

Live Life Your Way.....update on progress of some issues raised with Shropshire Council

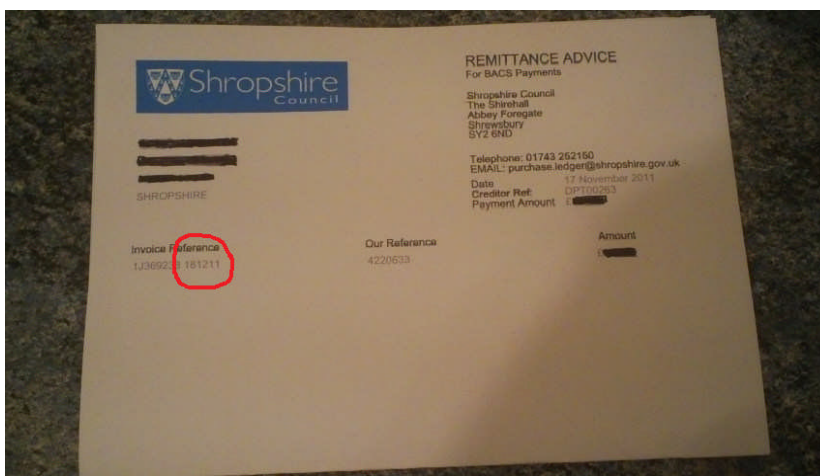
Many people will remember the feedback event after the consultation on “Live Life Your Way,” held at Council Chamber, Shirehall Shrewsbury on 23rd September 2011.

People heard discussions and comments directed at Stephen Chandler, regarding the administration documents for those people who have a Personal Budget. As a former pioneer for “My Life My Choice” at that meeting I commented that the issue around administration for those on PB's was continually being brought up. I was tired of hearing the same things time and time again, meeting after meeting & nothing being done about them. I challenged Stephen Chandler to get this issue resolved prior to the calendar turning onto 2012. People needing help from Social Care are stressed by not knowing what money has been paid, for what & to what dates these relate. You will have heard Stephen rise to the “bait” by committing to getting this issue resolved. Stephen addressed the audience with a “promise” to get this sorted.

Stephen at the end of that meeting asked me if I would attend a meeting with him. Recently Stephen Chandler, Cllr Claire Wild, the accountant from Shirehall, together with two others people from Social Care Finance & I attended a meeting to look at the problems. During the 2 hour meeting it emerged the problems are bigger than first thought. There are two systems that have to be used, between Social Care & Finance, they are old systems that do not “marry” together easily so problems arise. No one based at Shirehall or Ptarmigan Building wishes to cause people any stress by increasing the paper work, indeed we would prefer to decrease it. By the end of the meeting it was decided that we will look at all the paperwork that goes out to people when they start on a Personal Budget and hopefully make it easier for all to understand which should assist people through the whole time they have a PB.

Good News.....Did you know rather than receive your BACS slip by post-you can receive it by email? Contact 01743 252150 or email purchase.ledger@shropshire.gov.uk if you would prefer to receive it this way.

More Good News...Did you know on your BACS slip it actually tells you what date the payment is for. I hear you all say “NO” . Regretfully its a number that has not been formatted to show it is a date. Shirehall finance hope to resolve this shortly. However, if you look closely at your BACS slip (see the photo below where it is circled in red)



Invoice Number (left hand side of BACS slip)-Ignore the first 8 letters/numbers under this heading. Then there is a space and a number. Example - 181211-this should be formatted and it is hoped to do this soon. So 181211 should be 18/12/11 which would tell you that this payment going into your bank account is for Personal Budget money to 18th December 2011

As we progress in getting to paper work simpler and easier to understand so we will try to keep you posted on the progress. If you have any problems or concerns, why not raise them via SDN so that we can tackle them together? Just get in touch via the website enquiry@shropshire-disability.net

Ruby Hartshorn