

Celebrating 20 Years!



Louise Rendle Head of Network Services

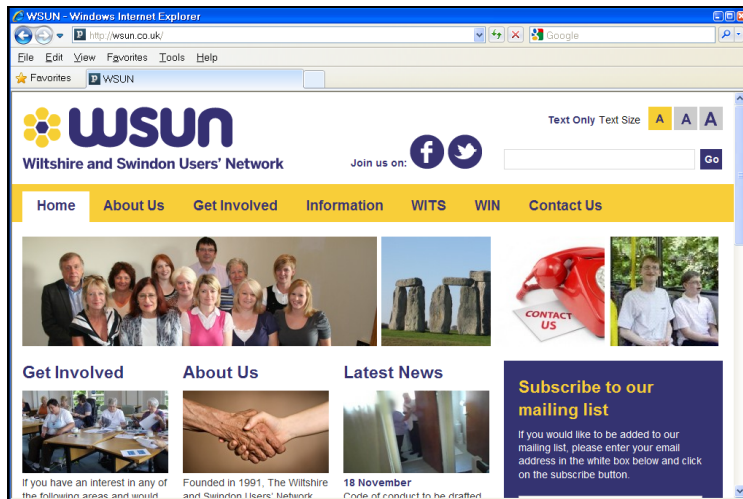


This November the Wiltshire and Swindon Users' Network celebrates its 20th birthday. Since November 1991 the Network has been working across the county supporting service users to speak out, raise their concerns on Health and Social Care issues and to get involved in making services better. It is a measure of the success of WSUN that on our 20th birthday the service users we support are still making a positive difference in Wiltshire, regionally and Nationally.

As part of our anniversary celebrations we have held a series of traditional WSUN forums in Salisbury, Melksham, Calne and Swindon. Members were encouraged to come along and listen to guest speakers from Wiltshire police, Wiltshire Council, and Swindon Borough Council and join in discussion groups on the topics raised. On a lighter note we invited people to take part in a chair exercise session, enter a prize draw, enjoy a buffet lunch and have a chat.

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To mark our twenty years we have also launched the new WSUN website and logo. The new website was designed and built over the last few months making it much easier to use, more interactive and brighter. Its distinctive design which includes the new logo will take us forward into the next twenty years of the Network. For those who have access to the internet, we would

encourage you to visit the website on a regular basis as there will be lots of up to date information about WSUN's work and more ways for you to be involved. Our website address remains www.wsun.co.uk.

Another big step forward for the future of WSUN which happened in November was that the Network was awarded the PQASSO quality mark level one. After months of preparatory work by many members of the staff and Management Committee, it was fantastic to be awarded this important quality mark. The Peer Reviewer who spent the day at WSUN stated "The Wiltshire and Swindon Users Network is a high quality organisation, most efficiently and effectively run, with a dedicated and motivated Management Committee and staff. It fully meets the PQASSO standards at Level 1 in all quality areas." The Quality Mark is a necessary requirement for any tenders or contracts that the Network may look at for funding in the future.

Even after 20 years WSUN's aims remain the same, we support people to:

- bring about change to the services they use
- to become involved in the commissioning of health and social care services
- raise issues concerning the services they receive
- promote good practice
- campaign on issues that affect them
- be involved in diverse projects to influence our communities

I wish you all a happy Christmas and New Year.

Best wishes, Louise Rendle, Head of Network Services.

Linda Griffiths

Co-Chair of WSUN



Dear WSUN members

We have had a very busy and exciting year which has been difficult at times.

We have launched our new website, which is the same web address www.wsun.co.uk. I would like to encourage members to have a look and send in their comments (good or bad) to the Network. You can do this by either phone, email, post or online under the Contact Us section.

It is through your feedback that we can understand what we are doing well and what improvements we can make. We can then ensure we are doing all we can to support our members.

I am pleased to announce that WSUN has now been awarded a certificate for PQASSO Level 1. PQASSO is a highly respected Quality Mark. I would like to thank all the staff and Management Committee who helped give the Peer Reviewer a good overview of what we/WSUN does and how the organisation runs.

I would like to take this opportunity to thank all the staff for an amazing year and for making being Co-chair as pleasant as possible. I would like to also thank Dorothy Roberts, Co-Chair, whose calm nature is something I really admire. Thank you to our vice-chair April Hammond who is often reminding me of issues that need addressing and taking forward.

I am not a fan of Christmas myself, but I hope for those of you who are and those for whom Christmas brings its own difficulties that you will have as peaceful and peace filled a festive season as it is possible to have.

All very best wishes and wishing you a Merry Christmas.

Linda

FREE Home Fire Safety Visit

There are thousands of fires in the home every year that could have easily been prevented.

Wiltshire Fire & Rescue Service is here to offer advice and support through a home fire safety visit.

To request free smoke alarms fitted in your home & a free home fire safety visit please complete and return the form enclosed in this Newsletter.

Development Outreach Team



(Picture from Left to Right:: Lorraine Reeves, Denise Cooper, Nick Crane and Amber Graham)

This is our first update as a now full team and we continue to develop and grow. We would like to take this chance to offer support to any member who may want to share ideas or opinions or become more involved.

(Picture from Left to Right:: Lorraine Reeves,

Age No Barriers “More Money in your Pocket”

Age · NO Barrier

We have had a busy time helping at the Age UK events “More Money in your Pocket” which happened as part of Age No Barrier Week. We provided stands, helped to facilitate group consultations and did some behind the scenes work.

Community Campuses

You may have heard that there are proposals to develop community campuses throughout Wiltshire. The idea behind this is to bring together and increase services to meet the needs of a local community area. The development outreach team is pleased to be supporting this work to make sure members learn more about the proposals, be involved in consultations and keep you informed of ways to get involved.

Disabled Children and Adults Review

The Disabled Children and Adults Review gave Wiltshire Council the opportunity to meet Wiltshire and Swindon Users’ Network and Wiltshire Centre for Independent Living (WCIL) members to talk about designing services that better meets their needs.

Combined with views from lots of other people, Wiltshire Council commented that “A good response and a great deal of high quality information has been collected...” This will lead to working closer with staff, health services representatives, the Voluntary and Community Sector and Parent Carers. The design of a new service will also give more control to people using services and transfer power to ‘front line’ staff and local communities. The new service will make a big difference for children, young people and adults with disabilities.

If you want further information you can e-mail communications@wiltshire.gov.uk or look out for the Wiltshire Council’s Newsletter due out soon!

English Heritage

Last year WSUN was commissioned by English Heritage to undergo an access consultation for the proposed new visitor centre at Stonehenge. Shortly after the consultation the whole project was put on hold as the Government withdrew funding. English Heritage therefore had to seek other sources of funding to enable the new visitor centre to go ahead.



English Heritage now has that funding and has recently come back to WSUN to ask for help in looking at the access requirements of the Transit system which will ferry visitors from the centre to the stones. The new visitors centre and the car and coach parks will be located about a mile from the stones and the road that currently runs past Stonehenge will be permanently closed to traffic. There will therefore be some form of 'land train' to take visitors to the stones. The access consultation with WSUN took place on the 5th December.

Help to Live at Home

Another very interesting ongoing project is the involvement of a group of members in Wiltshire Council's Help to Live at Home Project. Wiltshire Council has awarded contracts for domiciliary home care to four main providers. Over the last eighteen months a group of members have been deeply involved in this project with Wiltshire Council, helping to establish the brief and specification for the contracts, and being involved in the awarding of the tenders. Now that the contracts have been awarded the group of members involved are going to take on a new role, that of informal monitors of the providers to make sure that the care given by the providers lives up to the specifications that were written in the contracts. This will be an ongoing piece of work which will commence in the new year, with all the group undertaking training to help them do the job.

Mental Health Update

Avon and Wiltshire Partnership (Mental Health) continue to implement the proposals to redesign mental health services and although there have been a few setbacks, improved service should be experienced in the future. The reduction of in-patient beds has released funding to improve community based services. Avon and Wiltshire Partnership is committed to improving services and welcome your views. If there is anything you would like Denise and Samiha (Service User Reps for North, West and East Wiltshire) or Amanda (Service User Rep for South Wiltshire) to take forward, please contact a member of the development team or come along to one of the meetings.

Your contributions are invaluable. *"The meetings organised by WSUN give us representatives the opportunity to support or communicate local mental health service users' experiences and points of view; as well as giving us a say in how services are run. It is extremely empowering, and really worth getting involved!" Samiha, Service User Rep.* Responses from the AWP Operational Manager's meetings are then fed back by Denise and Samiha so it really is worth making contact!

AWP recently commissioned NSUN (National Users Survivors Network) to independently review how AWP involves people who use mental health services to have a say about how services are shaped and developed. Wiltshire and Swindon Users' Network were invited to contribute to the review and were pleased to share the survey with members. The report is due out next month so we will keep you informed.

Wheelchair Service User Group

We are pleased to say that these meetings still continue, giving an opportunity for service users to shape the way services are delivered to improve customer satisfaction. As you know, Dorothy Roberts (WSUN co-Chair) attends the meetings and acts as an Ambassador for the service and we are delighted to welcome Terry Danter as a new member of the group. Terry will be attending the meetings and is happy to hear what members think of the service and how it can be improved. Terry is unable to get involved with individual complaints but if you have something you would like him to share at the meetings, please contact Denise who will pass the information on to him.

Other Work

Amber and Lorraine have used their induction time wisely in terms of visiting and building links with existing service user provision locally and starting to build links with new potential networks and service providers.

They have visited Unity House in Chippenham run by the Bournemouth Churches Housing Group and providing support to clients with mental health needs and hope to attend both Tenants' and Team meetings to explore ongoing support. This was also replicated in the Rethink registered Care Homes in Wiltshire and new supported Accommodation scheme at Rowan House in Trowbridge.

Lorraine will be representing WSUN on the monthly Acute Care Forum held at Green Lane Hospital and Fountain way and visiting the wards on a regular basis.

A new Forum for Older people has been established in Swindon and Lorraine and Louise will be meeting with the chair in January to clarify the help and input WSUN can continue to give. Key topics will include help to remain active independent and safe in the community.

We will continue to attend forums and keep people informed of changes and of course encourage both festive and community activities to all over the forthcoming months.

Merry Christmas and very happy 2012 from Nick, Denise, Amber and Lorraine.

Safe Places "Support in a Safe Place"

WSUN are pleased to be supporting the new project which is being piloted in Salisbury, Devizes and the villages of Earlstoke, Coulston, Edington and Bratton.



The project has been set up to support anyone who needs a little support when they are out and about. Safe Places are often building or shops that are open to the public and will have a Safe Place sticker in their window. People can get an information card from their local library so they can write important information about themselves such as who to contact in an emergency and how people can help in the Safe Place. If people need help from a Safe Place, staff will know what to do such as ask for the information card and call the emergency contact person.

Swindon—Lisa Chadwick



Christmas Greetings from Swindon.

This is our final newsletter of the year and I would like to take this opportunity to thank you for your continued support throughout 2011.

Network Update

At our AGM in September we welcomed two new **Management Committee members** from Swindon, Rosa Tran and Paul Burgess. They have a wide range of local knowledge, life experiences and skills that will greatly benefit both the committee and the Network. We look forward to working with them both.

We also have two new **Development Outreach Workers** who joined us in September, Amber Graham and Lorraine Reeves. They will be based in Semington and working in both Swindon and Wiltshire.

Other News

A **disability sports** taster session was held at Dorcan School during the summer, which gave people with disabilities the opportunity to try out various sporting activities. The day's events included basketball, wheelchair tag rugby, football, hockey, climbing wall, tennis, and swimming was also available. It was a great success and so much so they have now set up several regular sports sessions. If you would like any further information please contact me.

The annual **Women's Health Event** was held in July to raise awareness about mental health and well being, to improve confidence and the ability to communicate. The event was held at the Broadgreen Centre, Swindon. We were invited to display our stand there and offer information about our organisation. Other stands included health checks from the NHS/PCT, reflexology, and health ambassadors from Swindon Borough Council.

Wheelchair Focus Group. We are continuing to meet every month at Clapham Hobbs Day Centre, Gorse Hill, Swindon. We do, however, need more wheelchair users to participate. It is an ideal opportunity to meet with fellow users and raise any issues you have about accessibility, the wheelchair service or anything else regarding your wheelchair. If you would like to join us at the next meeting please get in touch.

The **Visitor Information Centre** has now moved from Regent Street to the Central Library in Swindon.

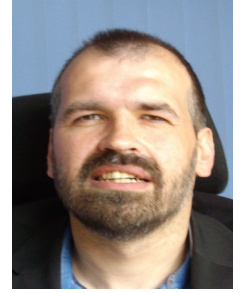
Your new local Police number. Many people are unaware of the telephone number of their local police station so there is now an easy number for you to remember. If the matter is not an emergency you can now call **101** from anywhere in the country and you will be connected to your local police.

I hope you have a wonderful Christmas.

With best wishes, Lisa

Martin Fortune

Research & Academic Liaison Officer



Academic Work

We have continued our work with Bath University and Wiltshire College with the recruitment of new students. Wiltshire College has passed its review on its Social Work Diploma course. Well done to Wiltshire College! A big thank you to all the users and carers that contributed to their success.

A report commissioned by the Social Care Institute for Excellence (SCIE) is loosely based on the Wiltshire College Hub Model, proposing it as a Model of good-practice for user/care involvement.

Research Undertaken

Welfare Reform

Between October 2010 and Spring 2014, members who receive Incapacity Benefit, Severe Disablement Allowance and Income Support paid on the grounds of illness or disability will be assessed for Employment Support Allowance.

Job Centre Plus (JCP) will write to members when their benefit becomes due for reassessment to tell them about the changes. JCP will also phone them to answer any questions they may have and find out if they need extra help. If members miss these calls, the re-assessment process will not be affected. If members have any questions during the process, they can contact JCP using the number on the letter.

Our members do not need to contact JCP before they receive this letter.

For more information contact WSUN for a Factsheet or an Easy Read version. Or you can find this information on our website (www.wsun.co.uk) under Information and then Useful Information.

Here are some more useful website links below:

www.direct.gov.uk/en/DisabledPeople/FinancialSupport/esa/index.htm

www.direct.gov.uk/en/DisabledPeople/index.htm

Wiltshire Independent Travel Support (WITS)

WITS continue to be funded by Wiltshire Council, but as always, we are looking for continuation funding. During September and October, we were extremely busy. We supported 11 new students to be independent travellers, they attend colleges across the county, one even in Hampshire. We have a continual flow of new referrals from all over the county but we are always looking for new people who would like to be supported.

WITS has also started doing road safety, personal safety and bus training with a group of 6 students from St. Nicholas School, Chippenham, to help them see the importance of travel.

We would also like to welcome four new volunteers to WITS. Debi, Luke, Matt and Simon are joining us and will, over the next few weeks, be starting training.

With over 250 service users successfully supported, our travel support team regularly see and catch up with people who are now travelling independently around Wiltshire.



From right to left:

Christine Keepence, Indie, Lisa Hawkins, Peter North, Sally Cobb

Wiltshire Warm and Well helping you keep warm and stay well

Wiltshire Warm and Well are the local authority approved insulation team who help residents save money and energy by insulating their homes.



- Wiltshire Warm and Well can help you keep warm this winter by installing cavity wall insulation and loft insulation and everyone is entitled to at least a partial grant.
- You may qualify for free insulation if you are over 60 or have a low household income, your household income has been affected by the recent economic climate or you are in receipt of certain benefits. The grants are subject to survey and funding.

To apply for a free no obligation survey either call Warm and Well directly on 01452 835090 or apply through the website: www.warmandwell.co.uk/

Wiltshire Involvement Network (WIN)



HealthWatch will replace the WIN in Oct 2012

HealthWatch—what we know so far

The picture of how HealthWatch will look is not entirely clear at the moment as much is still open to debate, but this is how we think it will look:

What will stay the same?

- Promoting involvement
- Obtaining views of the public
- The monitoring of health and social care services
- Making reports and recommendations
- Enter and viewing health and social care premises

What will be new or different?

- Local HealthWatch will provide information to support patient choice
- HealthWatch will have a representative on the Local Health and Wellbeing Board
- Local HealthWatch will point people in the direction of NHS complaints advocacy
- Local HealthWatch will have a role in the NHS Equality Delivery System

Local HealthWatch will be a 'body corporate'. This means it could include companies with limited or unlimited liability, companies limited by guarantee, charter companies and bodies created by statute. As a 'body' this means that Local HealthWatch will:

- Be an organisation in its own right and no longer a network overseen by volunteer groups
- Be able to appoint its own staff
- Have to produce its own Annual Accounts
- Have standards provided by HealthWatch England, against which local HealthWatch will be measured
- Be subject to the Equality Act 2010

HealthWatch England will represent HealthWatch at National level and be a committee of the Care Quality Commission (CQC). Local HealthWatch will be able to pass concerns to HealthWatch England, who will work with the CQC to look into concerns raised at local level.

Funding for Local HealthWatch will come from Central Government and will be given to each local authority depending on the people that live in the area. The money for HealthWatch will not be in a separate account, it will be part of Wiltshire Council's overall funding.

Wiltshire HealthWatch - Wiltshire Council are holding some workshop events to decide what Wiltshire people think is most important for our new **Wiltshire HealthWatch**. There will be lots of opportunities to contribute and have your say in the workshops. Your views and responses will help to make sure Wiltshire has the best possible HealthWatch. The events will take place on:

Devizes	Trowbridge	Salisbury
Tuesday 13th December 2011	Tuesday 24th January 2012	Wednesday 15th February 2012
09:45am to 12:45pm	1:30pm to 4:30pm	9:45am to 12:45pm
Devizes Sports Club, London Road, Devizes, SN10 2DL	Trowbridge Civic Centre, St Stephens Place, Trowbridge, BA14 8AH	Salisbury Methodist Hall, St. Edmunds Church Street, Salisbury, SP1 1EF

If you wish to attend one of these workshops please let Dot Kronda know by calling 01225 718306 or email; dot.kronda@wiltshire.gov.uk

WIN is Online! www.wiltshireinvolvementnetwork.org.uk

The Wiltshire Involvement Network is now on the World Wide Web!

The site will be regularly updated with news, dates and relevant information about what WIN is doing and its transition into HealthWatch. You can even join WIN quickly and easily by clicking on the 'Get Involved' button.

If you have information or a story that you would like us to add to the site please email Lucie Woodruff on: luciewoodruff.wsun@btconnect.com.

I was appointed WIN Officer following the recent departure of Dot Kronda. I took up this role on the 31st October and greatly look forward to the challenging year ahead working with WIN and preparing it for HealthWatch. WIN would like to wish a fond farewell to Dot Kronda, who recently left her role as WIN Officer to pursue an exciting opportunity with Wiltshire Council. I'm sure WIN will cross paths with Dot in the future, but for now we wish her all the best in her new and very challenging role! Good luck Dot! I would also like to welcome Tracie Clark, the new WIN Administrator who started with us on 28th November, pictured right.



Best wishes for Christmas and the New Year, Lucie Woodruff

1st picture:
WIN event
'have a say
on Health and
Social Care in
Tidworth'



2nd picture:
WIN display stand

3rd Picture from left to right - Sandra Arnold (Age UK volunteer), David Evans (Age UK trustee), Mary Rennie (WIN Support Officer), Sue Evans (Mayor of Devizes), Margaret White (Age UK volunteer and Chris Dawe (Age UK trustee)

Louise Rendle
Head of Network Services
Nick Crane
Deputy Head of Network Services

Development Outreach Workers

Denise Cooper
Nick Crane
Amber Graham
Lorraine Reeves

Martin Fortune
Research & Academic Liaison Officer
Caroline Snow, **PA to Martin Fortune**

Wiltshire Independent Travel Support

Peter North
WITS Co-ordinator

Travel Supporters
Christine Keepence
Lisa Hawkins
Sally Cobb

Swindon

Lisa Chadwick
Admin Assistant

Finance

Claire Selway
Finance Officer

Wiltshire Involvement Network

Lucie Woodruff
WIN Officer
Martin Fortune
Mary Rennie
WIN Support Workers
Tracie Clark
WIN Administrator

Admin Team

Gemma Holdway
Office Manager, Company Secretary & PA to Head of Network
Jessica Johnston, **Admin Assistant**

Wiltshire & Swindon Users' Network's Contact Details



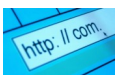
01380 871800



Wiltshire & Swindon Users' Network, Independent Living Centre, St. George's Road, Semington, BA14 6JQ



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www.wsun.co.uk