



in touch



The magazine for families and supporters / Nov 2008



Fundraising:
How you can get involved

Speaking out!
Brighter futures for people with disabilities

INSIDE: Community Building

Why at United Response, inclusion is more than just a buzz word



About United Response

For 35 years, United Response has worked to improve the lives of people with learning disabilities, pioneering care in the community long before it became a government mantra.

Before then the majority of people with learning disabilities were abandoned to large, long-stay institutions for most of their lives, often in appalling conditions. Determined to challenge this and to help people live more active and engaged lives Su Sayer, United Response's Chief Executive, set up our first supported living service in West Sussex in 1972.

Since then United Response has become a top 100 charity, supporting over 1,500 people throughout England and Wales, challenging prejudice and working extensively to break down barriers and help integrate people with learning disabilities, mental health needs and physical disabilities into society.

We have developed a wide range of diverse and specialised services, all built around individuals' needs. These include supported living, support for people with mental health needs, autistic spectrum disorders, sensory impairments, behaviours that challenge and supported employment. The support provided ranges from 24-hour support for people with complex needs to outreach support.

United Response has championed the development of more easily accessible information for people with learning disabilities, most recently setting up a specialist disability consultancy to raise awareness of accessibility issues. We launched the first ever independent research into the benefits of Person-centred Active Support, a ground-breaking method which allows people more independence, choice and control.

We have some 2,000 skilled staff who include everyone from support staff working directly with people we support to administrative roles providing expert backup in areas such as health and safety, finance and human resources. Our board of trustees is responsible for ensuring that we are managed well and are operating within our policies, our budget and the law.

For more information on our work, please visit
www.unitedresponse.org.uk

I am delighted to welcome you to the first issue of *In Touch*, a brand new six-monthly magazine especially for the families and friends of people we support, and supporters of United Response.

It's been developed following focus groups with families across the country, at which you told us that you'd like more information on United Response: on what we do and where we work, on our latest news and campaigns – and on how you can get involved. Most importantly, you wanted to know more about our mission, our vision and our values – which really are at the heart of all we do.

So, in this first issue you'll find information on how United Response was set up and how we are funded, plus news on some of our latest campaigns. There's also a special feature on our work in supporting people to get more involved in their local area with our innovative community mapping tool, and details on how you can get involved in supporting our work.

In Touch is also part of a broader communications programme with families which includes a new Families Charter and information for families on the way we work, plus a families area of our website, which is currently in development. If you would like a copy of the new leaflet or charter please contact your local manager.

In the meantime, we want to know what you think! We want *In Touch* to be your magazine, so do email lu.large@unitedresponse.org.uk with any thoughts on what you'd like to see in future editions of the magazine – whether these are particular issues you'd like covered, information on a specific area of our work or if you have any stories or experiences that you'd like to share.

In the meantime, for further information on our work please visit www.unitedresponse.org.uk – and I very much hope you enjoy this first issue!

Best wishes



Su Sayer OBE
Chief Executive



Find out about the latest accessible resources available, how United Response is sweeping the awards ceremonies and what our new Chair has to say about joining the team.

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This issue's hot topics are fundraising, getting involved in the community and how we're helping people we support get their voices heard.



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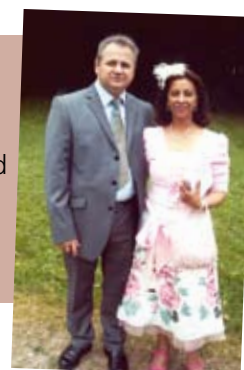
Putting people first using person-centred techniques and encouraging community involvement.

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Voting made easy, with our accessible new project, Every Vote Counts.

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We meet the parents of David Fry, a long-term employee of United Response who has learning disabilities.



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BITE SIZE

Moving people

United Response is proud to support a new national anti-stigma programme being launched across England to make a big impact and reduce discrimination against those with mental health needs.

The campaign has been launched by Moving People, a groundbreaking and diverse programme of national and local activity, led by four mental health organisations - Mental Health Media, Mind, Rethink, and the Institute of Psychiatry, King's College London.

For further information, go to www.movingpeople.org.uk/

Awards for excellence

United Response has always taken staff training and development extremely seriously, knowing this is the only way to ensure that the support it provides is of the highest possible standard. And we are delighted to have been recognised for this commitment.

This year our Good To Great programme won a National Training Award after a rigorous series of assessments and onsite visits, and we have also been shortlisted as best overall employer in the 2008 Third Sector Excellence Awards. We pledge to continue to invest in this area and to continually strive to provide the best support we are able to.

Have your say

If you would like to contribute to articles or have any comments you can contact Lu Large:

United Response,
113-123 Upper Richmond Road, Putney,
London SW15 2TL.
lu.large@unitedresponse.org.uk
0208 246 5120

New person-centred resource out now!

About Me and My Life was created by the **United Response Inclusion Team** together with people we support.

It is a resource developed to empower people who either have a communication impairment or simply prefer to use visual or audio resources in order to communicate.

Tried and tested with the people we support during the past two years, *About Me and My Life* has shown to be an effective way to help someone tell a story about something that is important to them. For example, who they are, what they like to do, their skills, or how they like to be supported. The options for how this resource can be used are limitless.

Introducing...

Maurice Rumbold,



What made you want to be Chair of United Response?

I was already working as a Trustee for United Response, so I saw becoming Chair as an opportunity to play a bigger role and become more involved in the work we do. I want to make a bigger contribution.

How long had you been a Trustee for?

Oh, a very short space of time, I joined United Response in July 2007. I suppose you could say I'm the new boy!

How do you think your experience at NCH will help you as Chair?

The NCH is another national organisation, who like United Response, is trying hard to be a quality service provider across the



How people we support have used this tool:

- ★ To create a person centred plan
- ★ To create a journal containing likes and dislikes
- ★ To tell a story
- ★ To tell people important things when going out or meeting someone new
- ★ To show someone's particular communication needs
- ★ To design a CV to catch the eye of potential employers
- ★ To create a photo album
- ★ To build a juke box.

Included with the CD-Rom is a step-by-step guide showing just how easy it is to use this resource to meet a wide range of communication needs.

United Response is selling **About Me and My Life** at £15 for individuals and £25 for organisations, and the funds raised will help us to produce even more person-centred resources for the people we support.

If you would like a copy, email lu.large@unitedresponse.org.uk.

United Response's Chair of Trustees

country, yet also remain a local service. We struggled with the same issues trying to find the perfect balance, so I'm familiar with the difficulties of working in a dispersed organisation.

United Response has grown so much over the years and still is, at an admirable pace, so hopefully my experience will help us keep the train in motion and do what people really want.

What do you like about working with a disability charity?

I like the fact that although United Response has to provide good value for money, our driving force is never the 'bottom line', but rather meeting the needs and sensitivities of the people we support. I find the process of balancing this fascinating set of issues very interesting.

I've spent a lot of my life working in

learning disabilities within the social services and local authorities. I've always liked the challenge of creating opportunities for people – years ago, I helped people move from long-stay hospitals into the community and I even did my university dissertation 30 years ago on joint funding and learning disability.

I also really like the focus on families and how they play an important role in the way we support people. United Response is really committed to valuing families, which is great.

When not busy being our Chair, what do you like to do?

I'm a member of the Public Guardian Board, but as I'm now semi-retired, I spend a lot of time doing up my old house in East Sussex and sailing. I share a boat with someone else and it may not be the most impressive thing, but it doesn't sink!

United Response has grown so much over the years and still is, at an admirable pace

Speaking out

As a registered national charity, our mission is to support people to take control of their lives and our vision is of a world where people with learning disabilities or mental health needs have the same rights and opportunities as everyone else.

And we believe this means that we have a duty to speak up and speak out, together with people we support, to raise awareness of the issues affecting them, to change policy and practice for the better and to provide additional practical support that helps people to live the life they choose.

Through our campaigning work, we try to change the world by changing and challenging attitudes, whether this is raising awareness of the issues faced, tackling prejudice or challenging unfair laws or lack of funding. Putting the people who use our services, and those who are important to them, at the heart of our campaigns is a major and increasing priority for us. A person's own story is far more powerful than anything we could say on their behalf.

We are currently running an employment campaign. Although two thirds of people with learning disabilities would like to work, less than one in ten do. But we know from our study carried out, at our Trafford Employment Service, that the

benefits of work, for many people with learning disabilities, are considerable, including increased confidence, independence, self-esteem and well-being. Feedback from businesses themselves found people with learning disabilities to be excellent employees and most importantly, the impact on people's lives speaks for itself.

That's why we want to work with both businesses and the government to help more people with learning disabilities into real work - and are lobbying the government to reform the benefits system to make it easier for people to work without losing out financially. Our work has included the launch of our report *Being something I have always wanted to be* to policy makers including Third Sector Minister Phil Hope MP (now Adult Social Care Minister following the recent cabinet reshuffle), and hosting fringe events with Citizens Advice at the political party conferences this autumn.

Another important aspect of our campaigning has been our role in the Learning Disability Coalition, a new body founded by ten organisations supporting people with learning disabilities to look specifically at funding issues. The Learning Disability Coalition's focus is persuading government to continue to fund the support we provide to individuals by showcasing the many achievements people are able to make with the right services behind them: whether that's finding a job, living independently or getting involved in the community. We have played a major

“ Working makes me feel more important. I feel better and calmer in my own life. It helps me to be meeting people. I'm being something that I've always wanted to be. ”



Christine works in the Orient food hall in the Trafford Centre. She washes the trays, wipes tables down, cleans upstairs and downstairs and cleans the toilets. She also empties the bins and helps the customers get the tea dance ready.

"I wanted a job so I could make friends and meet new people," says Christine, "I also wanted to keep fit and this is a very busy place. It's beautiful and I love the uniform too!"

Christine was supported to get her job by our Trafford Supported Employment service. Gemma Thompson, deputy service manager, is Christine's personal job coach.

"Gemma is always there to help me with any questions I have," smiles Christine, "She comes to see me to make sure I'm happy at work and she made me a call card with the other staff member's numbers on it, so I remember them more easily. This kind of thing helps me a lot.

"I can always ring Gemma if I need her which is important to me. She helped me open my own bank account so my wages could be paid to me and she comes with me if I have to go on a training course to help me understand."

"I have so many new friends now: Amy, David, George, Marion and Jean...they all help me if I get stuck. Now I can hold my head up high - I love my job!"

role in parliamentary events with the Coalition, attended by senior politicians such as former Social Care Minister Ivan Lewis MP. We have also helped place major articles on the future of funding on BBC News and in *The Guardian*.

We have campaigned to ensure people with learning disabilities get fair access to healthcare, writing in national newspapers about the publication of *Healthcare for All*, an independent inquiry that found that people with learning disabilities have higher levels of unmet needs and receive less effective treatment than others. As Su Sayer, our chief executive, wrote at the time, "It is unacceptable that someone should find it harder to get good healthcare because they have a learning disability. This report, along with the others that went before it, highlighting poor practice and unequal treatment, presents indisputable evidence of the need for change in the NHS. What we need now is action."

But, of course, our campaigning doesn't stop there. We will be launching a major campaign in late 2008 dedicated to giving people with learning disabilities real financial independence, by making financial information far more accessible, as well as continuing to show the world the many achievements of the people we support.

We hope you will join us in this very important aspect of our work by sharing with us the things that matter to you and to your family, and speaking out alongside us.

For more information on our current campaigns please visit www.unitedresponse.org.uk/campaigns



Fundraising: where your money goes

How we are funded

The vast majority of United Response's funding comes from local authorities, who pay us under contract to provide support to people with learning disabilities, mental health needs and physical disabilities in their area. We also support an increasing number of people who purchase their support directly from us – whether this is via an individual or personal budget, a direct payment, or other money that they have.

We also provide support enabling people to do the things that they want to do in life. We are proud of our person-centred approach to supporting people and this will always be at the heart of our work.

However, this funding of paid support does not cover all the other things we want to do to help people take control of their lives. And so, to help us do this, we raise money. For example to campaign around specific issues, to support people to find jobs, or to be more involved in their community. And we fundraise to pay for the things that people we support tell us they want to do, like going on holiday or taking part in particular activities. These are often things that lots of other people perhaps take for granted but which may never have been possible for many people we support.

In order to pay for everything beyond the provision of core support, we need to fundraise.

So, how do we fundraise?

We fundraise in a number of ways and this depends on what we are raising money for and who we are asking to help us. But the main ways we fundraise are:

Raising money for specific projects

- an example of this is our Making Money Easier project which aims to improve financial inclusion for people with learning disabilities. We've run a number of projects over the last 18 months to make dealing with money easier and we have received funds from the government, companies and grant making trusts for this work.

Raising money to be used where it is most needed (at our discretion)

- this is called unrestricted income. As a large charity, we have significant costs and we need to make sure that we have enough money coming in to pay for this while providing the best possible care to the people we support. Most of our unrestricted money comes from donations from individuals and from sponsored events like the London Marathon.

Raising money for local services

- people we support and the staff who work in our services around the country have the best idea of what is needed in their area. They are also best placed to carry out fundraising activities and it's a wonderful way of involving people we support in their



▲ Above: We raised £12,310 to give one of our services an accessible, garden make-over.

communities. We receive money from a range of sources for local services – small grant making trusts, companies, schools, churches and neighbours can all get involved.

What can you do to get involved?

We'd be absolutely delighted if you wanted to get involved in helping us to raise money for United Response. We'd also like to say thank you to those who are already helping, either by contributing themselves or by encouraging others to do so.

Right: Staff from one of our services took part in a parachute jump to raise funds for Robert to go on holiday. ▶



If you are thinking of helping us to fundraise, here are a few things to consider:

What will you raise money for?

Is there an unmet need at a local service that you want to raise money for? Examples of items for which we have successfully raised money in the past include; holidays for people we support (and accompanying staff), mobility aids, communication aids and so on. Or could you raise unrestricted funds for United Response, enabling us to pay for larger projects and campaigns which will benefit people with learning disabilities across the UK?

What do people we support like to do and what do you like to do?

Fundraising should be fun, so make sure you enjoy whatever it is you will be doing to raise money! If you like talking to people and the people we support enjoy company then organising a garden party and inviting neighbours and friends over is a great way to raise money with raffles, auctions, bring-and-buy sales, etc. If you are a keen runner then you could get involved in our sponsored runs – we have places at a range of distances, from 5km to a full marathon. If you

are feeling really adventurous, you could set yourself the challenge of climbing Machu Picchu in Peru, or cycling from London-Paris with our great new overseas challenge events (see flyer for more details).

Remember that the fundraising team is here to support you.

Unfortunately, because we are a very small team, we can't physically attend fundraising events around the country, but we are at the end of a telephone or contactable by email if you need some advice or some materials to help promote your events. We'll do all we can to help you make a success of whatever you are planning.

If you have any questions about anything you have read, please contact the fundraising team:

020 8246 5200
joel.voysey@unitedresponse.org.uk

You can also visit our website:
www.unitedresponse.org.uk/support-us



Community building: moving into the mainstream

The right to lead an inclusive lifestyle is something everyone deserves to have.

Services for people with learning disabilities or mental health needs have come a long way over the last 30 years. Thankfully, we've bid farewell to institutions and their impersonal approaches to support. But as people were moved in their droves to more 'homely' services up and down the country, it became clear in time that while their physical surroundings might have changed, the people residing in those ordinary houses were still very much living isolated lives.

At United Response, Person-centred Active Support has allowed us to find out more about the individual hopes and dreams of the people we support. The introduction of the Developing the Way We Work tools (see page 12) have given us practical, structured ways to understand what each person wants and needs from us and the wider world. But they also set us a new challenge: to help the people we support to develop and nourish relationships with people outside of their families and paid circle of support. Relationships with people who choose to spend time with them based on shared interests and genuine friendship, rather than obligation.

More and more stories are emerging about how people we support are getting more involved in their community. Good examples include the church-goer who now takes their turn hosting regular

coffee mornings; a sports fan addicted to watching Grandstand every Saturday afternoon being introduced to the local rugby club by his rugby-playing support workers – and being missed by club members when he's not there.

Such seemingly small achievements play a huge part in the agenda to breakdown the barriers which segregate society.

▼ **Below:** Jon Condon's passion for gardening has helped him win a grant to set up his own business.



We want to help the people we support to develop and nourish relationships with people outside of their families and paid circle of support.



community building



◀ **Left:** Geoff Flowers loves his job at the stables so much he works there four days a week.

CASE STUDY: Changing people's perceptions

When Julie Walter oversaw the closure of the Ilkeston day centre last December, she had high hopes about the resulting person-centred support her team could now provide. Little did she know that in only seven months, people's lives would change so dramatically, she'd soon be supporting an up and coming businessman and a stable-hand, to name but a few!

"When United Response opened the day centre several years ago, it became the daily meeting place for 12 people we support. The

“
Geoff works four days a week in the stables, which he absolutely adores.
”

centre offered a mixture of activities, from arts and crafts to swimming and bowling, but due to its very nature, it was a bit structured and inflexible. People couldn't choose what activities they wanted to do and had no control over who they were spending their days with.

As time went on, we realised we could give people a more individual support package if we moved the funding away from the daily running of the centre, such as rent and utility bills, and shifted it into paying for one-on-one support staff.

We worked with social workers, managers and some of the people we support to find out what kind of things they would like to do if they didn't go to the day centre anymore. We then used community mapping to research what resources were available in the area – not specialist services, but mainstream activities that anyone could go to.

At first, some of the staff were anxious that the people they support would struggle without the routine the day centre provided. Others were concerned that for those with challenging behaviour, joining in with community activities might prove too stressful. We deliberated, but

decided the potential benefits to the lifestyles of the people we support were too good to pass over.

And boy, did we make the right decision! Since the day centre closed, everyone gets involved in a much wider range of activities. We've supported people to go to job centres and look for their first jobs. Someone volunteers for the Derby Coalition for Independent Living, handing out leaflets. We've supported people in interviews to become volunteer shoppers for older people. We have people doing dog-walking, helping in the local church... one man, Geoff, even works four days a week in the stables, which he absolutely adores. Last but not least, one man who is a keen gardener has been given Lotto funding to start his own gardening business. And every one of these people doesn't speak.

Now when staff see an opportunity for the person they support to try something different, they grab it with both hands. Every day something new happens. And by seeing people with learning disabilities out there, with skills and doing useful things, the perception of the public has improved too. Lives really have been turned around."



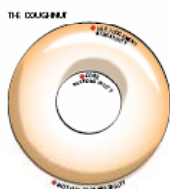
Developing the Way We Work



Important to / important for – A way to sort what's important TO (what makes us happy, content, fulfilled) from what's important FOR (health and safety, being valued) while working towards a good balance.



Doughnut – a diagram which helps you sort out responsibility issues, looking at core responsibilities, when you should be creative and use your own judgement, and what isn't your paid responsibility.



We have always put the person we support at the heart of everything we do, with the emphasis on the freedom to work around the unique needs of each individual rather than organisational requirements or standardised practice.

But we wanted to take this further. So, supported by Helen Sanderson Associates (an agency specialising in person-centred thinking and planning) we have developed this programme of work.

Three years ago, staff from our North West division began to take part in an exciting pilot programme called Good To Great, aimed at making supporting people easier, more efficient and most

importantly, more person-centred. The results from this showed so many positive changes for the people we support and for staff that it has now been rolled out throughout the organisation. This programme is called Developing the Way We Work.

Based around a core set of person-centred thinking tools, this has had a fantastic impact on the lives of people we support – and on the staff who support them. And, after having completed training, members of staff are selected as coaches, to lead the work within their services.

Shown on the left are a couple of the tools used and we will highlight individual ones in future editions of *In Touch* explaining how they are used and what a difference they have made to people's lives.

Jargon-busting

Tenancy Agreements are agreements between a tenant and a landlord setting out the rights and responsibilities of both parties. They provide the tenant with a lot of security and the landlord would

have to go to court and persuade a judge to evict if they want the person to leave.

Outreach is often used to describe support given to someone in their own

home. It differs from supported living only because the people in question usually require only a few hours of support a day or week.

CSCI stands for The

Commission for Social Care Inspection. CSCI is an independent regulator set up by Government to regulate, inspect and review all adult social care services in the public, private and voluntary sectors in England

Community mapping

Community mapping is a great way for people with learning disabilities to find places, people and resources in their community where their skills and assets will be used and valued.

By sharing their experiences with other people, they can discover new opportunities and make new contacts in their local area in a graphic, three-dimensional way.

Inclusive and engaging, it makes getting connected in the community achievable.

This resource was developed by United Response's Inclusion Team and with people we support and was showcased at Learning Disability Today in Manchester earlier this year.

Below: Sinead, supported by United Response in Trafford, adds herself to the community map at Learning Disability Today. ▼



QUICK FACTS

- ★ 80% of our services include people with complex and multiple requirements.
- ★ 40% of the people we support have no speech and many have additional impairments, including physical disability, sight loss or medical complications.
- ★ 37% of the people we support have a physical disability.
- ★ 76% of staff use photos, pictures and objects of reference with the people they support.

and stamp out bad practice.

Domiciliary care describes when certain types of personal care are delivered to people living in their own home, rather than a residential care home, and

where the agency providing the care is registered with CSCI.

Licence Agreements are similar to tenancy agreements but are usually given to people who live

in registered care homes. They provide the licensee (the person who lives in the care home) with very little security and the landlord/owner could simply ask the person to leave, giving them a few days notice.

Registered care home is an establishment where people live, where housing and support are provided together as a package. Each home is obliged to register with CSCI.

Every Vote Counts!

United Response launched the *Every Vote Counts!* project in February 2007 with funding from the Electoral Commission. The aim of *Every Vote Counts!* is to make politics directly relevant to people with learning disabilities in England. Scotland, Wales and Northern Ireland have their own systems.




The project aims to help extend people's understanding of how politics affects their everyday lives, and to support people to become actively involved in the democratic process. We have worked with people with learning disabilities and those who support them in the development of this valuable, multimedia resource.

Accessible. This additional resource will be available next July and is designed to encourage our political stakeholders to produce information that is open and accessible to everyone.

This project is also working with people within the political system, people with a learning disability and the people who support them, to produce Making Democracy



If you would like a free copy of Every Vote Counts! contact Lu Large:

 020 8246 5120,
 lu.large@unitedresponse.org.uk
 United Response,
113/123 Upper Richmond Road,
London SW15 2TL.





Right: Sharon and David Fry. ▶
Below right: Their son David ▲
waiting to run in a charity race.

Your story

Sharon and David Fry have two children, David, 27, and Lisa, 22. David has a learning disability and is employed by United Response. Sharon and David told us:

"David has had to overcome many obstacles and challenges during his life. He attended a special needs school in Hammersmith due to his learning disability. As David was a very active and outgoing child we tried to find ways for him to socialise outside school and the family. We introduced him to a boys' club and this was when David's communication issues became more apparent to us and we soon found out, to all our great disappointment, that children and adults did not understand his needs.

When David finished school we did have concerns about his future and, with the help and support of his school, we found a college course which helped identify his skills and abilities. At the end of the course, Rathbone Employment offered him a job at Fulham Football Club. As David is football mad this was perfect.

This was when we were introduced to United Response as they ran the cleaning contract for Fulham FC. After a while, David was offered a job by United Response at their Putney office. Everybody made him feel very welcome and he settled in quickly to this change, which he found strange and difficult at first. Since then David has learnt many new skills and his confidence has grown. He has given speeches at events – including one at the House of Commons, has taken part in producing a film about challenging discrimination, and



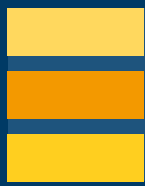
He works very hard for all his achievements and to fit into society, despite his learning disabilities.



has taken part in fundraising activities amongst many other achievements. He has been promoted several times and is now the Communications and Fundraising Assistant.

We are all very proud of him. He has turned out to be a well adjusted young man. He works very hard for all his achievements and to fit into society, despite his learning disabilities. He is always up for a challenge and we are always getting compliments from people telling us what a great person he is. David is a credit to himself and an inspiration to others like him and a great advertisement for United Response.

We would like to thank everyone within United Response who, over the years, have given David the support and encouragement to become the person he is today."



Policy



Three things you should know about... Welfare Reform

What are Employment Support Allowances?

From October, people not working because of disability or ill health who are not already on Incapacity Benefit or Income Support, will be required to claim the new Employment and Support Allowance (ESA). Most people claiming ESA will have to undergo a number of assessments to decide whether they are capable of working.

There will also be one or more work-focused interviews. The idea behind the new benefit is that it will push more people back into work by requiring them to take steps to prepare for work, and at the same time they will be offered more personalised support from Disability Employment Advisers (DEAs) at Job Centres.

What will happen to people already on Incapacity Benefit?

Over the next four years and starting next year most people on Incapacity Benefit will be reassessed using the new Work Capability Assessment, although more severely disabled or seriously ill people will be exempted. It is likely that many of the people we support who receive Incapacity Benefit will be exempted from the assessment. People who are not exempt, depending on the outcome of the assessment, may be required to take part in a programme of personalised back-to-work support.

This may include attending training or work focussed interviews, and help to manage their medical condition (for example counselling for depression). People who do not meet the requirements of the programme may face benefit penalties.

What will happen to more severely disabled people who are exempted from needing to participate in the back-to-work programme?

The Government has said that they will receive a higher rate of benefit, and also be able to participate voluntarily in back to work support if they wish. Nonetheless, it seems likely that there may be losers as well as winners under the new system.

If you would like more information on Welfare Reform, contact our Policy Officer, Sarah Wellard:

**Tel: 020 8246 5241
Email: sarah.wellard@unitedresponse.org.uk**

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No, I do not wish to receive In Touch, please remove me from the mailing list. (please tick)

Yes, I am happy to receive In Touch and I would like to request (insert quantity) _____ extra copies.

Title: _____ Full Name: _____ Tel: _____

Address: _____

Please send your completed slip to Lu Large at United Response, 113-123 Upper Richmond Road, London SW15 2TL. For any other queries relating to In Touch, call 020 8246 5120.