

CarersMK

Information and Guidance Pack for Carers



Telephone No: 01908 231703
Email: mail@carersmiltonkeynes.org
Website: carersmiltonkeynes.org

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General information for carers

Who is a carer?

A carer is someone who looks after a family member or friend who, because of a disability, illness or frailty, cannot manage on their own.

Carers are not paid, but may receive benefits. Carers often provide emotional support as well as practical help and many carers find their role extremely rewarding. Many carers also find that caring can be both physically and emotionally challenging.

The 2011 Census showed that there were over 21,000 Carers in Milton Keynes and over 6.5 million carers nationally. It is also estimated that 1 in 4 of us will become a carer at some time in our life.

What does it mean to be a carer?

A caring role is a changing one, especially if the illness or disability involved is a deteriorating one. Although a carer may be able to manage initially, the time may come when it will be impossible for them to continue without assistance.

Caring may mean:

- Giving up or reducing employment, causing financial hardship
- Physical and mental health problems, including stress, arising as a direct result of caring
- Inability to have a break, losing touch with friends or lack of a social life
- Having to fight for help and support for themselves or the person they care for

What do carers do?

A carer's role varies and is dependent on the needs of the person they care for. It can extend from occasional help to 24 hours a day, and can include:

- Practical support such as shopping, housework, providing transport
- Personal care such as washing, dressing, medication and toileting
- Arranging benefits, managing finances and providing financial support
- Emotional support and companionship
- Physical care such as moving and handling
- Co-ordinating appointments

What do carers need?

Recognition of your caring role and having your views and opinions considered when professionals are deciding how best to help the person you care for.

- Practical help and opportunities for a break
- Emotional support and someone to talk to who understands your needs
- Information on benefits and services
- Services tailored to individual circumstances
- Financial support that reflects the cost of caring

What does Carers MK offer?

All services provided by Carers MK are free of charge.

Carers MK can provide support to all carers including:

- All those caring for someone with a disability, illness or frailty
- Young carers aged 8-19
- Older carers
- Working carers
- Black and Minority Ethnic Carers
- Carers looking after someone with mental health or substance misuse issues
- Parent carers looking after a child with a physical or learning disability or an additional need
- LGBTQ+ carers

Carers MK can help carers by providing*:

- Up to date information and advice
- Help to secure the services needed
- Emotional support and a listening ear
- Advice on how to protect your physical and emotional wellbeing
- Training/workshops to help you in your caring role
- Links with other Carers through support groups and social events
- Relaxation therapies
- Counselling
- Benefits information
- 6 monthly newsletter
- Discount card. To apply for this please provide us with a passport style photo of yourself which can be posted or emailed to us, but please note we are unable to return photographs.

*Please see the criteria for accessing different levels of support on page 8.

Young Carers MK

Young Carers MK works with and supports children and young people aged 8 – 19 years old who care for a family member because of a:

- Physical or mental illness
- Disability
- Drug or alcohol related problem

The cared for person may be a parent or sibling, or another relative living in the same household. The child or young person does not necessarily have to be providing 'hands on' care to be recognised as a young carer. Even if there are services in place and other members of the family helping with the care, the emotional impact and restrictions due to illness or disability can still have an enormous effect on the young carer.

Young carers are supported in a variety of ways:

- Regular clubs and activities
- One-to-one support where needed
- Someone to talk to who understands
- Targeted group work
- Information, advice and signposting
- Opportunity to meet with other young carers
- Support in schools

For further information please visit www.carersmiltonkeynes.org or call us on 01908 231703

Young Adult Carers

Our aim is to support 16 – 25 year olds as you transition into adulthood and independence whilst continuing to provide unpaid care for a member of your family at home who suffers from an illness, physical or mental disability, or an addiction.

At Carers MK we believe that a young person with a caring responsibility has the same right to life choices as their peers. Caring for a family member should not reduce life opportunities, such as further and higher education, employment and independent living.

The support that you can expect to receive from this service is listed below:

- Regular social events
- Life Skills programme
- One to one intervention
- Emergency Planning
- Representation at meetings
- Information, advice and signposting
- Steering Group

For further information please call 01908 231703 or visit the Carers MK website:
www.carersmiltonkeynes.org

Carers MK support levels and criteria

Carers MK provides high quality, preventative services to all carers residing in the Borough of Milton Keynes in accordance with carer's needs and eligibility.

Adult carers

An adult carer is someone who looks after a family member, friend or neighbour who is 18 or older, who is ill, frail or has a disability and cannot manage on their own.

Parent carers

A parent carer is an adult with a caring responsibility for a child under 18 with an illness, disability or additional need. The carer may not be the biological parent of the child but they are the person who has parental responsibility.

Universal support

This support is available to all carers and includes:

- Information and advice
- Guidance on how to access Social Care or Health Services
- Basic financial and benefit information
- Advice on how to deal with a crisis or urgent care
- Signposting for support with work and education or volunteering opportunities
- Access to support groups and drop in services
- Online services
- Discount card
- Access to activities and social events
- Access to relaxation and wellbeing support

Enhanced support

This support is available to those carers whose needs are greater or where they are at risk of carer breakdown.

In addition to the universal support, carers requiring enhanced support can expect to receive time limited access to any of the following:

- 1-1 support
- Emotional support
- Referrals into counselling services
- Training and workshops
- Emergency planning support
- Long term planning support

Working carers

Currently there are over three million working carers in the UK. It may feel as if you are juggling two jobs when you are holding down a paid job and caring for someone but work can be important for your well-being, income and for maintaining social contacts.

There are things you can do to cope with the pressures of work and caring. As a working carer you may need support at work and perhaps different levels of support at different time. This may include access to a telephone to check on the person you care for, or taking leave to help out when someone is being discharged from hospital.

Carers have some statutory rights and an increasing number of employers are realising the benefits of supporting their staff who are carers.

Carer's rights at work

Most working carers have the following rights:

- The right to request flexible working
- The right to time off in emergencies
- The right to parental leave if you have a child
- The right not to be discriminated against or harassed under the Equality Act

Your employment status can affect your entitlement to these rights. If, for example, you are self-employed, on a short-term contract or employed through an agency you may not be covered by these rights. If this applies to you it is important to seek advice.

A good employer

In addition to your statutory rights, your employer may offer additional support. This will be outlined in your contract and the organisation's policies (look in your staff handbook if you have one). For example, you may be able to use leave arrangements, paid or unpaid, at the discretion of your employer to cover intensive periods of care.

If you are thinking of giving up work, a career break or sabbatical allows you to keep your options open, ensuring you can go back, and keeping you in touch with the world of work. Some employers offer paid and/or unpaid career breaks, often after a specified period of service with them, so check your organisation's policies.

Carers MK can provide letters of support for you and also act as an advocate at meetings with your employer.

Looking after your own health and wellbeing

Caring for someone can be stressful and can have an impact on your own health and wellbeing. The evidence shows that carers often suffer poor health as they tend to put the needs of the person they care for ahead of their own.

Carers MK is working closely with GP practices in Milton Keynes to support the health and wellbeing of carers.

It may be helpful to let your GP know that you are a carer as they may be able to offer you additional help and support. This may include:

- Providing information about the medical needs, treatments and possible side effects of medication, as well as general advice to help you look after the person you care for
- Carrying out home visits to the person you care for, if it is difficult for them to get to the surgery
- Offering flexible appointments so that you and the person you care for may only need to make one visit to the surgery
- Organising repeat prescriptions to a local pharmacy or for home delivery of medication
- Free annual flu jabs for carers
- Sharing medical information with you about the person you care for, if they give consent

Emergency planning

For many carers life cannot simply be put on hold if an emergency happens, because the person that they are looking after relies on them for vital help and support. If a carer is rushed into hospital or taken ill, who else will step in?

In an emergency it is often necessary for replacement care to be arranged. For some this may mean contacting a family member, friend or neighbour who is willing to cover. For others it may mean that formal care services need to be put in place.

We advise all carers to create an emergency plan for themselves and for the person they care for. Having a plan in place can help to ease any worries about what might happen in an emergency.

If you would like to create an emergency plan you may wish to consider the following:

- Name and address and any other contact details of the person you care for
- The people you would like to be contacted in an emergency. This can include other family members, friends or professionals
- Details of any medication prescribed to the person you care for
- Details of any ongoing treatment that they may need
- Personal preferences and capabilities of the person you care for

A pack is available from Carers MK to help you make this plan and we have also created a template and advice to assist you with its completion. This can be downloaded from our website or you can contact us if you would like to be sent the information.

Carer's emergency card

What is the carer's emergency card?

The carer's emergency card lets people know, in the event of an accident or emergency, that someone you look after requires support. The card displays your name and the contact details of two people who have agreed to take responsibility for the person you look after in an emergency.

How do I apply for a card?

Please contact our administrator on 01908 231703 and they will take your emergency contact information. We will then send you out a laminated carer's emergency card for your purse or wallet.

Help with transport

Motability

If you, or the person you care for, receive the higher rate of the mobility component of Disability Living Allowance or the War Pensioner's Mobility Supplement you may be able to exchange this payment for a lease car or scooter on the Motability scheme. For more details call 0300 456 4566 or visit their web site - www.motability.co.uk.

Blue Badge

The Blue Badge scheme is for people with severe mobility problems. It allows Blue Badge holders to park close to where they need to go. This is a scheme which operates throughout the UK. The rules and criteria are set at national level by the Government but local authorities are responsible for managing the scheme in their area.

MK Council is responsible for administering the scheme, assessment of applications and enforcement for residents and organisations in Milton Keynes.

There are two types of eligibility criteria:

Eligible without further assessment

People who may be issued with a badge without further assessment are those who are more than two years old and fall within one or more of the following categories:

- Receive the higher rate of the Mobility Component of the Disability Living Allowance; or
- Receive 8 points or more under the "moving around" activity of the mobility component of Personal Independence Payment (PIP); or
- Registered blind (severely sight impaired); or
- Receive a War Pensioner's Mobility Supplement (WPMS); or
- Have been both awarded a lump sum benefit at tariffs 1-8 of the Armed Forces Compensation Scheme and certified as having a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking.

Eligible subject to further assessment

People who may be issued with a badge after further assessment are those who are more than two years old and fall within one or more of the following categories:

- Drive a vehicle regularly, have a severe disability in both arms and are unable to operate, or have considerable difficulty in operating, all or some types of parking meter; or
- Have a permanent and substantial disability that causes inability to walk or very considerable difficulty in walking.

You can check your eligibility and start the process of applying for your badge online on the GOV.UK website. If you prefer to complete a paper application form you can contact the Blue Badge Team by letter, email or telephone to ask for a form. Alternatively you can visit Milton Keynes Council, Civic Offices to collect a form in person.

Benefits for carers

Carer's Allowance

Carer's Allowance is a non means tested benefit paid to people caring for someone who is ill or severely disabled.

In order to be eligible to receive this benefit you must satisfy all of the following:

- Provide 35 hours or more care per week
- Have an income of less than £132.00 per week
- Not be in full time education (21 hours or more each week)

In addition to this the person you are caring for must be in receipt of one of the following benefits:

- The higher or middle rate of the Disability Living Allowance (DLA) care component
- Personal Independence Payments
- Attendance Allowance
- Constant Attendance Allowance with either Industrial Injuries Disablement Benefit or
- War Disablement Pension

Carer's Allowance is currently £69.70 per week, as of April 2022 and should increase each April.

Claims should be made to the Carers Allowance Unit on 0800 731 0297

Please visit www.gov.uk/carers-allowance for further information.

Carer's Credit

Carer's Credit is a way of protecting pension rights for people who are caring for someone. You could be entitled to it if you are not in paid work and are unable to claim carer's benefits. If you already claim Carer's Allowance, then you do not need to claim Carer's Credit as your pension is already protected.

You could benefit if you are in one of the following situations:

- You are caring for 20 hours a week or more, but miss out on Carer's Allowance because you don't care for 35 hours or more
- You care for someone who can't or refuses to claim disability benefits.
- Someone else is caring for the disabled person as well as you, and they already claim carers allowance
- You look after more than one person, but no person is provided with care for more than 35 hours
- The person that you care for has gone into hospital or a nursing home and their disability benefits have been stopped, which means that you can no longer claim the Carer's Allowance.

To see if you are eligible for Carer's Credit, you will need to contact the Carer's Allowance Unit on 0800 731 0297

Please visit www.gov.uk/carers-credit for further information.

Council Tax Discount

Council Tax bills are generally based on the assumption that there are at least two adults living in the property. The bill will not increase if there are more than two people living in the property. However, if only one person or no-one lives in the property (or it is treated as such) a discount can be applied to the bill.

The following are examples of people who are 'disregarded' (treated as not living in the property) when it comes to calculating council tax, which may be relevant for carers or their loved ones.

Carers

To be 'disregarded' as a carer, you must meet all the following criteria:

- you must provide care for at least 35 hours a week
- you must live in the same property as the person you care for
- you must not be the spouse or partner of the person you care for, or their parent if you care for a child under 18
- the person you care for must be getting either the middle or higher rate of the care component of Disability Living Allowance, the daily living component of Personal Independence Payment at any rate, Attendance Allowance at any rate, Armed Forces Independence Payment or the highest rate of Constant Attendance Allowance

You do not have to claim Carer's Allowance to qualify for this discount, and your income and savings will not affect your eligibility. If there is more than one carer in the property, they can both be disregarded for council tax purposes as long as they all meet the conditions.

Severely mentally impaired people

To be disregarded on the grounds of being 'severely mentally impaired' the person will need to meet all of the following conditions:

- Be recognised as severely mentally impaired i.e. someone who has a severe and permanent condition that affects their intellectual and social functioning, the doctor will need to sign the form to confirm this.
- Be entitled to one of a number of specified benefits which include: Disability Living Allowance (middle or higher rate care component), the daily living component of Personal Independence Payment (either rate), Attendance Allowance (either rate), Constant Attendance Allowance or Employment and Support Allowance, Universal Credit with a limited capability for work element.

If, after taking into account disregarded people, there is only one resident in the property who would 'count' for council tax a 25% discount is applied to the bill.

If, after taking into account disregarded people, there are no residents who would 'count' for council tax a 50% discount is applied to the bill.

Note: If a property is occupied by more than one person considered to be 'severely mentally impaired' it is also exempt.

To apply for a discount you can complete the relevant forms, found on the Milton Keynes Council website (<https://www.milton-keynes.gov.uk/benefits-council-tax/council-tax/discounts-and-other-reductions/council-tax-discounts>). You could also ask the council

to send the forms to you. You can ask for a discount to be backdated to the date the qualifying conditions were met. Any reduction will

Disability reduction scheme

You may be able to get a reduction in council tax under the disability reduction scheme if anyone resident in the property (adult or child) is 'substantially and permanently disabled'.

In addition, one of the following conditions has to be met:

- there is an additional bathroom or kitchen in the property which is needed by the disabled person
- there is a room (other than a bathroom, kitchen or toilet) needed by and mainly used by the disabled person
- there is enough space in the property for the disabled person to use a wheelchair indoors

There is no general test of who is considered 'substantially and permanently disabled'. However, if a person is registered as disabled with their local council, this should be enough to satisfy this condition (although this does not mean that /someone who is not on the register would not fit this condition). You can register as a disabled person with the council by contacting adult social care on 01908 253772. It could also help to provide supporting evidence from your GP/consultant.

Cases have clarified that if an extra room is required it means that it is additional, i.e. it would not be required for the relevant purpose if the person were not disabled.

A disability reduction will mean that the council tax bill is reduced to the amount payable for a home in the valuation band below yours. If you are in the lowest band already (Band A) you get a reduction of one sixth of the bill.

To apply for the disability reduction scheme you would need to contact the council tax department of Milton Keynes Council (<https://www.milton-keynes.gov.uk/benefits-council-tax/council-tax/discounts-and-other-reductions/council-tax-discounts>). If you were eligible for the disability reduction scheme but did not apply, it is possible to backdate an application. You will have to make a backdated application and provide evidence of eligibility. Backdating may be limited to six years. Any reduction will be shown on your council tax bill.

Benefits for adults with a disability

The person you care for may be eligible to receive certain benefits. The two main benefits are:

- Personal Independence Payment for people aged 16-65
- Attendance Allowance for those over the age of 65

Personal Independence Payment

Personal Independence Payment (PIP) is replacing Disability Living Allowance (DLA) for all new claimants from June 2013. Most existing DLA recipients are due to be reassessed for PIP during the period from October 2013. There are two parts to PIP:

- Daily Living
- Mobility

If you qualify for PIP you will get money for one or both parts. The amount that you get is based on how your health condition or disability affects how well you carry out the 'everyday activities' shown below, the difficulties that you face and the help that you would need to do them, even if you don't actually get any help.

How to claim PIP

To start your claim for PIP, you will need to telephone 0800 121 4433. Please visit www.gov.uk/pip for further information.

Someone else can call on your behalf to make the claim, but the claimant will need to be present too. The following basic information will need to be provided during this phone call:

- National Insurance Number
- Name, full address, including postcode
- Date of birth
- Bank or building society account details (so that payments can be arranged if eligible for the PIP)
- Daytime contact telephone number
- GP or other health professionals' details.
- If you are terminally ill you will need to discuss your condition during this initial claim

You will also be asked if you have spent time abroad, whether you are currently in a care home or hospital, or have been recently.

The Department of Work and Pensions (DWP) will then check basic eligibility conditions and if these are not met then a disallowance letter is sent. Otherwise an individually barcoded form will be sent to you.

You have one month to return the completed form. Failure to return the form without good cause can result in the claim being terminated. If you are unable to complete the form within the given timescales you should contact the DWP by phone to ask for an extension.

Terminal illness

Claims for terminally ill people can be made without the ill person's knowledge or authority. Claims are made under 'special rules'. The GP would need to complete a form DS1500, detailing their medical condition. Claims under these criteria mean that the claim will be dealt with more quickly and will not require a face to face consultation. The enhanced rate of the Daily Living part will be paid straight away. Eligibility for the Mobility part is dependent on the mobility needs.

If you have a terminal illness you will not have to complete the 'How your disability affects you' form. You will also not need a face-to-face consultation. Instead you or the person claiming on your behalf will be asked some extra questions about your condition whilst you are on the phone making your initial claim.

To claim under these special rules you will need to telephone 0800 917 222.

Assessment

The form and any additional information are then sent to a health professional. If there is enough information the assessment can be completed at this stage but most people will be asked to attend a face-to-face consultation. The DWP says that claimants will be encouraged to take someone along with them to the consultation. Failure to attend the consultation without good cause can result in the claim being terminated.

The health professional then sends a report to the decision maker who decides whether you will be awarded PIP, and if so at what rate it will be awarded.

Current rates at April 2022 for Daily Living Component are:

- Enhanced rate - £92.40
- Standard rate - £61.85

Current rates at April 2022 for Mobility Component are:

- Enhanced rate - £64.50
- Standard rate - £24.45

What if I am not happy with the decision?

There are new rules which mean that for all PIP decisions you will have to go through the internal revision process (called a mandatory reconsideration) before you can apply for an appeal to an independent tribunal. The time limits for this are one calendar month from the date on your decision letter (late revisions can be granted if there are special reasons).

Attendance Allowance

Attendance Allowance is a tax free benefit to help with the extra cost you may have because you are ill or disabled. The amount that you may get is based on the help you need as a result of your disability or condition. It is only available to people over the age of 65. You will only be able to claim if you have needed additional help for at least six months. It is not means tested, so having savings or other income won't affect whether you can claim. There are two rates of Attendance Allowance.

- Lower rate - £61.85 (April 2022)
- Higher rate - £92.40 (April 2022)

You may get the lower rate if you need:

- Help to care for yourself frequently throughout the day
- Help to care for yourself frequently at night
- Someone to supervise you throughout the day so that you do not put yourself or other people in danger
- Someone to watch over you at night, so that you do not put yourself or other people in danger
- Someone with you, when you are on dialysis

You may get the higher rate if you need:

- Help to care for yourself, or supervision throughout the day and at night
- You may also get this rate if you are terminally ill (the special rules apply to Attendance Allowance as they do for PIP)

How do I know if I would be eligible for Attendance Allowance?

If you have difficulty, need prompting or need help with personal care in any of the following, you would be eligible to apply.

- Getting in and out of, or settling in bed
- Getting washed or dressed
- Using the toilet
- Moving around indoors – this includes using stairs, getting in or out of any type of chair or wheelchair
- Eating or drinking
- Taking medication, or having therapy – this includes oxygen, injections, inhalers and coping with side effects
- Communicating (such as hearing, speech, reading and writing)
- Supervision to keep you safe – this includes being a danger to yourself or others, being at risk of neglecting or harming yourself, wandering or falling, being confused or have seizures or blackouts
- Dealing socially with other people

You can call 0800 731 7898 or text phone 0800 731 0317 to obtain a claim form.

The start date of the claim will be taken from the date that DWP sent out your form, as long as it is returned within six weeks. Please visit www.gov.uk/attendance-allowance for further information.

Benefits for children with a disability

Disability Living Allowance for children

Disability Living Allowance (DLA) is the main benefit for children with a condition or disability. DLA helps to meet the extra costs that you might have as a result of your child's disability.

You can claim DLA even if your child does not have a diagnosis. It is sufficient that they have some form of disability even if this has not yet been formally diagnosed.

DLA is made up of two components. Depending on their circumstances your child may qualify for one or both.

Care component

If your child needs a lot of extra watching over or help with personal care, they should qualify for the care component of DLA.

The care component is paid at one of three different rates depending on how much extra care your child needs. It can be paid from age three months or from birth if a child is terminally ill.

Mobility component

The mobility component is paid to children who need help getting around. It is paid at one of two rates depending on the nature of the mobility problems.

The lower rate mobility component can be paid from age five. It is for children who need extra guidance or supervision out of doors.

The higher rate mobility component can be paid from age three. It is for those with severe walking difficulties, those who are deaf blind or severely visually impaired and some children with severe behavioural problems.

Other eligibility rules

DLA is not means-tested so it does not matter what income or savings you have. Any decision to award DLA will be based on how your child's condition impacts on their day to day life.

Your child will also have to meet certain rules linked to their immigration status and the length of time they have lived in the UK.

There are some specific rules that allow some children with learning difficulties or autistic spectrum disorders to qualify for the high rate mobility component.

Payment of DLA can be affected by stays in residential accommodation.

DLA used to be affected by stays in hospital, but the DLA hospital rules have now been scrapped for children under 18. So long as your child was under 18 when they entered hospital, they can claim and receive DLA (or Personal Independent Payment) as normal despite the fact they are an in-patient.

How much will I receive?

The weekly rates from April 2021:

Lowest care - £24.45
Middle care - £61.85
Highest care - £92.40

The mobility component weekly rates from April 2022 - March 2023 are:

Lower mobility - £24.45
Higher mobility: £64.50

How to claim DLA

There is a specific form that is used for claiming DLA for a child, called DLA1A Child.

When claiming it is very important to put as much information as you can about your child's needs. Any information provided by a professional involved with your child's care may also help. If a child has a terminal illness a claim can be made under 'special rules'.

Claiming DLA and child tax credit

Getting DLA can help you qualify for extra amounts of other means-tested benefits and tax credits.

You are eligible for extra child tax credits if either your child is awarded DLA or an existing DLA award is increased to the higher rate care component.

Tell the tax credits office within one month of getting the DLA decision and any extra tax credits should be backdated in line with the DLA award.

Future changes: DLA and Personal Independence Payment

The government is currently replacing DLA for 16-65 year olds with a new benefit called the Personal Independence Payment. However DLA will continue to apply to children aged under 16.

For further information and to order a claim form from the DLA Unit by calling 0800 121 4600 Text phone: 0800 121 4523

Information for carers of adults

Help from social services

What to do if you need help and support as a carer

Firstly you need to contact the Access to Adult Health and Social Care Team (Access Team) or if the person needing the support is in hospital, the Re-ablement and Hospital Discharge Team. Both of these telephone numbers are included in our contact information pages. You will be asked about the needs of the person you are or will be caring for. You will then be provided with advice, information and support relevant to your enquiry. If it is decided that an assessment is required, the following may happen:

Person requiring care

An assessment involves identifying the social and physical support needs of the person you care for.

During the assessment the following may be discussed:

- Their physical health, disabilities and wellbeing
- Their need for support in managing their personal care and day to day activities
- Their mobility
- Their relationship with family and friends
- Their involvement in the community
- Their involvement with work, education or learning
- Their safety
- The support that they currently receive from family, friends, other local people or services
- Their finances

Eligibility criteria

MK Council has to make sure that everyone is treated fairly and that those who are most in need receive the appropriate level of support.

MK Council have guidelines to help them determine whether or not a person's social and physical care needs mean that they are eligible to receive help. These guidelines are called 'eligibility criteria'.

Financial assessment

MK Council has a duty to assess the financial circumstances of those who are eligible for social care support.

Once the assessment has been completed, a financial assessment will follow. This information will be used to calculate whether a contribution is needed towards the cost of their care and support. The amount of the contribution depends upon the individual's income and financial circumstances.

Direct Payments

One of the biggest shifts in care over recent years has been the rise of ‘personalisation’ – a new way to deliver support to disabled people, older people and carers.

Instead of directly providing services, such as home helps, councils can now give cash directly to individuals to make their own care arrangements. The advantage of this is the choice, flexibility and control it gives people. Some people will use the money to buy care from an agency whilst others will directly employ their own staff, even in some cases paying members of their own family to do the care. These cash awards are called Direct Payments.

The decision to award a Direct Payment takes place after an assessment by social services. This could be:

- A care act assessment for the person you care for
- An assessment for a disabled child under the Children Act 1989
- A carer’s assessment of your own needs

If the outcome of the assessment is that services should be provided you, or the person you are looking after, have a right to ask for a Direct Payment instead of having the service arranged by social services. In most cases, the person receiving a Direct Payment has to have sufficient mental capacity to consent to it. However, they may still be able to have a Direct Payment even if they lack capacity, as long as they get help from someone else to manage the payment. In cases like this, as a carer, you may be asked to take on the administration of a Direct Payment.

Direct Payments can only be spent on things that will meet the assessed needs of the person getting them. If you spend a Direct Payment on something that doesn’t meet your needs, social services can recover the money from you.

If you receive a Direct Payment there will be various obligations. All users must keep records and submit accounts to social services showing how the money was spent. In addition, if you use the Direct Payment to pay for a care worker you will take on the legal role of an employer and all the responsibilities which go with that. In many areas help is available with these sorts of tasks.

Social services can charge for some services that they provide. This means that if you get Direct Payments, you may need to make a financial contribution towards the Direct Payment. Your local social services should tell you if you’ll need to contribute, and how much.

If services arranged with the use of a Direct Payment run into difficulties, you cannot normally make a complaint to social services in the way that you could if they had been arranged directly. However, in that situation you should expect some assistance and advice from social services.

Carer's assessment

MK Council can help you to find the right support and you can ask them for a carer's assessment.

A carer's assessment will look at the different ways that caring affects your life and work out how you can carry on doing the things that are important to you and your family. Your physical, mental and emotional wellbeing will be at the heart of this assessment.

As a result of the assessment you may be eligible for support. You will be offered advice and guidance to help with caring responsibilities and help you look after your own health and wellbeing.

You may be eligible for a direct payment* to spend on the things that make caring easier, or practical support, like arranging for someone to step in when you need a short break.

You can have a carer's assessment, even if the person that you care for does not get any help from MK Council and they will not need to be assessed.

**A direct payment means that the money the council contributes towards meeting your care and support needs is paid directly to you, for example, into your bank account or the bank account of someone else you choose, to give you control over how it is spent.*

NHS continuing healthcare

NHS continuing healthcare is the name given to a package of care that is arranged and funded solely by the NHS for individuals who are not in hospital and have been assessed as having a "primary health need".

To be eligible for NHS continuing healthcare the person being assessed must have substantial and ongoing care needs. They must have been assessed as having a "primary health need", which means that their main or primary need for care must relate to their health.

If they are eligible, they can receive NHS continuing healthcare in a variety of settings, such as in their own home or a care home.

If the person you care for has a disability or if they've been diagnosed with a long-term illness or condition, this doesn't necessarily mean that they'll be eligible for NHS continuing healthcare.

For most people, the first step is to have an assessment with a health or social care professional using a screening tool called the Checklist Tool. If this screening suggests that the person you care for may be eligible for NHS continuing healthcare, a full up-to-date assessment of their needs will be arranged, using a tool called the Decision Support Tool.

The full assessment will be carried out by a multidisciplinary team made up of a minimum of two different health or care professionals. In some cases, more detailed specialist assessments may be required from these professionals.

Personal Health Budgets

A personal health budget is an amount of money to support the identified healthcare and wellbeing needs of an individual, which is planned and agreed between the individual, or their representative, and the local clinical commissioning group (CCG).

Currently only adults eligible for NHS Continuing Healthcare and children in receipt of continuing care have the right to have a personal health budget. CCGs have the option to offer budgets to other people who could benefit on a voluntary basis.

At the centre of a personal health budget is the care and support plan. This plan helps people to identify their health and wellbeing goals, together with their local NHS team, and set out how the budget will be spent to enable them to reach their goals and keep healthy and safe.

Individuals will need a separate bank account to receive a personal health budget via a direct payment. This account must only be used for purchasing care. However, it can also be used for receiving and managing a social care budget or Independent Living Fund payments.

If someone wishes to have a budget but doesn't want to manage it themselves, it may be possible for someone else to manage the budget on your behalf. For the carer of someone who does not have capacity to manage a personal health budget themselves, the same arrangement may also be possible. Every effort must be made to ask the person about their wishes and to keep their best interests in mind.

People can also manage the care and support they choose in different ways, ranging from doing it themselves through to getting help from another person or organisation to implement what's in the care plan on their behalf.

Care plans should be regularly reviewed and updated when necessary, for example if health needs changes or something in the plan isn't working. People can also give up their personal health budget if they do not want their care managed in this way.

If you are someone who would like a personal health budget for yourself or someone you care for, talk to your local NHS team who help you most often with your care – this might be a care manager, or your GP – and they will discuss personal health budgets with you.

Telecare services

Milton Keynes Care and Response Service aims to provide a local, reliable, 24 hour social alarm response. The service is available to anyone living in the borough of Milton Keynes, with no restrictions to age, mental capacity or physical disability.

Telecare works in conjunction with the alarm unit offering a wide range of intelligent wireless sensors that help to manage risks within the home environment. Service users are assessed by a Telecare Officer who will make recommendations of appropriate sensors to assist any identified risks.

The Telecare Service will fit an alarm unit and also issue a personal alarm button, which can be worn offering additional reassurance, enabling the user to summon help at the touch of a button, no matter where they are in their home. The button on the main alarm unit may also be pressed to alert the Alarm Centre that assistance is required. It doesn't matter whether you own your home or rent it, anyone living within the borough of Milton Keynes can be connected to the Telecare Services.

There is an initial set up charge and a small weekly charge for the service; however if you receive certain qualifying means tested benefits you may be exempt from charges and will not have to pay for the alarm or Telecare.

To find out more about the service – call 01908 222616. Please visit <https://www.milton-keynes.gov.uk/social-care-and-health/community-alarm> for further information.

Lasting Power of Attorney

A Lasting Power of Attorney (LPA) is a legal document that lets you (the 'donor') appoint one or more people (known as 'attorneys') to help you make decisions or to make decisions on your behalf.

This gives you more control over what happens to you if you have an accident or an illness and can't make your own decisions (you 'lack mental capacity').

There are 2 types of LPA:

- Health and welfare
- Property and financial affairs

You can choose to make one type or both.

Health and welfare lasting power of attorney

Use this LPA to give an attorney the power to make decisions about things like:

- Your daily routine, for example washing, dressing, eating
- Medical care
- Moving into a care home
- Life-sustaining treatment

It can only be used when you're unable to make your own decisions.

Property and financial affairs lasting power of attorney

Use this LPA to give an attorney the power to make decisions about money and property for you, for example:

- Managing a bank or building society account
- Paying bills
- Collecting benefits or a pension
- Selling your home

It can be used as soon as it's registered, with your permission.

How to make a lasting power of attorney

1. Choose your attorney (you can have more than one).
2. Fill in the forms to appoint them as an attorney.
3. Register your LPA with the Office of the Public Guardian (this can take up to 10 weeks).

There is a cost to register an LPA, although you may be eligible for a reduction or exemption.

You can cancel your LPA if you no longer need it or want to make a new one.

For further information and for copies of the relevant forms, please contact the Office of the Public Guardian, PO Box 16185, Birmingham, B2 2WH. The phone number is 0300 456 0300. Please visit www.justice.gov.uk/about/opg for further information.

Disabled person's bus pass

Eligible disabled people are entitled to free off-peak travel on local buses anywhere in England.

You will be eligible for a pass issued by Milton Keynes Council if:

- Your sole or principal residence is within the borough of Milton Keynes, and
- You meet one of the eligibility criteria listed below

Eligibility for a disabled person's bus pass

You must be over 5 years of age and meet one of the following eligibility criteria:

- Be blind or partially sighted
- Be profoundly or severely deaf
- Be without speech
- Have a disability, or injury, which has a substantial and long-term effect on your ability to walk
- Have no arms or have long-term loss of the use of both arms
- Have a learning disability, that is, a state of arrested or incomplete development of mind which started before adulthood and includes significant impairment of intelligence and social functioning
- Would be refused a licence to drive a motor vehicle, should an application be made under Part III of the Road Transport Act 1988, under section 92 of the Act (physical fitness) otherwise than on the grounds of persistent misuse of drugs or alcohol

How to apply

The fastest way to apply for or renew your bus pass is to use the online form on the Milton Keynes Council website. Alternatively, you can call 01908 254660 and request a form to be posted to you, or collect a copy from Milton Keynes Council Reception at the Civic Offices.

Companion passes

Milton Keynes Council does not issue companion passes, and companion passes issued by other authorities are not valid for travel within Milton Keynes.

Information for carers of children

Children with Disabilities Team

The Children with Disabilities Team works exclusively with children who have profound and significant learning and/or physical disabilities or life-threatening illnesses and their families.

The team have come from a variety of backgrounds including education, residential settings, adult services and housing. There is a wide range of support available to family ranging from bespoke parenting packages to attending various professional meetings.

The Children with Disabilities Team work closely with the specialist schools for children with severe learning difficulties, moderate learning difficulties, and communication and interaction difficulties as well as health professionals and various charities that are based in Milton Keynes.

We also offer a duty/signposting service to enable you to explore both specialist and mainstream clubs and social groups for your family to go to. This desk is open each working morning from 9.30 to 1pm. The phone will be answered during this time. If you ring after these times then you will be able to leave a voicemail message and your call will be returned the next working day.

The duty line is available from 9.30am – 1.00pm, Monday to Friday. You can contact the

Children with Disabilities Team on 01908 253 617

The Children with Disabilities Team is based at:

Milton Keynes Council
Civic Offices
1 Saxon Gate East
Central Milton Keynes
MK9 3EJ

Children and Families Practice

Children and Families Practice (CFP) are part of Milton Keynes Council Children and Families Service.

Their aim is to make sure that children (up to the age of 19) and their families receive the right level of support when they need it most.

They work with families to provide short term support which will be tailored to meet individual family needs.

CFP will work with the family to identify the family's needs. A named key worker will be a regular point of contact and will develop a plan of support that suits the whole family. The key worker will also act as the single point of contact for any other agency that is identified to provide support.

CFP are made up of teams of experienced staff with a range of knowledge and skills in early help and family based support and advice. They have effective links with partner organisations to ensure that the best co-ordinated support is given.

They work with the family to ensure children do well at school and maintain good attendance. They provide practical advice, support and access to parenting groups. They work with the family to help to develop and maintain positive family relationships. They make sure that children and young people's views are listened to and also signpost the family to suitable services, including job and training opportunities, budgeting and debt advice.

For anyone needing extra support, wishing to talk about their child's school, nursery or children's centre or wishing to refer themselves to CFP, they can contact the Multi Agency Safeguarding Hub on 01908 253169.

Additionally a professional may refer on behalf of the family.

Milton Keynes Specialist Child and Adolescent Mental Health Service (CAMHS)

MK Specialist CAMHS is part of the Children's Health Directorate within Central and North West London NHS Foundation Trust. It is a multi-disciplinary health service which delivers evidence based interventions to children and young people experiencing mild to moderate mental health difficulties (Tier 2) and moderate to severe mental health difficulties (Tier 3). Tier 2 and 3 MK Sp CAMHS is available Monday to Friday 9am - 5pm (excluding bank holidays). Outside of these hours, children and young people can attend Milton Keynes Hospital Emergency Department following an episode of deliberate self-harm or overdose or if they believe they are suffering from a psychotic disorder.

MK Specialist CAMHS provides support to children and young people up to their 18th birthday. The child must reside in the Milton Keynes area and have a Milton Keynes GP or have plans to register in the immediate future.

The service aims to meet the needs of the child, young person and their families by using a range of psychological interventions. On some occasions this may involve working with other agencies.

Prior to referral it is usually the case that there has been some involvement from other professionals such as GPs or Health Visitors.

Reasons for referral may include but are not limited to:

- Significant behaviour problems
- Depression
- Self-harm
- Anxiety disorders including phobias
- Obsession/compulsion
- TIC disorders
- Attention deficit hyperactivity disorder
- Eating disorders
- Family relationship problems
- Trauma, including post-traumatic stress disorder
- Psychosis.

All new referrals are discussed within regular team meetings. Urgent referrals are given priority appointments and non-urgent referrals are placed on a waiting list. Referrals for those who are deemed not suitable for the service will be informed by letter as quickly as possible.

If your referral has been accepted, a letter clarifying this will be sent to you.

You can contact the service for more information on 01908 724544 or 01908 724228 for referrals.

Education, Health and Care Plans

What is an Educational Health and Care Plan (EHC)?

The EHC Plan will provide the same statutory protection as the Statement of Special Educational Needs (SEN), but can cover children and young people from 0 – 25 and will be holistic and centred on the child or young person's needs. The EHC Plan will set out your child or young person's educational, health and care needs, and the provision they require in order to make progress.

Who are EHC Plans for?

They are for children and young people with long term and complex needs that are impacting on their ability to access learning and develop independence between 0 – 25 years old.

How do I apply for an EHC Plan?

A request for an Education, Health and Care Plan (EHC Plans) will generally only be made once support has already been put in place through the child or young person's setting/school.

When will statements of SEN be changed to EHC Plans?

All Local Authorities are required to convert existing Statements into EHC Plans between September 2014 and March 2018.

It is essential that the process enables a person centred approach, ensuring that the plan is holistic and that parents and young people are involved as equal partners and that their voice is central to the process.

What is a personal budget?

A personal budget is an amount of money or resources available in order to deliver the outcomes set out in an EHC Plan. The total personal budget should be made clear to parent/carers and young people so they can be involved in all decision making in order to choose the right provision to best meet the outcomes identified in the child or young person's care plan. Personal budgets aim to give parents and young people more control over the support their child receives and enable flexible approach to achieving goals.

What if I disagree or am unhappy with how my child's case is being managed?

If you disagree with any part of the Proposed EHC Plan you should talk to your SEN Caseworker. You can also:

- Talk to MK SEND IAS on 01908 254518 – an impartial source of information, advice and support.
- Consider independent mediation, Global Mediation offers further information.
- You can also access an independent Supporter through the Pre-School Learning Alliance on 01908 263700.
- If no resolution is reached, the final plan will be issued and you will have the right of Appeal to the SEN tribunal.

Home to School Transport

Parents and carers have a legal duty and a responsibility to ensure that their children attend school regularly and to make any necessary arrangements to ensure that they attend. In certain circumstances the Council has a duty to provide free home to school transport.

There are two grounds on which children qualify for home to school transport.

Criteria 1 - Distance grounds

To be eligible for free home to school transport on distance grounds, you must live over the statutory distance from your child's nearest qualifying school. The statutory distances are:

Age

Children who are between 4 and 7 years

Children who are between 8 and 16 years (or for children up to and including Year 11)

Statutory distance from home

Two miles or more miles from the nearest qualifying school, measured by the shortest available safe walking route, provided they attend school all day

Three miles or more to their nearest qualifying school, measured by the shortest available safe walking route

If a child lives within the statutory walking distance to their nearest qualifying school, but the route is not safe (even when accompanied), the council will make free transport available.

Criteria 2 - Distance and low income grounds

To qualify for free school transport on distance and low income grounds, you must meet the following criteria:

Age

Children who are between 8 and 11 years

Children who are between 11 and 16 years (school years 7 to 11 inclusive)

Statutory distance from home

Receive free school meals or whose parents receive the maximum level of Working Tax Credit; and attend the nearest qualifying school and live more than two miles but less than six miles from that school.

Receive free school meals or whose parents receive the maximum level of Working Tax Credit; and attend one of their three nearest qualifying schools and live more than two miles but less than six miles from that school

Adult Bus Pass

An Adult Bus Pass may be provided for an adult to accompany a child under 8 years old.

Mileage

For those children whose entitlement to free home to school transport has been confirmed by the Council, there is an option for parents or carers to use their own vehicle to provide home to school transport, if the Council decides that it is a cost effective choice in respect of transport for your child. It is also possible to request that another adult - nominated by you – be allowed to provide the transport for your child, but only with your signed agreement.

Privilege Fare Scheme

It may be possible for parents or carers to pay for travel on a home to school contract bus as a fare payer, but only if there are spare seats available once entitled children have been allocated seats. This is known as the Privilege Fares Scheme.

Post 16 Students

Post 16 students who have a transport need identified in their Statement of Special Needs or Transition Plan may receive additional travel assistance. Post 16 students without a Statement of Special Needs, but who have a medical condition or learning difficulty or disability, may also be considered for travel assistance.

Exceptions and Appeals

It is possible to apply for free school transport on exceptional grounds. These cases are considered on an individual basis, by a council panel.

Children living in temporary accommodation

For families placed in temporary accommodation Home to School Transport is only applicable where full duty to re-house is confirmed and it is established that the housing placement is anticipated to be for less than one school term. Families who are anticipated to be placed in temporary accommodation for more than one school term should make an application for a more local school place.

Family Led Travel Budget

Family Led Travel Budget (FLTB) is a payment provided to parents or carers to facilitate any arrangements for home to school travel in order to ensure attendance and access to education. It allows families to make flexible arrangements and monitor the quality of transport directly.

In order to access a FLTB there are a number of eligibility criteria that must be met:

- child must have an Education Health and Care Plan (EHCP)
- child must qualify for home to school travel under the Home to School Travel eligibility criteria

A FLTB may be allocated as a result of a Transport Exceptions and Appeals (TEA) application.

Short Breaks Vouchers

The Short Breaks Voucher scheme offers activities for children and young people with disabilities and can be anything from an after school activity to an outing at the weekend or an evening event. Sometimes, there are opportunities for the whole family to enjoy the same activity together.

For further information please telephone 01908 254770 or email short.breaks@milton-keynes.gov.uk

Local Offer

Milton Keynes SEND Local Offer is a directory of information about education, health and care services, as well as leisure activities and support groups, for children and young people with Special Educational Needs and Disabilities (SEND) from birth to 25 years, their parents, carers and professionals.

For further information please visit www.milton-keynes.gov.uk/sendlocaloffer

Transition

Transition is the move away from children's health and support services and towards adult service provision.

The Care Act places a duty on local authorities to carry out a transition assessment for young people if they are likely to have needs once they turn 18. This also applies to young carers and carers whose children are nearing age 18.

The assessment can be carried out by either adult's or children's services and can take place between ages 14 and 18, when there is 'significant benefit' to the young person in doing this at a certain time. It must be carried out in time to allow plans to be put in place for support.

A young person or carer (or somebody acting on their behalf) has the right to request an assessment at any time and also can refuse a transition assessment provided that the person has capacity to make this decision and the local authority are satisfied that there is no risk of abuse or neglect if an assessment does not go ahead.

The assessment must take account of the following things:

- current needs for care and support and how these impact on wellbeing
- whether the young person or carer is likely to have needs for care and support after the young person in question becomes 18
- if so, what those needs are likely to be, and which are likely to be eligible needs
- the outcomes the young person or carer wishes to achieve in day-to-day life and how care and support can contribute to achieving them.

By the time a young person reaches their 18th birthday they should have an adult care and support plan already in place. If not, and if they have not had a transition assessment, then they must continue to be supported by Children's Services until adult care and support is in place. If a young person has complex needs, then the local authority is able to make a decision that children's services will continue to provide support after the person turns 18.

The Children and Families Act 2014 works with the Care Act 2014 to set out a system for post-18 young people with Special Educational Needs and Disabilities (SEND). This covers a person from birth until age 25 through the use of Education Health and Care (EHC) plans. There is a single planning and assessment process for children and young people with SEND.

If a young person has an EHC plan, then their social care must take account of this. The adult services care plan will form the basis of the care and support aspect of the EHC plan, and care and support services will be provided under the Care Act.



Parents and Carers Alliance Milton Keynes

“Shaping services for children and young people aged 0 – 25 years old with disabilities or additional needs”

PACA MK is a parent forum which aims to give parent carers a voice in the development and improvement of local services.

The group is open to parents and carers of children and young people aged 0—25 years old with disabilities or additional needs who live in the borough of Milton Keynes. It is an independent and voluntary group run by parent carers.

PACA MK runs a variety of events to offer parent carers an opportunity to have their say and to share experiences with like-minded people. We also send out regular information and newsletters to keep you up to date with local developments and activities.

We run an annual information event in partnership with the MK SEND Information and Advice Service which includes speakers, information stands, crèche and workshops for parents, children and young people.

If you would like to sign up to receive our newsletters or to make a comment on any issue which affects your family, please get in touch. PACA has a group of parent representatives who work in partnership with service providers in health, education, social care and leisure services in Milton Keynes. Whilst we cannot represent individuals, our members have common issues and it's these that we take forward.

If you would like to receive our newsletters or become a member, please contact us:

Tel: 07852 526057

Email: pacamk@gmail.com

www.pacamk.org

twitter.com/pacamk

www.facebook.com/parentsandcarersalliancemk

Members of



National Network of Parent Carer Forums
‘Our Strength is our Shared Experience’
www.nnpkf.org.uk

Parents and Carers Alliance MK, c/o Carers Milton Keynes, Margaret Powell House, 439
Midsummer Boulevard, Central Milton Keynes, MK9 3BN

General information for all carers

Comments, compliments and complaints

Carers MK welcome comments and compliments on our work from all those who access our services. We also recognise that from time to time there may be things that go wrong. We welcome complaints about these things as they help us to improve the service we provide.

Comments and compliments

Please address comments or compliments about our service to anyone within the Carers MK team.

Complaints

Our complaints procedure is a three stage process as follows:

Stage one - Please speak to any member of the Carers MK team as soon as possible about your complaint. Where possible, we will try to resolve the matter at that stage.

Stage two - Where you are unable to resolve your complaint, please either phone Carers MK on 01908 231703 or write to: Chief Executive, Carers Milton Keynes, Margaret Powell House, 439 Midsummer Boulevard, Milton Keynes, MK9 3BN.

If you contact us you will be given a copy of our Comments and Complaints policy. You can write to us outlining your complaint, ideally letting us know who you originally spoke to or dealt with and why you are unhappy with our service or support. If you do not want to write to us we will take note of your verbal complaint. Your complaint will then be investigated by a member of the management team not directly involved in the area of complaint. You will receive a written response within twenty days.

Stage three - If you are not happy with the response and want to take things further then you should write to us within ten days of receiving our reply (which is assumed to be three working days after posting), explaining why you are still not happy. The letter should be addressed to the Chief Executive who will conduct a review of the matter and will respond within twenty days.

Appeal process - If the response of the Chief Executive does not resolve the matter then the complaint can be heard by a Panel of Trustees. You must notify the Chief Executive in writing within five days of receipt of his letter if you wish to use the Appeal process. The Panel will normally be convened within twenty days and you will be given at least ten days' notice of the time and place of the meeting. You can bring a friend or supporter with you to the Panel to help explain your complaint and provide moral support. The Panel will not normally give their findings on the day but will respond in writing within ten days. The decision of the Panel is final.

All notes of conversations, actions, correspondence and conclusions will be saved to the complaints file in the Chief Executive's office.

Introduction

Carers Milton Keynes (operating as Carers MK) is the ‘controller’ of the information which we collect about you (‘personal data’). Being the controller of your personal data, we are responsible for how your data is processed. The word ‘process’ covers most things that can be done with personal data, including collection, storage, use and destruction of that data. This notice explains why and how we process your data, and explains the rights you have around your data, including the right to access it, and to object to the way it is processed. Please see the section on ‘Your rights as a data subject’ for more information.

Carers Milton Keynes (operating as Carers MK) is a Registered Charity and Company Limited by Guarantee and our contact details are:

Address:	Margaret Powell House, 439 Midsummer Boulevard, Central Milton Keynes, MK9 3BN
Email:	mail@carersmiltonkeynes.org
Telephone number:	01908 231703

Our Data Protection Lead (DPL) is Holly Hoskisson, Chief Executive Officer, who you can contact at the above address and telephone number if you have any queries about this notice or anything related to data protection.

Personal data

‘Personal data’ is any information that relates to a living, identifiable person. This data can include your name, contact details, and other information we gather as part of our relationship with you.

It can also include ‘special categories’ of data, which is information about a person’s race or ethnic origin, religious, political or other beliefs, physical or mental health, trade union membership, genetic or biometric data, sex life or sexual orientation. The collection and use of these types of data is subject to strict controls. Similarly, information about criminal convictions and offences is also limited in the way it can be processed.

We are committed to protecting your personal data, whether it is ‘special categories’ or not, and we only process data if we need to for a specific purpose, as explained below.

We collect your personal data mostly through our contact with you, and the data is usually provided by you, but in some instances we may receive data about you from other people/organisations. We will explain when this might happen in this Notice.

Your data and how and why we process it

In general terms, we process your data in order to manage our relationship with you. The table below lists more specific purposes for processing your data, and the legal basis for each type of processing.

Data processing	Legal basis for processing
1. For staff in our employment e.g. payroll, payment of tax, performance management, making adjustments for colleagues with disabilities, etc.	1. The processing is necessary for compliance with a legal obligation to which the controller is subject.

2. For volunteers e.g. personal contact details, making adjustments for volunteers with disabilities, etc. contacting volunteers about groups/events.	2. The data processing is necessary to provide the volunteer with support and opportunities and is held on the legal basis of consent.
3. Adult Carer and cared for personal data.	3. The processing is necessary to provide the carer with support and is held on the legal basis of Legitimate Interest. There may be instances where the processing is a legal requirement e.g. to support Local Authority statutory duties and mandated returns to NHS Digital.
4. Young Carers and cared for personal data.	4. The data processing is necessary to provide the carer with support and is held on the legal basis of consent.
5. The personal data of donors	5. The processing is necessary for the fundraising activities of the charity and is held on the legal basis of consent.
6. Staff, carers, volunteers and supporters photographs	6. Carers and supporters photographs are processed for the promotion of the charities activities and are held on the legal basis of consent

At times, we may further process data which we have already collected. We will only do this if the new purpose for processing it further is compatible with the original purpose that the data was collected for. We will tell you about any further processing before carrying it out.

Who we share your data with

For some processing purposes we share your data with third parties. This is a list of the information we may share with external recipients, and for what purpose:

Recipients of your data	Purpose of sharing
HMRC	For staff in our employment for the payment of Tax
Local Authority Social Services	For the purposes of carers or cared for support, we would only share your data for this purpose with your consent. However, there may be times when we are required to share personal data to support a Local Authority statutory duty, in this instance we will not seek consent.
IT support company	Our IT support company has access to the data we hold for the purpose of ensuring that our IT systems work properly and are up to date

How we store your data

Your personal data is held in electronic formats. Electronic data, including emails, is stored on cloud based systems which are located in the European Union on our suppliers' servers.

How long we keep your data

Information about how long we process your data for can be found in our data protection Policy which is available on request.

Some retention periods are based on legal requirements while others take into account practical needs to keep the data.

Once the applicable retention period expires, unless we are legally required to keep the data longer, or there are important and justifiable reasons why we should keep it, we will securely delete the data.

Cookies on our website

Cookies are small files which websites store on your computer and which contain various types of information about your visit to a website. They are not viruses or malicious software but they are generally aimed at providing you with a good experience when browsing a site by, for example, remembering your preferences so that you do not need to reset them every time you visit the website.

Cookies can record information about how you browse the internet. They can therefore be used by websites to advertise goods and services which, based on your browsing history, are similar to goods and services which you have previously searched online. This is why some users reject or delete cookies.

Cookies normally expire after a length of time which can vary from a few minutes to more than a year. Some cookies are 'session cookies' which are deleted when you close your internet browser or after a period of inactivity. Others are 'persistent cookies' which remain on your computer until their expiration date.

We do not store cookies on your computer without your consent, unless they have the sole purpose of carrying out the transmission of communications or they are strictly necessary for providing an online service.

You may restrict or block cookies which are set by any website through your browser settings. Your browser settings also allow you to clear your browsing history and delete cookies. Information about how you can do this can be found on this link <https://ico.org.uk/for-the-public/online/cookies>. Mobile devices may have their own settings and you need to refer to the manual of the device.

Please note that restricting or disabling cookies may impact the functioning of parts of our website.

Our website uses the following cookies: Google web analytics

Your rights as a data subject

As a data subject, you have the following rights in relation to your personal data processed by us:

- To be informed about how your data is handled;
- To gain access to your personal data;
- To have errors or inaccuracies in your data changed;
- To have your personal data erased, in limited circumstances;

- To object to the processing of your personal data for marketing purposes or when the processing is based on the public interest or other legitimate interests;
- To restrict the processing of your personal data, in limited circumstances;
- To obtain a copy of some of your data in a commonly used electronic form, in limited circumstances;
- Rights around how you are affected by any profiling or automated decisions.

Withdrawing consent

Whether or not we are relying on your consent to process your data, you may withdraw your consent at any time.

Complaints to the Information Commissioner's Office

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website <https://ico.org.uk/>.

Exercising your rights, queries and complaints

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please contact our Data Protection Lead: Holly Hoskisson, Chief Executive Officer at our offices.

Privacy and the coronavirus pandemic

Privacy Notice relating to COVID-19

This privacy notice explains how Carers Milton Keynes will use personal data in response to the coronavirus pandemic.

Processing activity

The purposes for which your data will be used include:

- To prevent or mitigate the impact of the virus.
- To record people who may be vulnerable to the virus or otherwise require support due to the virus.
- To identify you as an unpaid carer and ensure you receive information and opportunities directly related to the coronavirus pandemic and unpaid carers, including invitation to COVID-19 vaccinations.
- To identify unpaid carers who may be vulnerable to the virus or otherwise require support due to the virus and targeting support where required, carers and cared for people.
- To share information with other organisations to allow them to help unpaid carers who need it, including NHS and Buckinghamshire Council or Milton Keynes Council.
- To share information with other organisations who are allowed to process confidential information in relation to COVID-19 purposes as defined by the Secretary of State.

Data requirements

Depending on the service you are using this data may include:

- Name (forename and surname)
- Gender
- Postcode
- Date of birth
- Any information which could be used to identify people who are vulnerable to the virus or otherwise require support due to the virus (e.g. health information)
- Any information which illustrates a person's needs (e.g. health information)

Lawful basis for processing

The processing is necessary to provide the carer with support and is held on the legal basis of Legitimate Interest.

Data sharing

The data is shared for the purposes of carers or cared for support in response to the coronavirus pandemic and associated measures to support carers and cared for people who may be deemed vulnerable. We may share data with the following:

- Other Council services, public bodies and authorities
- Central Government
- Healthcare organisations

Statutory, Local Authority & Health Services	Telephone No.
Access & Short Term Intervention Team	01908 605 650
Access to Adult Health and Social Care Team (Access Team)	01908 253 772
Child & Adolescent Mental Health Services (CAMHS)	01908 724 544 or 01908 725 372
Children and Families Practice (Early Help Team)	01908 254 373
Children with Disabilities Team	01908 253 617
CNWL Mental Health out of hours Urgent Advice Line	0800 023 4650
Community Alarm Service	01908 222 616
Community Occupational Therapists	01908 724 747
Community Transport (London Hire) Phone lines are manned 9.00am - 3.00pm Mon - Fri	01908 252 266
Council Tax Helpline	01908 253 794
Emergency Social Work Team (After 5pm)	01908 725 005
Home to School Transport Home to School Transport Eligibility	01908 252 526 01908 253 338
Millbrooks Community Equipment Service Millbrooks Wheelchair Service Repairs	0333 240 8995 0333 240 8996
Milton Keynes Council Main Switchboard	01908 691 691
Milton Keynes Re-ablement at Home Team	01908 363 070
Milton Keynes Wheelchair Service - non repair enquiries	01908 725 377
MK Recovery and Rehabilitation Team	01908 340 967
MK University Hospital	01908 660 033
NHS 111 (24 hour service)	111
NHS Continuing Healthcare	01908 278 787
Patient & Liaison Service (PALS) – MK University Hospital	01908 995 954
Police (non-emergency)	101
Rapid Assessment and Intervention Team (RAIT)	01908 724 999
SEND	01908 253 414
SEND Information, Advice and Support (IAS)	01908 254 518
Staying Steady	01908 725 622

Voluntary Organisations	Telephone No.
Action on Hearing Loss	01908 295 660
Age UK MK	01908 550 700
Alzheimer's Society MK	01908 232 612
Bereavement Service MK	07483 308 032
British Red Cross (equipment loan service)	01908 578 327
Carers Bucks	01296 392 711
Centre for Integrated Living	01908 231 344
Compass	01908 250 730
Different Strokes	01908 317 618
Fire Safety Home Risk Check	01296 744 477
Headway	01908 696 700
Healthwatch	01908 266 696
Independent Support MK	01908 266 684 07860 777 380
Macular Society Helpline	0300 3030 111
Mind BLMK	01908 257 830
MK Reader Service	01908 231 123
MK Recovery Service (substance misuse)	01908 250 730
Motor Neurone Disease Helpline	0808 802 6262
Multiple Sclerosis Society MK	01908 239 151
National Autistic Society	0808 800 4104
Parent & Carer Alliance MK (PACA)	07852 526 057 or 01908 257 828
Parkinson's Disease Helpline	0808 800 0303
Relate (relationship and life skills advice)	01908 310 010
Rethink MK	01908 585 085
Samaritans (free 24hr helpline from any phone)	116 123
Works for Us	01908 200 186
YiS Youth Counselling Service	01908 604 700

Benefits Information	Telephone No.
Carers Allowance Helpline	0800 731 0297
Citizens Advice Bureau MK	0808 278 7991
Housing Benefit & Council Tax Benefit	01908 253 100
Job Centre Plus MK	01908 975 307
The Pension Service	0800 731 0469
PIP (Personal Independence Payment)	0800 121 4433