Support Services Committee 2nd September 2005

Review report on 1087D

This young man has just had his 22nd birthday. His father died when he was seven.

He has been receiving £100 a month reg. pay. which is usually paid to dependants up until the age of 18 or, if they remain in full-time education or training, 21.

The fact that he is still receiving reg. pay. has been discovered during the systematic check of records, and has led to a review of his case. There is no indication in his files that a decision was ever made to deliberately continue these payments, although he clearly left education some time ago.

His mother has a new partner and he has been violent and destructive as a result. By the time he was 18 he was, therefore, no longer living with his mother and she has asked that we do not give him her address, although she does maintain contact with him. As she lives hundreds of miles away and is herself in financial difficulty, (see first set of case papers 1087W) her visits are less frequent than she would like or feels would be beneficial in terms of supporting his attempts to improve his behaviour and coping skills.

He received a visit from the Trust's Social Worker in Sept 2002, at which point he was drinking heavily and potentially also abusing drugs.

I have tried to contact him and as a result have spoken with his mother and his current support worker. He is unhappy talking to people he does not know and has given authority for his support worker to work on his behalf.

For a period of time he was living in a [GRO-A]. He has recently had to leave (due to his age) and has moved into a Housing Association flat. He is still receiving support from [GRO-A] who have supported him for over two years and his current support worker has been with him since Dec 2004. She meets him at least once a month, in order to check how he is getting on, remind and encourage him to attend doctor's appointments, help with budgeting, check that he is paying bills etc.

His support workers say he is still a disturbed young man and although he is drinking much less, he intermittently goes on drinking binges. He has been signed off as unfit to work by his GP, is currently receiving treatment for depression. He has been referred to a psychiatrist as he suffers from paranoia, negative thoughts etc.

Both [GRO-A] and 1087D's mother have said that he often mentions "his £100" and sees it as a lifeline as he is having trouble coping with his finances.

[GRO-A] believes he is slowly improving, although he sometimes relapses. She sees his agreement to be referred to a psychiatrist as a major step forward. She is concerned that reducing his regular payment now would disrupt his progress and therefore could, potentially be very destructive.

She agreed, however, that he may be able to cope if, after he has started seeing the psychiatrist and is established as a patient, (ie in three months time) we reduced [GRO-A]'s payments every three months by £10 a month.

Recommendation

That, in order to ease the transition from receiving financial support from the Trust and avoid jeopardising his slow improvement, reg. pay. continue to be paid to 1087D on a taper of £10 reduction every three months.

That a grant of £250 be made to his mother, 1087W, towards her travelling expenses in visiting 1087D.

Jude Cohen
Head of Support Services
25 August 2005