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## Wiltshire and Swindon Users' Network



## 20th Annual Report - July 2012



# Mission Statement

“To promote the involvement of people and to disseminate examples of good practice in involvement in Health and Social Care purchasing, provision and evaluation”

This is done by:

- Supporting the empowerment of people.
- Enabling people to act as agents of change.
- Being proactive in facilitating learning amongst Community Care professionals, voluntary, statutory and private bodies both county-wide and nationally.
- Developing and managing projects.

Wiltshire & Swindon Users' Network is operating an Equality & Diversity Policy and a Health & Safety Policy and has adopted a formal Complaints Procedure – documents are available from the Network's Head Office in Semington.

The Network has been given permission to display the Disability Employment Symbol from the Department of Employment.

# Linda Griffiths & Dorothy Roberts Co-Chairs of WSUN



This year has flown past in a blur of meetings and the many challenges a User Led Organisation (ULO) faces. We are trying very hard to build on our working partnerships, not only with our funders, but with other ULO's. This is not always easy in the landscape of fear that goes with the insecure funding for our organisations. In an effort to secure some longer term funding, WSUN undertook the tender process for the Healthwatch in Bath & North East Somerset (B&NES) and were successful. However, unfortunately we are unable to celebrate our success as there has been a legal challenge around the tender process and it would seem we will have to re-tender if we want to take on this work. WSUN staff and Management Committee are very pleased that we were awarded the work, but saddened that we will have to go through the tender process again. The future plans for Wiltshire and Swindon's Healthwatch are still unclear.

We had a very good day at Devizes Sports Club, where we heard from the Citizen's Advice Bureau (CAB) and Department of Work and Pensions (DWP) about the new benefits, Universal Credits & Personal Independence Payments (PIP) and how they are going to affect us.

We are entering another period of uncertainty with this Government's new reforms, but it was very good to attend and hear the information at the event. It helped to tackle the fear-creating myths and media hype that we see in the press on a daily basis. It hasn't allayed all our fears but has gone some way to addressing a number of them.

This year will be a challenge for quite a few reasons, our numbers have dwindled on the Management Committee due to illness and it's set to drop further when we lose our Vice Chair, April Hammond, and Elizabeth Moss (who has completed her two 3-year terms), both of whom bring a wealth of experience and knowledge. They are both very good at reminding us all of those who are unable to voice their issues and concerns directly at meetings. We will miss you both but know you will continue to be involved in other ways. Dorothy and I would also like to thank all our other Management Committee members, all WSUN's membership and staff team for their contribution to a very worthwhile year.

We are always looking for new people to join our Committee, please contact us if you would like more information. We are looking forward to welcoming new management committee members, who will join us following the elections at the AGM on the 5th September.

We hope that we can rely on your continued support at events planned throughout the next year, it will be another busy one.

Very Best Wishes Linda Griffiths & Dorothy Roberts



## Louise Rendle - Head of Network Services

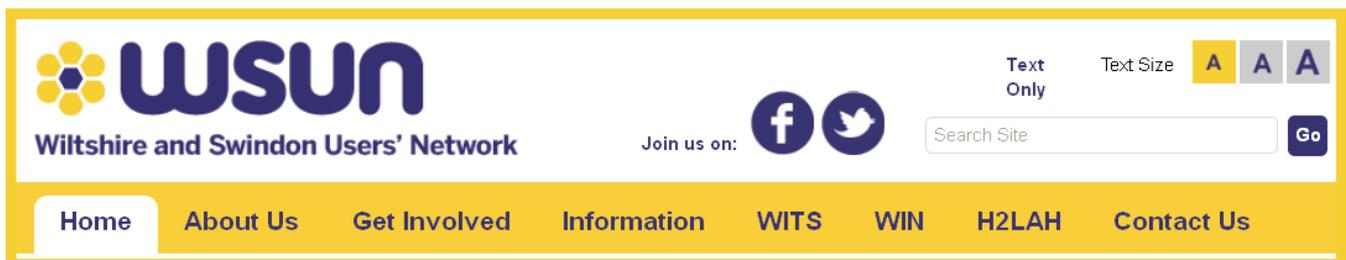
This is our 20th annual report and I am delighted that we have had a very successful year, full of many interesting projects and engagement opportunities. It is a measure of our success that 20 years on, the individuals we support are still making a positive difference, not only in Wiltshire but regionally and nationally.

Over 150 service users helped us to celebrate our birthday by attending forums across the county; enjoying talks from the Police, Wiltshire Council and Swindon Borough Council as well as birthday cake and seated exercise sessions, which provoked plenty of laughter and smiles.



We have launched a new look interactive website

[www.wsun.co.uk](http://www.wsun.co.uk) and updated our logo. Our website is brighter, accessible and more distinctive and will hopefully take us forward into the next twenty years of the Network. It is updated on a daily basis with news, meeting dates and general information.



Our Nationally recognised involvement in the Help to Live at Home project has not always been easy and continues to be a challenge at times. However the continuing development of the Customer Reference Group and their commitment to provide independent assessment of the quality of the services provided in Wiltshire, are essential for the future. We have already had successes and know that we continue to make a difference.

Working in Partnership with English Heritage, we have supported them in the design of their new visitor experience at Stonehenge. Following on from reviewing the visitor centre, we have been involved in the design of the transport solution for carrying passengers from the visitor centre to the Stones. Significant changes and improvements have been made to the plans after consultation with our service users.



We continue to work regularly with colleagues from the other two user-led organisations in Wiltshire – Wiltshire Centre for Independent Living (CIL) and Wiltshire People First. This year we carried out a joint consultation with Wiltshire CIL, following a grant from the Office of Disability Issues and Independent Living, to enable people to be involved in the co-production of a National Disability Strategy.

The Wiltshire Involvement Network, hosted by us, continues to work tirelessly. They have been instrumental in making some significant improvements to Health and Social care services in Wiltshire.

I have only touched upon a small number of ways in which service users have made a difference this year; you can read more about this work later in the report.

Despite a gloomy economic environment, we are optimistic about the future of our organisation. It often seems that we are constantly looking for funding and at times making little progress to secure any funding for the long term. However with a knowledgeable and experienced team of staff and members, together with a strong commitment, we are confident that we can grasp any opportunities we are presented with in the future.

We said a sad goodbye to Brian Hodgson who died this year. Brian has been a member of WSUN since 1995, he served on the WSUN Management Committee including taking on the role as Chair. In recent years, his work with Social Work students at both Bath University and Wiltshire College has been invaluable. He will be sorely missed by lots of people.



## **Elizabeth Moss - Mental Health (Management Committee Member 2006-2012)**

I have been involved with WSUN for many years, the past 6 years on the Management Committee. During that time I have seen many changes in the way Mental Health is treated with inpatient bed closures, reduced day care facilities and the cuts in funding the services. There are more changes ahead with larger community care teams covering wider areas with less staff.

Those of you who are users of mental health providers will have your own experiences of the care that you receive with views and criticisms. WSUN is here to help you have your voice heard.

Our Time To Talk is a meeting, where you have that opportunity. Ring the Network office if you do not get an invitation to these regular meetings so that your views are heard.

At these meetings you meet the representatives who attend the boards of the NHS where the decisions regarding our care are made. The decisions made have a great impact on the quality of care we receive. We also invite our fund providers, professionals who provide our care and organisations who deliver care in our community. This is an opportunity to share with us what is available and for them to hear first hand what care we expect them to deliver. You too can be involved so that we can get the care that we all deserve.

# Development Outreach - Wiltshire

## Help To Live At Home Customer Reference Group

The Help To Live At Home Service has been created by Wiltshire Council with, and for, older people and others who need support to ensure that they have the help they need, when they need it and, to encourage people to be as independent as possible.



Four care companies have been chosen by the Council to provide care and support to people who need extra assistance to live the lives they want. Each care company works in a different part of the county. The main idea behind the new service is that providers will work in an outcome based way. A support plan will be agreed with the customer and will have goals which the company will need to achieve. This support plan will also be centred on the requirements and wishes of the customer.

Wiltshire Council have one company, Medequip – UK who provide the equipment necessary for people to continue to be independent and manage in their own homes. Working with Aster Living, Medequip can provide equipment, including lifelines, pendant alarms and all kinds of detectors to help keep people safe 24 hours a day. To respond to the alarms and lifelines Wiltshire Council have given a contract to Wiltshire Medical Services (WMS) to provide a response service.

This is a very new and different way of providing care and support. The Scheme has already received national attention and Professor John Bolton from Brookes University has spent time in Wiltshire (including talking to WSUN and service users) taking a very close look at this new service and has reported back to Government.

As part of the quality control and monitoring process of all these providers, Wiltshire Council has asked WSUN to play a key role in developing and coordinating a group of interested people to act as an independent monitoring group (Customer Reference Group – CRG). One role of the group is to contact customers of the Help To Live At Home Service to see if they are receiving appropriate care and to take any issues or praise back to the company providing the service concerned or Wiltshire Council.

Another role of the CRG is to promote the Help to Live At Home Service, by visiting group meetings like luncheon clubs, sheltered accommodation tenant meetings and organised events to talk to people about the service.

The Customer Reference Group has received training to help them carry out their role and to ensure that they can do so safely and confidently.

Although the group is not yet fully operational they have already made a difference reporting back issues, which the providers and the council have resolved. The companies providing the care are beginning to understand that the Customer Reference Group is a useful tool, helping them to pick up issues and to identify areas that are working well. They are becoming more confident about the role of the group.

Over the course of the next year we plan to increase the membership of the group and they will continue to offer an independent voice to ensure the service continues to develop and improve.

**“The Customer Reference Group has influenced and informed the development of the Help to Live at Home programme and been at the heart of creating a new range of services that are widely recognised for their innovation. Their on going involvement in monitoring services that are being delivered by the selected providers will continue to ensure that the voice of the customer is heard at every level.”**

**Nicola Gregson, Head of Commissioning, Older People**

## Stonehenge

In the autumn of 2011 English Heritage came back to WSUN to ask for our assistance again with the development of the new visitor centre for Stonehenge. Last year we held some workshops on the accessibility of the proposed visitor centre. This time English Heritage asked if we could do the same thing for the ‘Land train’ which would carry visitors from the visitor centre to the Stones. This would be a journey of about 1.5 kilometres and would comprise of a train of three carriages pulled by a Land Rover type vehicle. We were asked to provide a group of people who used wheelchairs or had other mobility problems to look at the plans for the ‘train’ and test their accessibility. We held two sessions one before and one shortly after Christmas. In the first session much of the discussion was about how people would get into the carriage, using a ramp or having a flat access from some kind of platform. It was very pleasing to note that English Heritage took on board many of the suggestions made by the group, and on the advice from the group decided that the only practical way wheelchair users could board the train was by a level platform access.



The second session involved marking out on the floor the exact dimensions of a carriage, with measurements for seating, door widths, safety rails and bulkheads all laid out. Members of the group then tried to access the 'carriage' using a range of different size wheelchairs, mobility scooters and walking aids to see if there was room for them to manoeuvre. The exercise showed up a number of problems with the design which the English Heritage team were able to record so that the specification of the carriages could be altered before going into manufacture.

The whole consultation process was a most enjoyable and interesting event and those service users who took part and the English Heritage staff felt it was a most worthwhile project.

**“English Heritage has been working with WSUN to improve the visitor facilities at Stonehenge. We have always found the Network to be highly professional, engaging, practical and creative partners and believe that the visitor experience at Stonehenge will be much improved thanks to their advice.”**

**Rosie Sherrington, English Heritage**

## **Wiltshire Mental Health**

During the last year, further changes to mental health services have been implemented and WSUN continues to be actively involved in this area of work. Members are represented by Denise and Samiha (Service User Representatives) and by the team who support their Our Time To Talk service user meetings.



Our Time To Talk is our service user group for people who use mental health services in Wiltshire. Our meetings this year have given the members a chance to talk and consult with: Annie Paddock (Wiltshire Council Commissioning Manager), Sarah McLennan Head of Communications NHS Wilts, David Hollingsworth Co-ordinator of the Recovery and Outreach Team and staff from Alabaré Include. We would like to take this opportunity to thank Denise and Samiha for their ongoing time and commitment to ensuring service users voices are heard and shape and influence service design and improvement.

WSUN attends Avon and Wiltshire Mental Health meetings, Wiltshire Mental Health Forum and the Acute Care Forum at Green Lane Hospital. Since the demise of the Wiltshire Mental Health Partnership Board meetings and Avon and Wiltshire Partnership Meetings, WSUN remain in contact with Wiltshire Council and Avon and Wiltshire Mental Health Partnership to ensure that we are able to keep members up to date with opportunities for Service User Involvement.

## Avon & Wiltshire Mental Health Partnership (AWP) Service Redesign

You may remember that the redesign consultations started some time ago and there have been lots of stops and starts along the way owing to the number of authorities AWP have to work with, the transition to Foundation Trust, changes to services delivery and feedback from service users.

Staff and service changes have been underway for some time and it is hoped that services users and their carers will start to experience improved access and care.

As we look to the future, we welcome the opportunity to support Denise and Samiha to continue to meet with members and to attend the new Mental Health Community Care Forum. This will replace the Service User Managers Meeting and will provide an opportunity for service users, carers and organisational representatives to meet to keep up to date with the redesign process and share views. We would like to thank Peter Hollingworth for his commitment to service user involvement and for taking the time to attend Our Time to Talk to speak to service users directly. Peter is now in his new role and we wish him well for the future.

## Community Involvement

The team have been involved in the following Wiltshire Council Social Inclusion Voices Projects:

- Memory Loss - Royal Wootton Bassett and Cricklade
- Not in Education or Training (Young People aged 16 – 25) - Chippenham
- Learning Disability & Autism - Calne

This has enabled some of the issues raised by members to be highlighted with potential solutions for consideration in the Wiltshire Council Action Planning process.

**“Wiltshire and Swindon Users Network have been supporting the Wiltshire Voices social inclusion programme - helping with transport and the delivery of events across Wiltshire. This was particularly helpful at the launch of the memory Loss event in Cricklade, where many participants were only able to take part because of the support provided by WSUN.”**

**Steve Milton, Head of Community Governance, Wiltshire Council.**

The team have welcomed opportunities to increase links with:

- Bradford Upon Avon Area Board & Community Area Partnership
- Calne Area Board, Community Area Partnership Health & Social Care Sub-group and Shadow Campus Operational Board
- Royal Wootton Bassett and Cricklade Area Board & Shadow Campus Operational Board
- Chippenham Community Area Partnership
- Melksham Shadow Campus Operational Board

- Pewsey Shadow Campus Operational Board
- Salisbury Shadow Campus Operational Board
- South West Area Board

By developing our links with Area Board Managers, Chairs of Community Area Partnerships and Campus Shadow Operational Management Boards, we are able to directly promote involvement activities in members' local areas and represent members' views. This gives members an opportunity to raise issues and get involved at a local level and learn more about proposed developments in their own communities. The team have been involved in and facilitated Equality and Inclusion workshops and have posted out information direct to members on behalf of Shadow Campus Operation Boards. Following one of the workshops, WSUN conducted an Access Audit to feedback access issues from someone who uses an electric wheelchair. WSUN continues to promote engagement activities to shape Campus proposals to ensure that campuses are fully accessible to meet the needs of the community they serve.

Last year, members living in Royal Wootton Bassett and Cricklade were invited to meet with members of the Board to learn more about the work of the Area Board and how people can get involved. Members highlighted some of the barriers that inhibited participation such as the formality of meetings so they will be pleased to learn that the Area Board meetings are now split to provide an opportunity to join the second part which is conducted in a relaxed, informal atmosphere.

**“I was very pleased I attended the meeting as I got to know so much more about the Wiltshire and Wootton Bassett Councils, the work they do, and how the Wiltshire Council is run and how many Councillors there are on the Council.”**

## **NHS Wiltshire**

NHS Stakeholder Events are regularly attended to ensure WSUN is able to contribute to discussions and keep up to date with the move towards HealthWatch from both a national and local perspective. WSUN is represented at the Wheelchair Service User Group Meetings and attends consultation events to help organisations increase their reach to our members, such as the Falls and Bones Strategy.

**“NHS Wiltshire and WSUN enjoy a productive relationship; we really value the views of WSUN members for their constructive challenge, which helps us to make decisions based on a truly representative view.”**

**Sarah MacLennan, Assistant Director Communications & Public Engagement**

## Member's Involvement

### Disability Strategy Government Consultation

WSUN and Wiltshire Centre for Independent Living took advantage of Government funding to offer members an opportunity to discuss the proposed National Disability Strategy. This event gave members a chance to share their views about what support disabled people need to live independently and fulfil their goals. Over 60 people attended the event and paper copies were also sent out to people who were unable to attend. Responses were collated and included in a report which was subsequently sent to the Office of Disability.



**“Very good, it just flags up lots of issues that we thought were dealt with, but it is always good to meet and find out that other people have similar issues we had years ago. Please get the Government to do something.”**

**“Very well organised. Plenty of participation - one of the enjoyable meetings I have attended.**

### Help to Live at Home Information Event

Medequip, Wiltshire Medical Services and Wiltshire Council were invited to present information to members and organisational representatives about the new or extended services offered as part of Wiltshire Council's Help to Live at Home Service. Members had an opportunity to raise questions with managers and take part in table top discussions. Further questions and concerns were recorded by the team and forwarded onto the above organisations.



### Welfare Reform

WSUN organised an event to share information about the welfare reforms to dispel myths and try to reduce peoples anxieties. Members and organisational representatives received presentations from the Citizen's Advice Bureau and Department of Work and Pensions.

Attendees, had an opportunity to ask questions and voice their concerns. Notes were taken from each table and any unanswered questions were sent to the above organisations for a response.

This was the first part of a series of events that aims to prepare members for benefit changes that may affect them until the reforms are complete in 2016.



At all members' events, people have an opportunity to take part in discussions to share concerns, issues and propose solutions. Information is recorded and unanswered questions are forwarded to the relevant organisation for a response. Once information is complete, it is added to the website and posted out to members who have requested a paper copy.

**“Lots of information given to help understand many aspects of the welfare reform. Very relaxed and friendly.”**

## WSUN 20th Anniversary Celebration Events

**“Lively, friendly, encompassing lots of different issues/concerns. Most people would feel they were heard.”**

**“Arrangement was excellent. James Cawley from the Council gave a lot of useful information. Police woman was excellent, very useful.”**



# Development Outreach - Swindon



WSUN has been working hard to inform service users of the many changes taking place this year in Swindon within the area of health and social care. Swindon Borough Council (SBC), like all other Councils are facing changes in local government and funding cuts. The Council has spoken to a wide range of residents, service users and organisations in order to ensure that proposed improvements under the restructure would be relevant, appropriate and cost effective.

SBC have also introduced the concept of locality working, which will provide more opportunities for local people to get involved and shape local services in their area. Locality Leads will work with residents, organisations, councillors etc. to resolve issues, concerns and to maintain or create services as needed by each area.

The Council reorganisation includes:

- Strategy and Commissioning (tenders/contracts)
- Deliver Council Services (planning, transport, waste, adult care etc.)
- 7 Localities (similar boundary area of the previous wards).

WSUN held two events in Wroughton and Meadowcroft during April and May. Our members were invited to come along to this event to learn more about changes that are happening, particularly within SBC and also the Great Western Hospital (GWH). At both events Lynn McDermott, Commissioner - Voluntary and Third Sector, was a guest speaker representing SBC and spoke about her new role as commissioning manager for adult social care.

Representatives from GWH spoke of the positive changes being made including; increasing time for nursing care and the introduction of a drinking bottle called the hydrant, which prevents dehydration through having instant easy access to fluids.



These events were a great success and most informative giving people the opportunity to find out about the changes to the services they use.

**Here's what some of our members have to say about recent events:**

**"I attended the meeting on health and social care in April at Meadowcroft. I found it really informative and interesting and very well organised. Also I recently attended the Swindon Mobility Club coffee morning and met up with lots of other members of WSUN. We were given the opportunity to suggest what information we would like to know more about, so that WSUN can invite representatives from the relevant organisations to talk about their services, to the next big meeting."**

**Mr R Bailey**

**“My husband and I attend meetings as often as possible. The last one in April this year was on Health and Social Care and held at Meadowcroft, Swindon. The meeting was well planned and the surroundings comfortable. The talks were informative and they highlighted differences in perspective on our care concerns when compared to the authorities that deliver the service. We gained a lot of information too from other members who attended. I would urge other people in Swindon to join WSUN as it is a great source of information as well as being a platform to make our views and concerns known. We are certainly well looked after at the meetings too.”**

**Mr & Mrs Barker**

**“I have been a member of WSUN for a number of years and I have always enjoyed the meetings and forums I have attended. The meetings are always very helpful and I have learned such a lot over the years. Being a part of WSUN is very worthwhile indeed.”**

**Mrs S Smith**

## **Swindon Mobility Club (formerly known as the Wheelchair Focus Group, WFG)**

At the beginning of the year Swindon Local Involvement Network (LINK) decided to step down from the role of administrative support due to their increasing commitments. It was suggested by the group members that WSUN could possibly offer their administrative support to enable the group to continue, and we are delighted to have been able to take on this challenge.

When the group was formed in 2010 the club was not attracting as many service users as we had hoped. For the past few months we have changed the format and audience of the club. We have extended the invitation to anyone who has mobility issues and their carer's and relatives, (hence the change of name). Previous meetings have been held at Clapham Hobbs Day Centre, Gorse Hill, Swindon, with the most recent on 21st June.

We are also in the process of changing the frequency of the group; instead of having a monthly coffee morning we propose to hold a forum in October/November 2012. We will have a larger scale forum, and have specific topics of discussion at the suggestions of the present group members and anyone else who would like to join.

Some of the suggestions so far include:

- Local councillors
- Locality leads
- Royal National Institute of Blind people (RNIB)
- Various transport services

## Swindon Older Peoples Forum

This Forum was set up by David Brown, Chair, to bring Older People together four times a year in the Swindon Area with representatives from Organisations that provide help and support for Older people. This allows individuals, including our members, opportunities to share their views, listen to guest speakers and help identify gaps in services and amenities .

Locality Leads will be attending and have also been approached by the development Team to set up local opportunities to consult with Service Users and shape local support needs.

## Other Events

Wiltshire & Swindon Users' Network (Swindon) have supported the following events held throughout the year:

- Swindon Parents and Carers Group Information Day
- Health and Well being day
- Voluntary Action Swindon Community network forum
- Swindon Older people's forum
- Sight Support Day

You can contact me on 07592034480 Wednesday and Thursday afternoons and all day Tuesday. Alternatively you can contact the Semington office on 01380 871800.

## Research & Academic Liaison Officer

### Research

In the last year we have completed three important consultations.

- Social Care - Caring for our future: shared ambitions for care and support
- Response to the "PIP (Personal Independent Payment) Consultation: On the Second Draft of the Descriptors and the Importance of Setting the Thresholds for the PIP Entitlement"
- WSUN's Strategic Response to "PIP Detailed Designed Criteria"



Our response to these can be found on our website, different formats can be obtained by contacting us.

As you will no doubt be aware there are some big welfare reform changes happening within this Parliament. Whilst at time of going to print no decision has been made about the PIP implementation. I am a member of the Government formed PIP Implementation Development Group, we are the only non National based organisation to be represented, so this is a great opportunity for me to keep you updated in our newsletters, as developments occur.

## Academic

### Wiltshire College

We have successfully continued to support the Trowbridge HUB which is going from strength to strength and attendance continues to be high. The HUB supports social work students by giving a service user/carer perspective.

**“Regarding service users and their carers, I think it’s vital they play a key role in social work training. Aspects of the course are very academic and the speed at which students move through different topics can make one feel somewhat caught up in the subject. With service user and carer input, those at the centre of the profession remind us of our duty and our reasons for starting the course. Their voices and stories are so important and are a valuable reminder of the vocational part of the role and I can’t imagine how students could complete the course without their input.”**

**Jacqui Huff, Year 1 student on the BSc Social Work at Wiltshire College**

### Bath University

Our thanks go out to Phil De Souza at Bath University, Placement Officer who has continued to involve us in the recall days for students on placement.

There are going to be some major curriculum changes for future social work students, which Wiltshire College want us to be involved with next year. However, we have yet to hear from Bath University on their level of involvement in this process.

## Other achievements this year

- As a result with our engagement with Equality South West we are now full members. I currently attend the quarterly meetings on behalf of WSUN.
- Dorothy Roberts and I reported back on how user led organisations will need to work closely together with the development of Healthwatch.
- We continue to engage with Equality South West and the Equality and Human Rights Commission at National level to influence changes in the Public Sector Duty.

## Fantastic News - Practical Quality Assurance System for Small Organisations (PQASSO)

In November 2011 we were awarded the PQASSO Quality Mark at Level 1. The Lead reviewer who assessed the Network said “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.”



# Wiltshire Independent Travel Support (WITS)



Another successful year and the WITS total of independent travellers has reached 300.

Having secured another years' funding from Wiltshire Council, we have also expanded our service into Bath and North East Somerset (B&NES). They are funding us to support their Post 16 students to travel across B&NES and the surrounding area.

Due to the additional funding and support, we needed to employ another travel supporter. Lorraine Reeves has joined us one day a week and Sally has extended her hours.

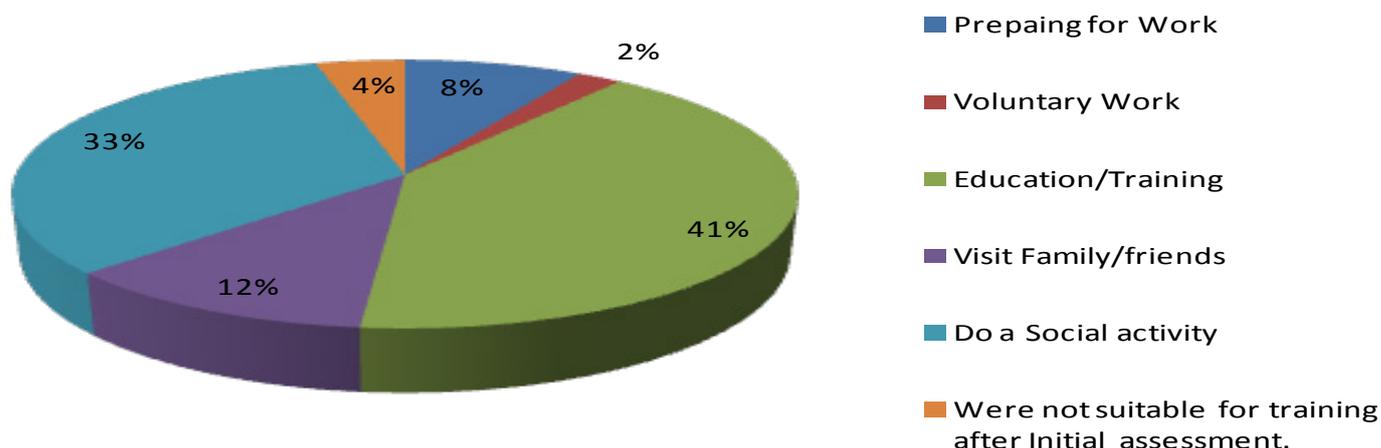
The number of Post 16 young adults from Wiltshire is increasing and we have successfully supported 13 students who are travelling independently to college or work projects. Training begins for nine more in the summer and at the start of the next college year in September.

With our fifth year anniversary in May 2012, the WITS project is still as busy as it was in the beginning and we are averaging about six new referrals a month. We are still receiving referrals from organisations who have just discovered our service which is really positive.

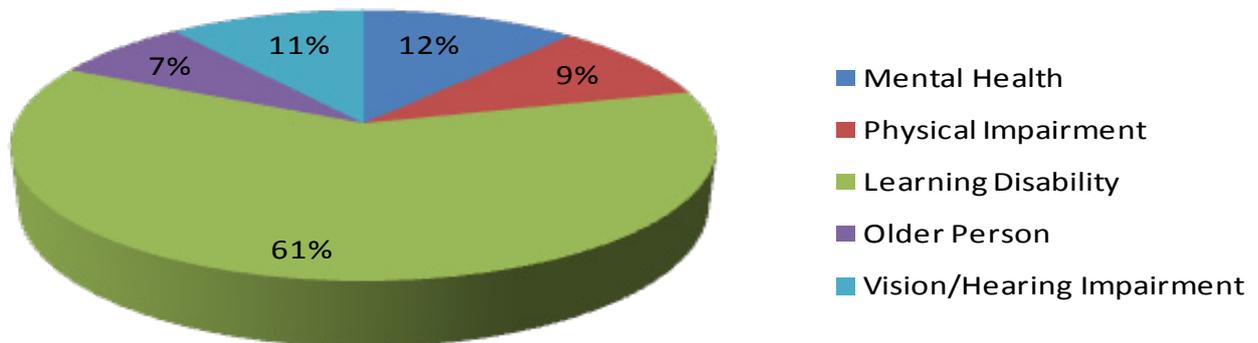
## WITS Facts and Figures - April 2011 to April 2012

This year, the different modes of transport used for travel training were; bus, walking, train and our first bicycle trip from Melksham area to Devizes School.

### Reason for travel training



## How people have identified themselves



Samantha's story is a great example of the difference being able to travel independently makes:

Samantha is 27 and lives in Amesbury, in a home for people with Learning Disabilities.

Samantha was referred to WITS to help support her to begin to become more independent. Samantha's first journey was a trip into Salisbury on the bus, to familiarise her with the route and Salisbury Town Centre. She began in January and fantastically by March, she was travelling independently.

Although nervous about doing each part of the journey by herself, Samantha managed to do the whole journey in just nine sessions.

Samantha loves to write plays in her free time, and has submitted a play to one of the local theatre producers. Even though the producer advised her that she needed to broaden her skills, Samantha was not put off and is currently on a script writing course at Salisbury College.

Four months after finishing the travel training, Samantha is still going into Salisbury every Thursday, to meet up with friends, or to just do the journey by herself.

Samantha also uses the skills to take herself to College for her course.

In July, Samantha started a new journey; this time it's for a trip to her mum's house in Ramsbury. This is a huge undertaking, as Samantha will have to learn to catch 6 buses to do the return journey but she is really looking forward to spending time with her Mum. Samantha has really enjoyed the experience, and is much more confident as a result of it. She is excited about this current training, and can't wait to surprise her mum, with a visit.

# Wiltshire Involvement Network



The Wiltshire Involvement Network, known as WIN, is an independent network of local people, groups and community organisations who want to help shape health and social care services commissioned and provided in Wiltshire.

WIN has mechanisms for gathering the views of people throughout Wiltshire, so that these views can be made known to health and care commissioners, providers and regulators.

WIN has statutory duties and powers and acts in accordance with the 'Nolan Principles' and the Local Government and Public Involvement in Health Act 2007.

WIN is supported by the Wiltshire & Swindon Users' Network, as the Host Organisation. Their role is to enable, support and facilitate WIN activity and to encourage participation from all sections of the community. The Host also establishes governance arrangements, keeps financial records and communicates information to local communities.

WSUN employs three members of staff who make up the WIN team, Lucie Woodruff (WIN Officer) Martin Fortune (WIN Support Officer for Disabled People) and Tracie Clark (WIN Administrator). Mary Rennie (WIN Support Officer for Older People) is employed by Age UK Wiltshire.

WIN has a number of sub groups which concentrate on specific areas.

The WIN Chairs Group meets on a bi-monthly basis to manage the business of WIN and gives them an opportunity to meet with the Care Quality Commission Compliance Inspector for Wiltshire.

The Mental Health Sub Group work closely with the Avon and Wiltshire Mental Health Partnership Trust (AWP) and their work includes leading the LINKs response to the AWP Quality Accounts. Regular meetings take place where issues relating to mental health service provision can be discussed.

The Outreach Group has had a busy year in planning and preparing the WIN events. It will continue to focus on the WIN work plan and its implementation.

The Equality Delivery System Sub Group was set up later in the year to enable WIN and NHS Wiltshire to set out the priorities for improvement in line with the Equality Delivery System. The Equality and Delivery System is a national NHS framework developed to promote equality and diversity across all parts of the NHS.

The Healthwatch Implementation Task Group was set up in March 2011 to work on transitional arrangements for the smooth transfer to Healthwatch in 2013.

WIN has gathered views and concerns from people across Wiltshire in a variety of ways. The Introduction of the WIN Concerns Form has helped to capture views, issues and concerns from members of the public. A service user's concerns about their experience of a Stroke Ward led to a ward visit by the Care Quality Commission to Chippenham Hospital.

**“Thank you very much for the report from the CQC following their review visit. It will mean a lot to my clients that you have acted on their concerns and have taken the time to revisit and assess how people are being treated on the ward.”**

**Bev Pace — Life After Stroke Co-ordinator with the Stroke Association**

Other concerns included:

- The availability of hearing aid batteries at Devizes Community Hospital
- Community occupational therapy assessment waiting times
- Wiltshire Council's Help to Live at Home social care provision

WIN staff regularly attend community and voluntary sector events. These events give people the opportunity to share what is important to them and the information is then used to build a workplan for the future. Public events are held every other month and include speakers from different health and social care organisations giving people the opportunity to ask questions and raise concerns.

**The meetings we attend are always productive and WIN members have appreciated having easy contact with the Trust to resolve specific issues outside of the meetings. We plan to carry on building a close relationship with WIN and to continue to look for ways we can work together in the best interests of all patients and users in Wiltshire.”**

**Kevin McNamara—Head of Marketing and Communication at the Great Western Hospital NHS Foundation Trust**

WIN has a website (launched in July 2011) and also joined Facebook and Twitter communities. Regular newsletters are published informing members, stakeholders, community and voluntary groups and members of the public about WIN's work and are well received.

**“Just thought I would drop you an email to say that the latest WIN newsletter is most informative & enjoyable especially about the hearing aids/audiology service (for mother) and the info on the GWH podiatry appointment system.”**

**Susan Byatt — Age UK Footcare Project Coordinator**

Throughout 2011 WIN kept itself informed about the progress of the Health and Social Care Bill and how it relates in particular to Healthwatch, Health and Wellbeing Boards, GP Commissioning and Public Health. WIN will also ensure that its legacy is transferred into Healthwatch Wiltshire.

The Wiltshire Council Help to Live at Home scheme is also monitored by WIN to ensure that the provision of services for older people living in their homes and sheltered accommodation is being met. An event was held in May entitled 'Carers and services that help people to live at home'. Representatives from Wiltshire Council, Carer Support Wiltshire, Youth Action Wiltshire and other providers of services aimed at supporting people to live in their own homes; gave presentations to over 100 people from across Wiltshire.

## Social Networking Sites



If you use twitter you can find us under our user name

@WSUsersNetwork. At the time of writing, we now have 95 followers and are following 185 people and/or organisations. You can also access our twitter page by clicking on the twitter icon at the top of our website [www.wsun.co.uk](http://www.wsun.co.uk)

You will find tweets (which are posts/comments) from us regarding anything that we think our members may find useful. This could be news items from newspapers or online news websites and "re-tweets" from other organisations or people that they have posted on to twitter.



We also have a facebook account which you can find under George Place (Wsun), where you will find a facebook page dedicated to the Wiltshire & Swindon Users' Network. At the time of writing this, we have 208 facebook friends.

On facebook we also post information that we think may be useful to our facebook friends. We also post events and meetings in Wiltshire & Swindon that we think may be useful or that we are holding ourselves.

Like our twitter account you can also access it through our website [www.wsun.co.uk](http://www.wsun.co.uk) and click the button.

## W&S Users' Network

@WSUsersNetwork

*WSUN unites hundreds of disabled and older people across Wiltshire & Swindon and gives them a voice*

Wiltshire & Swindon · <http://www.wsun.co.uk>



## Management Committee 2011/2012

Linda Griffiths (Co-Chair), Dorothy Roberts (Co-Chair), April Hammond (Vice Chair) (to June 2012), Bea Backhouse, Shiena Bowen, Kathleen Brennan, Paul Burgess, Angela Clapp (to November 2011), Martin Eggleton (to June 2011), Jim Law, Elizabeth Moss, Pat Putland (to November 2011), Rosa Tran.

**Louise Rendle**  
Head of Network Services



**Nick Crane**  
Deputy Head of Network Services



### Development Outreach Team



**Denise Cooper**

**Amber Graham**

**Lorraine Reeves**

### Wiltshire Independent Travel Support (WITS)



**Peter North**  
WITS Co-ordinator

### Wiltshire Involvement Network (WIN)



**Tracie Clark**  
Admin

**Mary Rennie**  
Support Worker  
Age UK

**Martin Fortune**  
Support Worker  
WSUN

**Lucie Woodruff**  
WIN Officer



**Sally Cobb**

**Lisa Hawkins**

**Christine Keepence**

### Travel Supporters

Lorraine Reeves also works as a Travel Supporter for 7 hours per week

### Research & Academic Liaison Officer



**Martin Fortune**



**Lisa Chadwick**  
Admin Assistant  
Swindon



**Gemma Holdway**  
Office Manager



**Jessica Johnston**  
Admin Assistant



**Claire Selway**  
Finance Officer



**Caroline Snow**  
PA to Martin Fortune

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