



Umer's story.

My name is Umer Pardesi and I've been receiving Direct Payments through Leicester City Council since September 2010.

This has helped me to do many of the things I love to do.

I use my Direct Payments to pay for services from Voluntary Action Leicester (VALUES) and I get to give back to the community by volunteering.

I take part in many sporting activities like badminton, basketball, football, snooker and bowling. I also go out to the cinema with new friends that I've made since I've been at VALUES.



Umer Pardesi

My Direct Payments are managed by Enham which makes things easier for my parents. This means they now have some time for themselves, which is especially good for my dad as his health hasn't been very good lately.

One of the things that I love most about having Direct Payments is the feeling of independence and self worth. I can now do the things I love to do and choose for myself where I want to go.

I have now become so active and independent that I'll be taking part in the One Leicester 2013 Olympic Games. I'll be playing for the East Midlands basketball team.

My parents and family are very proud of me and are happy with the progress I've made so far. This is thanks to Direct Payments and the support I get from Enham.

Tell us what you think about our newsletter.

Did you enjoy reading it? Yes No

If you ticked yes which articles did you particularly enjoy reading?

If you ticked no, please tell us why or how we could improve it?

Did you find the information helpful and informative? Yes No

Is there anything you would like us to cover in the next edition of Enham Direct?

Do you have a story you would like to share with other Enham clients? Yes No

Now please fill in this section of the form with your details, cut it out and post it back to us at:
Enham, Enham Place, Enham Alamein, Andover, Hampshire SP11 6JS

Your form will be entered into a draw to win a £50 M&S voucher. Thank you and good luck

Closing date: Friday 9 December 2011

Name: _____

Address: _____

Tel: _____



EnhamDirect.

Autumn edition 2011

The newsletter for Direct Payment Clients in the **Leicester** region



UMER'S STORY

Read about Umer on the back page

COME ON DOWN.

The Community Resource Centre in Narborough is where it's all happening.

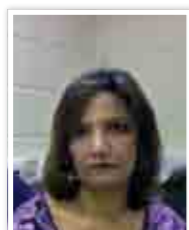
Win £50

Fill in our survey for a chance to win £50 Marks & Spencer voucher

Enham would like to introduce you to its Direct Payments staff members:



Lisa Malone
Senior Advisor
☎ 07545 503435



Rashika Nathwani
Direct Payments Advisor
☎ 07545 503439



Irene Chand
Direct Payments Manager
☎ 07545 503437



Janki Patel
Payroll Administrator



Michelle Goodchild
Direct Payments Advisor
☎ 07545 503434



Mohammed Hussain
Finance officer
01264 345800

OPENING TIMES AND CONTACT DETAILS

Enham's Leicester Direct Payments Support Worker Service is available:
Monday Wednesday, Friday 8.30am to 5.00pm
Tuesday and Thursday 8.30am to 6.00pm
Saturday 10.30am to 1.00pm

Our telephone lines are now open for out-of-hours support.

Enham's Direct Payments team in Leicester can be contacted at the following address: Enham Direct Payments Support Service, Unit 9, Entrance D, Leicester Business Centre, 111 Ross Walk, Leicester LE4 5HH

☎ 0116 261 0468
☎ 0116 258 2510
✉ direct-payments.leics@enham.org.uk
🌐 www.enham.org.uk/directpayments

Using an agency for your support.

Things you need to look out for:

- Make sure you have been given a contract and you've read it and understand everything in it **before** you sign it
- Any costs involved should be in the support plan
- Always check the timesheets are correct before you sign it and let the agency know if staff arrive late or leave early
- Make sure the hours worked are what was agreed in your support plan
- You make a note of any banked hours
- Try to use your hours within the quarter
- **Before** paying check invoices against time sheets to make sure you haven't been overcharged
- If you wish to cancel a call give as much notice as possible. Most agencies will need 24 hours or you will be charged
- If you have any holidays arranged let the agency know as soon as possible

If you are having any problems with your agency, or have any concerns, speak to the agency manager to sort out any problems. If you would like our help then please call us. With your consent we can talk through any problems with your agency and offer you support and guidance.

Come on down. It's where it's all happening

The Community Resource Centre in Narborough Road is where it's all happening.

It's the place where you can meet new people, learn new things and take part in group activities or try something on your own. It's up to you.

Anyone can be a member of the centre and attend the many different sessions. But if you want individual support we can work with Pathfinders to provide this for you.

Sometimes you may just like to go to the cinema or go out for a meal with friends. Perhaps you'd like to go to college or to a job but need some support? We can support you to do this.

There are many varied activities you can take part in such as music, cooking, IT skills and Wii fitness and dance sessions to name just a few.



We can also help you to take part in sports activities such as swimming or football, arts and crafts. Or if you want help and advice on managing your money or keeping healthy we can put on some helpful courses for you.

Or you may just want to sit and relax in the communal area with friends. It's up to you.

To find out more call Chris Chaperon on **0116 3678144** or **07425 154048**

Changes to minimum wages.

If you employ someone this is important information you need to know

The National Minimum Wage rates are looked at and reviewed each year by the Low Pay Commission.

From Saturday 1 October, the hourly rate of pay will be:

- for workers aged 21 and over the rate will be £6.08 (up by 15p)
- for the 18-20 age range it will be £4.98 (up by 6p)
- for 16-17 year olds (school leaving age but under 18) it will be £3.68 (up by 4p)
- for apprentices under 19 or 19 or over and in the first year of their apprenticeship the rate will be £2.60 (up by 10p)