

wsun

Wiltshire and Swindon Users' Network

July 2013



21st Annual Report

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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 Equal Opportunities 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



It is with pleasure that I am writing in the 21st Annual Report and would like to thank the staff of WSUN for making this year probably the most successful yet. Our core funding is more secure than I have ever known it, which is testament to the ongoing hard-work of the staff and my fellow Management Committee members. WSUN needs to retain its independence of voice and purpose, which makes it necessary to find and secure funding from other sources, too much reliance on one source could prove our undoing.

This is my last Annual Report as my second three year term on the Management Committee which comes to an end in September. Being on the Management Committee has been an amazing experience and being the Co-Chair in the last two years has been both very interesting and rewarding.

It gives me a sense of pride that I am leaving the Network in a much improved state than when I first arrived, the workload has increased enormously, and closer partnerships with other organisations have enabled and provided a more varied and expanded role within the communities of this vast county of Wiltshire. Sadly however, we have been given notice that Swindon Borough Council will no longer be contributing to our funding, therefore the work in Swindon will be affected. In the short term we are committed to continuing to support service users and hope to find other funds to remain active in Swindon.

Access and equality for all is still not a reality, but awareness of the issues that service users face is slowly improving. Sharing best practise with others, consulting with, and campaigning for service users is very much our core business and WSUN is as committed as ever to supporting and empowering service users to have a voice.

We have had workshops on the changes to the benefits system, which have hopefully paved the way for more knowledge and less fear. We are very aware that Government changes are complex and are regularly updated, so we need to be very vigilant on the details and keep abreast of the latest information. We need to challenge the negative media and press coverage, and counteract the stereotypes with some positive views and role models.

Last year Dorothy and I reported that funding was still a worrying issue, and the cause of ongoing insecurity. It's nice to be able to tell you in my final few months that WSUN has secured longer term funding, from Wiltshire Council and the Clinical Commissioning Group. WSUN now has a 1 year plus 4 year contract, which would have been cause for huge excitement and celebrations if it weren't against the backdrop of some negative changes for service users and the loss of WIN (Wiltshire Information Network) who have worked hard on your behalf to raise issues with Health and Social Care providers. I am sure you have all heard of the new organisation that the Government is promoting as all things to all people, called Healthwatch.

It is charged with being the voice of the people, the structure of Wiltshire Healthwatch is still taking shape, but as yet we don't know how much involvement WSUN will have with this important work. As soon as we have more information we will inform you at meetings, on our website and by other means. We know not everyone wants to access things or has the capacity to use a computer so we will do our best to present information in as wide a range of formats and methods as our members require.

I am sad to be leaving the Management Committee (MC) because although it is hard work at times, it has also been rewarding, interesting and has at times even been fun! We sometimes have a giggle and I will miss the camaraderie of my fellow Management Committee members and of course I will miss Dorothy, my Co-Chair. WSUN is as committed as ever to empowering and supporting service users to have a voice, our strength is in our growing and increasing membership.

One thing as I leave I would like to recommend is that WSUN retain the management of WITS (Wiltshire Independent Travel Support). Although WSUN is not seen as a service provider, WITS is a very bespoke service for our service users and supports them to travel independently. This has to be of benefit for all aspects of WSUN's work and the future for all service users. WITS dramatically decreases the cost to the public purse for travel when service users are supported to travel independently. We have the best staff and good practise to keep WITS effective. It's not just a transport initiative it is a vital lifeline especially to the younger disabled service users who also need to have a voice, both at our meetings but also in their own local communities. We would very much like to increase the membership of younger service users and reach out to many others.

Please keep attending meetings & consultations, where I may still bump into you, I will be attending some as a service user member.

Wishing you health and happiness, very best wishes Linda (Griffiths, Co-Chair)

Louise Rendle - Head of Network Services

Welcome to WSUN's 21st Annual Report, as always it's a great opportunity to review our achievements during the past year.

Our involvement with Wiltshire Council's Help to Live at Home service continues to develop. Members of the Customer Reference Group (CRG) are becoming more confident in their monitoring role and a number of other local authorities have shown an interest in finding out about the work of the CRG.

The Wiltshire Independent Travel Support project is still as popular as ever with an increasing number of younger people who wish to travel independently. To see their confidence and horizons growing is very rewarding.

We continue to attract small streams of funding through other work including English Heritage and we completed an access audit for a local branch of a National charity.



Our records show that in this annual report year, members of WSUN and its staff have attended over 275 events, forums, meetings and other outreach activities, feeding in viewpoints and passing on information to both professionals and individuals. You can read about some of these in more detail within this report.

Of course this year has not been without its challenges: After a long period of uncertainty for the Network and the staff involved, funding for the Wiltshire Involvement Network came to an end at the beginning of July. This meant Tracie left us in April to take up another post and Martin and Lucie were transferred under the TUPE process to Healthwatch in July. We shall very much miss their considerable experience and wish them well in the future.

In January we received the news that Swindon Borough Council were planning to hold a period of consultation relating to a series of cuts and service changes. This included the decommissioning of all independent service user involvement. Despite members being present at all the consultation meetings to try to reverse this decision, we were informed in June that our funding would cease in September. This is a bitter blow to service users in Swindon as we believe that independent service user involvement, rather than service provider feedback, gives a much more meaningful, overall picture of services. We will continue to provide a service to Swindon members whilst looking for alternative funding. Your voices will be even more important to us in order to assess the impact of the changes in Swindon.

I would like to thank Wiltshire Council, Wiltshire Clinical Commissioning Group (formally NHS Wiltshire) and our other partners for their continuing support. In addition none of the work would be possible without the involvement of our members, our Management Committee and staff team who show endless enthusiasm and commitment, thanks to you all.

Development Outreach - Wiltshire

WSUN has been working hard to inform Wiltshire residents about the Network and the varied work we do. We have visited a number of day centres and lunch clubs across Wiltshire, including the Jubilee Centre in Marlborough, Dilton Marsh Day Centre, and the Rainbow Day Centre in Melksham, to provide information, answer questions and sign up new members of WSUN. Leaflets and posters have been displayed at libraries, community centres and surgeries across Wiltshire.



We have also been out and about with the Mobile Library to reach residents in rural areas such as Chilton Foliat, Shalbourne and Great Bedwyn and sought feedback about issues in these more remote communities. This research is in the early stages but we are keen to identify any emerging themes particular to these communities.

Preparations are underway for an event, to mark World Mental Health Day on 9th October. We plan to have a big event with information stands, demonstrations, workshops, music and speakers.

Magical Memory Moments: The 3M's Memory Cafe



The 3M's group in Royal Wootton Bassett supports people with memory loss and their carers. It continues to go from strength to strength. Membership has grown steadily with new faces appearing at almost every meeting.

The lively and supportive meetings have included talks and photographs by the members about their lives, puppet shows, and live music. Recently the 3M's group has been involved in making a film for Wiltshire Council. The group has raised funds by holding a table sale and has also received a donation which has been used to fund a day trip to Bournemouth.

Further fundraising events are planned for September with a coffee morning in The Croft in Royal Wootton Bassett and also a concert featuring Swindon Male Voice Choir in October at St Bartholemew's Church.



WSUN is really pleased to see this group become established, start to grow its membership and provide a very necessary and welcome resource for people with memory loss who live in the Royal Wootton Bassett area.

As the 3M's group is proving so successful WSUN has begun the process of expanding the idea of similar groups to other areas in Wiltshire. We have started having preliminary discussions with interested people in Melksham, Calne and Marlborough. It is hoped that by the end of this year other groups will come into being. If there is anyone who might be interested in setting up such a group in other parts of Wiltshire please contact WSUN.

“This group is just what we have been hoping to find” – new member

Safeguarding Workshop

WSUN organised a Safeguarding Workshop in November 2012 and Margaret Sheather, Chair of Wiltshire Safeguarding Board, was the main speaker. The Aim of the workshop was to find out service user views and enable discussions on influencing and ensuring that adults are protected from abuse.

You can download a copy of this report from our website <http://wsun.co.uk/reports-2/>

This event was the beginning of a series of ongoing service user meetings which will be held quarterly to inform the Wiltshire Safeguarding board. Service User's are involved in developing and influencing the policies and procedures for the safeguarding process.

**“I had an opportunity to discuss my views”
“The fact the subject is being addressed”
“Presentation was spot on and easily understood”**

The Young Persons' Project

Over 45 young people have taken part in our project to produce a film about living in Wiltshire. WSUN has worked with Create studios who visited schools and colleges around Wiltshire, to talk with young people about their experiences. The film will be launched in the Autumn and it is hoped that other projects will evolve including the development of an area for young people on our website.



Wiltshire Mental Health

Our Time to Talk

Our Time to Talk is a group for people who use mental health services in Wiltshire. Meetings this year have given the opportunity for members to meet, question and share experiences with: Alison Griffin (Head of Engagement and Responsiveness), Gareth Sharmen (Drug and Alcohol Worker), Ian Chandler (Peer Support Worker) from Avon and Wiltshire Partnership, and Jane Salmon (Modern Matron for Green Lane and Fountain Way hospitals) and Rosie Brandon (PALS – Patient Advice and Liaison Service).



In the past few months the group has started to prepare for their involvement in WSUN's World Mental Health Day celebration on in October.

Denise and Samiha (Service User Representatives) who chair the Our Time to Talk meetings also represent users at the AWP Service User Steering Group and the Acute Care Forum. Our thanks go to Denise and Samiha for their time and commitment to ensuring service users are represented and have influence. Recent feedback from members about AWP has been positive, with a feeling that services are better at listening to users and services have improved.

“Excellent presentation of information from PALS”

“A good forum to exchange our experiences”

“Very informative. Good speaker and good exchange of information”

Community Care Forums

WSUN also attends the Community Care Forums which provides service users and professionals with excellent links to Patient and Community Services.

AWP Trust Board meetings and Service User & Carer Engagement Steering Group

Our attendance at AWP Trust Board meetings provides us with a chance to feed in service users' views and strategic monitoring for mental health.

“WSUN are a dedicated member of the Wiltshire Voluntary Sector Mental Health Forum (WVSMHF). They share information with representatives of other voluntary sector mental health services and contribute to ways of working that influence good practice within the sector.

WSUN has been influential in helping the Forum and Wiltshire Council design and produce a leaflet aimed at helping people maintain and improve their own mental well-being, has helped plan events and materials for The World Mental Health Day and has hugely contributed to partnership working within the sector to help improve services for service users.”

Kirsty Field, Chair of WVSMHF, Advice Services Manager, Wiltshire Citizens Advice

Stonehenge

WSUN's involvement with English Heritage and the development of the new visitor centre at Stonehenge has been reported to members through the newsletters over the last two years. We continue to be part of this development process and have this year been involved in two consultations. The first of these was to look and comment on the proposed designs and layouts of the 'Interpretation' area within the visitor centre. This is going to be a semi-permanent exhibition explaining the story of Stonehenge. WSUN was consulted on the access to this exhibition, the positioning and design of the exhibits and how people with physical and sensory impairments could get the most from them.

In March English Heritage came back to WSUN and a small group of members met with the design team from Stonehenge to discuss the signage that is going to be displayed and used at the visitor centre. On both of these occasions very useful discussions took place and members were able to express their views and opinions leaving the English Heritage team with a whole raft of proposals and suggested changes to make to ensure that the new visitor centre is accessible to all.

We will be involved in an onsite consultation prior to the Visitor centre opening in December.

WSUN will maintain its contact with English Heritage and the Stonehenge project and a visit from the Stonehenge Community Projects Manager in May will probably see the organisation carry on its involvement as a Community Ambassador for Stonehenge. At the time of writing this report, final details of the Community Ambassador Scheme are still being prepared but the idea is that Community Ambassadors will promote events and workshops, taking place at Stonehenge, to help bring local communities closer to all that is going on at and around Stonehenge.

Help to Live at Home Customer Reference Group (CRG)

Help to Live at Home is Wiltshire Councils project for delivering domiciliary care, re-ablement care, a response and telecare service and an equipment service to people in Wiltshire. There are currently four domiciliary care providers working across the county, these are: Somerset Care, Leonard Cheshire Care, Aster Living and Enara Care. Equipment is provided by Medequip and Wiltshire Medical Services provide the response service. All six providers work closely together with Wiltshire Council to provide a complete package for people in Wiltshire so that they remain independent for longer and able to stay in their own homes.

The Customer Reference Group (CRG) was formed by WSUN at Wiltshire Council's request to ensure that the voice of the customer was heard and acted upon throughout the Help to Live at Home project. The CRG was involved from the outset in helping to design the specification for the project and in the choosing of the providers. The group now has a role in independently monitoring the service the providers give.

WSUN has been managing this group since the inception of the Help to Live at Home process. In the past year the work of the Customer Reference Group has grown and evolved. The group has now developed a pattern of quality assurance calls to the customers of the four care providers. Over the course of a year the group will make visits to each provider, making calls to a random selection of the Providers customers.

These calls are recorded on a monitoring script and issues and satisfactions are noted. All of these are fed back to the provider and to Wiltshire Council. Any small issues can and are dealt with by the provider immediately, more serious issues are resolved between the provider and Wiltshire Council. As well as the four care providers the CRG carries out a similar process with the equipment supplier Medequip.

The group has also visited a number of sheltered accommodation schemes across the county during the past year to speak to residents. Once again they will pick up and feed back any care or telecare issues and provide information about Help to Live At Home to the residents.

In April, one of the main care providers, Aster Living, announced that it was going to withdraw from the Help to Live at Home contract with effect from the end of September. A new retendering process for that contract has been put in place and the CRG has been involved with the evaluation of the tender.

'Vision Ahead Project—Improving the Care and Support of Blind, Partially Sighted and the Visually Impaired in Wiltshire'

Wiltshire Involvement Network (WIN), Wiltshire and Swindon Users' Network (WSUN) and Wiltshire Council formed a partnership, in July 2012, to lead a project to co-produce, with stakeholders, recommendations to improve the care and support of blind, partially sighted and visually impaired people of Wiltshire.

Four workshops took place between October 2012 and March 2013 with stakeholders and services user's. They were all very lively and active days with everyone able to share their views and experiences.

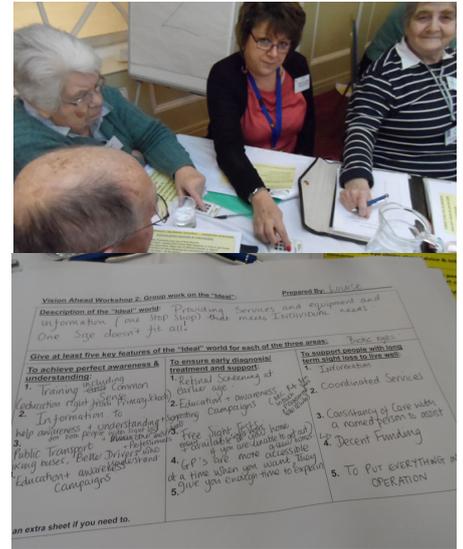
At the end of the process a final list, agreed by everyone who took part in the process, of recommendations in priority order has been produced.

The list of recommendations will be given to Wiltshire Council and the Clinical Commissioning Group in Wiltshire to work on implementing the changes. Phil Matthews, Chair of WIN, was also invited to present the recommendations to the Health and Wellbeing Board.

It is important that Wiltshire Council and WSUN continue to drive these recommendations for improvements forward, working with the new Healthwatch Wiltshire organisation.

This is to ensure that an action plan is produced, and is then populated with named service providers who will commit to carry forward those actions.

Healthwatch Wiltshire together with WSUN will regularly monitor process to ensure work continues as well as challenge any actions that have shown little or no progress. The Wiltshire and Swindon Users' Network has committed to hold an event later on in 2013 to give the attendees of the original workshop an opportunity to hear updates from those involved with implementing service change.



“Great cross section of people. We were all listened to. Very positive. Great networking and getting peoples perspective on sight loss”
“I was able to have my say about what is important to me and what I would like to see change”
“Contribution from a wide range of people and organisations. Lovely to have lunch provided – thank you. Well organised and structured event”
“Good facilitation, all encouraged to have their say”

Welfare Reform

As you will no doubt be aware there are some big welfare reform changes happening within this Parliament. WSUN is a member of the Government formed Personal Independent Payments (PIP) Implementation Development Group. We are the only non national based organisation to be represented, so this is a great opportunity for WSUN to keep you updated in our newsletters, as developments occur.

Recently WSUN also held a meeting for its members to give updates on the different aspects of the wider Welfare Reform Agenda. It covered the following areas:

- Updates on the timeframe for implementation and some more detail on how to go about claiming PIP
- Updates from Jobcentre Plus on the support you can get to help some people find work and also information on a new future benefit, which will be called, “Universal Credit”
- Updates on the Council’s “Under-Occupancy” (sometimes referred to as the “Bed-room Tax”).



WSUN were able to support and inform our members about how to claim Discretionary Housing Payment (DHP) which is an exemption from the under occupancy. A report is available on our website <http://wsun.co.uk/reports-2/wsun-welfare-reform-report-march-2013-final/>

**“The right people were available to speak to about personal issues”
“Finally getting some decent information on PIP”**

Health and Wellbeing Strategy Consultation

Wiltshire & Swindon Users' Network (WSUN) were asked by Wiltshire Council to hold a consultation on their Joint Health and Wellbeing Strategy. WSUN invited their members to attend a consultation event which was held at the Corn Exchange in Devizes in January 2013.

The consultation set out four main priority areas for people living in Wiltshire. These are:

1. Living for longer
2. Living healthier for longer and enjoying a good quality of life
3. Living independently for longer
4. Living fairly, reducing the higher levels of ill health faced by some less well-off communities



44 WSUN members and service users attended the event to share their views. The consultation included questions and a ranking system. Most attendees felt that 'living healthier for longer and enjoying a good quality of life' and 'living independently for longer' should take the highest priority for improvement. Attendees also felt that a high priority area of focus should be 'independence, supporting people to live longer in their homes'. Users felt they should have the right people involved with their care, at the right time and that the independence and freedom of choice of individuals must be listened to.

Other priority areas included:

- Ensuring houses are warm and safe places to live;
- Ensuring people find it is easy to find out what help is available;
- Ensuring people get help quickly at times of crisis, for example, if they need help to leave hospital;

Finally it was felt that in order for the strategy to be successful continued service user involvement was necessary. There is a full report available on www.wsun.co.uk

“It feels good that our (disabled peoples) voice is being listened to, and that decisions are not being made for us”

“Opportunity to learn about the assessment and strategy. Chance to talk to others and a chance to give views direct to Wiltshire Council”

Wiltshire Money Event



We were asked to attend and deliver a presentation at the Wiltshire Money Event in June. The presentation called, "What it is really like." was delivered to a mixed audience of mainly Voluntary Sector Organisations and Housing Association Providers'. The presentation included real case studies to give the audience a sense of the genuine concerns people who are currently on disability benefits are now facing.

The event also provided a valuable opportunity to promote WSUN to other organisations.

Our presentation is available for you to view and download on the Wiltshire Money Website.

<https://sites.google.com/site/wiltshiremoney/wiltshire-money-events/5th-june-2013>

"Wiltshire Money really appreciates WSUN's input into our future plans."

Development Outreach - Swindon

Voluntary and Third Sector Reshaping Consultation- Swindon Borough Council

Once again there have been many changes in Swindon within health and social care. Swindon Borough Council (SBC) as all other local authorities are facing funding cuts and because of this they consulted with WSUN and other organisations and service providers on how it intends to commission services in the future.



We would like to thank all our members who attended the meetings, and those who were unable to attend but completed a questionnaire.

An end result of these consultations is that WSUN's contract to provide user involvement will come to an end in September. (See Head of Network Services report).

Information and Advice Online

In the future, SBC are planning to set up an Information & Advice website.

In March we were asked by SBC if some of our members would be willing to take part in an information and advice online survey. Their aim was to find out how accessible some current websites are for other local authorities. Many of our members were happy to take part and we submitted a report with the findings. This report will be used by Swindon Borough Council to develop ideas for their own site.

Swindon Mobility Club (SMC)

We have now secured a suitable, accessible venue for our future coffee mornings. SBC have kindly allowed us to hold our meetings in one of their committee rooms free of charge. It is a very informal group which gives people the opportunity to discuss anything they feel is relevant to mobility issues. Our members have decided they would like meetings to be held quarterly.

The last few meetings have proved very productive. Our members discussed several ongoing problems they have experienced involving hospital issues and public transport. They decided they wanted to do something about it so they put pen to paper and have since received a positive response from one of the companies concerned.

Resulting from the issues raised by the SMC, we organised a forum in November at the Pilgrim Centre.

The morning session included a talk from Vince May from Shopmobility and a further talk from Cindy Carter from Swindon Borough Council Planning and Access Department, who spoke about access design for new buildings and developments in Swindon.

Some 60 members attended the morning session with an open market place event in the afternoon where people were able to pick up information from a range of organisations.



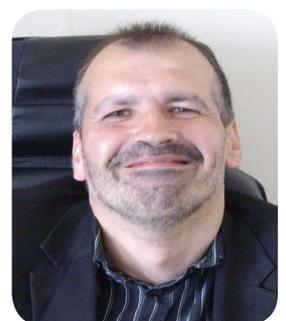
“Good opportunity to participate and voice opinions”
“Good information from Shopmobility”
“Well organised, easily understood and a great help”

Research & Academic Liaison

Research

In the last year WSUN has completed some important consultations. We have responded to the following:

- Draft Care and Support Bill for Public Consultation - Sept 12
- Wiltshire’s Health Wellbeing Strategy Consultation Event – Jan 13
- Personal Independence Payment (PIP)



These responses can be found on our website <http://wsun.co.uk/consultation-responses/> If you require different formats these can be obtained by contacting us.

Academic Work

Wiltshire College

We have successfully continued to support Wiltshire College with Trowbridge HUB, by providing facilitation, administration, transport and financial support to enable the HUB to operate with an independent view. Attendance also continues to be consistent. The HUB supports social work students by giving a service user/carer perspective. There are going to be some major curriculum changes for future social work students which Wiltshire College want us to be involved with later in this academic year.

Bath University

We have continued to work with Bath University in their interview selection process. It is important for users of social care services to be involved in the interviews of student social workers, as the questions asked are designed to discover the current level of the students understanding around the service user perspective. We also attended recall days for 2nd and 3rd year students to support their learning and development around service user involvement during their placement.

My specific thanks in supporting their interviews goes to Linda Griffiths and Elizabeth Moss.

Other achievements this year

Independent Government Cabinet Office Review; into the “Barriers to Choice Review.”

We are working with a number of government departments to highlight and promote members’ issues. WSUN was delighted to organise a consultation session to enable our members to share their views directly with the independent reviewer working on behalf of the Cabinet Office. The main issues covered by the group included:

- Local democracy and lack of involvement of disabled people in those decision making processes. A good example of involvement was the Help to Live at Home Customer Reference Group. Service users reported that this was a fantastic way to remove barriers to choice.
- Availability and accessibility of transport and transport links particularly in rural areas was considered to be a major barrier to accessing mainstream services.
- With regard to health’s ‘choose and book’ system, although designed to increase patient choice, it had the opposite effect on disabled people who found it confusing and inaccessible.
- Access to the internet – there is an assumption by Government and public information services that information can be accessed through the web. An example is that in rural Wiltshire there is 100% broadband coverage – which is certainly not the case. Another misconception – older and disabled people can afford computers and broadband costs.

The link to the full report can be found <http://wsun.co.uk/consultation-responses/>

Elizabeth Moss - Service User Involvement with Social Work Students



I have been a member of WSUN for many years and have been involved with the Social Work Students Training at Trowbridge College and Bath University.

I have helped the students when they have been planning a day out trip. My input has been well received, helping the students put themselves in the place of the participants. Having experienced the vulnerability of someone with Mental Health issues, I felt well placed to share how some people might accept their plans.

Having the opportunity to meet prospective students at their interview has been very beneficial for me as well as the student, it gives them a chance to meet service users and to appreciate how we are involved with their training.

As a member of the Programme Management Committee (PMC) I bring the views and concerns of the Hub group and meet with the students to hear directly their concerns about the course, which I can feedback to the Hub.

At Bath University I have been involved with workshops and their recall sessions following their time on placement.

Research and Development Unit – Bath University

In the Autumn, we met with the Business Research Manager, Lisa Austin from Bath University.

The Research and Development Unit supports research activity and funding bids. We were asked to be involved in being part of the judging panel for the 'If Only It Worked' competition.



www.ifonlyitworked.com



WSUN's involvement was to look at the usability of the products designed to give a service user perspective. It was also a great opportunity for WSUN to promote its work and considerable interest was shown in how we could involve service users in future research projects.

For you information there is a YouTube link, it is a 20 minute video of the student finalists talking about their designs.

<http://www.youtube.com/watch?v=9Et8grSSzDg>

“The competition ‘If Only It Worked’, was run by Lisa Austin at Bath Research and Development at the University of Bath, and supported by the research project KT-EQUAL (led locally by Professor Chris Eccleston).

Students from higher education institutions in the UK were asked to view videos uploaded to the IfOnlyApp YouTube channel where elderly or disabled people had demonstrated the difficulties they experience in day to day activities, and then to come up with unique designs to address these usability issues. Entries were judged on the criteria of universal design, cost, usability and innovation.

Competition judges included Professor Chris Eccleston, Nigel Harris, Chris Ramsden, Richard Oldale and Martin Fortune (from WSUN).

Lisa Austin (Bath Research and Development in the University of Bath) said of the ifOnly achievement: “We are extremely proud of the finalist’s achievement in this competition against some very high calibre entries.

The judges were incredibly helpful in deciding the best concepts - a hard task!

The five finalists will be recognised at the UX User Experience Conference, in Hilton Bath City Hotel on the 10th May.

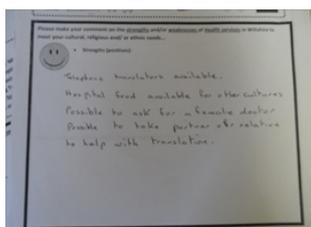
We particularly welcomed the input and insight of Martin Fortune, in providing a perspective from the end users of the products”.

Natalie Watts Social Work Placement - Diverse Communities Project

Since joining the WSUN team in February, for an 85 day placement as part of my Wiltshire College Social Work degree, I have been working on a ‘Diverse Communities’ project.



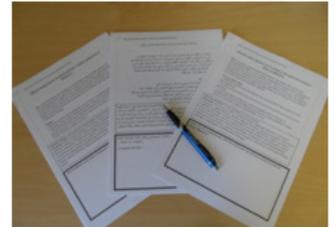
The project aimed to provide insight into the experiences and needs of diverse communities living in Wiltshire, in particular those of differing religious faiths, ethnic origins and cultural lifestyles.



The work conducted gave a voice to Wiltshire’s diverse communities, empowering members to have their say on health and social care services, in order to establish if cultural, religious and ethnic needs are being met across service provision and delivery.

In total, 47 individuals participated in this project, representing a variety of ethnicities (Sri Lankan, Israeli, Polish, Moroccan, Bangladeshi, Ethiopian, Pakistani, French, British, Asian, Indian, Chinese, African-Caribbean, Romanian, Gypsy/ Irish Traveller) and religious faiths (Muslim, Catholic, Orthodox, Buddhist, Christianity, Pentecostal, Methodist, Bethel Apostolic, Atheist).

Participants were involved in a number of different ways, from completing a questionnaire, to participating in an interview or focus group. Subsequently, an extensive report has been compiled documenting the findings and recommendations to be taken forward by WSUN.



Special thanks goes to all the organisations and individuals who participated in this project and gave their valuable time to feedback on health and social care services in Wiltshire, without whom this project would not have been possible.

Particular thanks goes to; Wiltshire Islamic Cultural Centre, Salisbury Buddhist Group, West Wiltshire Multi-Faith Forum, Dilton Marsh Traveller Site and Wiltshire Council Gypsy and Traveller Manager, South Wilts Chinese Liaison (Red Lau Hardingham), West Wilts Community Club, North Wilts Community Club, South West Alliance of Nomads and Staff at The Castle Inn Hotel.

A thanks also extends to Equal Chances Better Lives (ECBL) (DEVELOP) and Wiltshire Racial Equality Council for their support, advice and assistance in developing and conducting this project.



The full report will be available from WSUN:

Wiltshire Independent Travel Support (WITS)

With almost 60 referrals this year, WITS is as busy as ever. The number of referrals for young people travelling to college has increased dramatically. As always August, September and April were extremely hectic months, due to the intensive training needed for students starting college.



“It taught Tim to travel independently. It gave him confidence. The intense training and one to one support enabled him to do this. Very encouraging.”

The support at the beginning of the term means that students can settle in quickly with their peer group and training often has a really positive impact on their overall confidence. Due to the increased demand from both Wiltshire and Bath and North East Somerset, Marie Hillcoat joined the team in April.

Jacobs story

Jacob lives in supported housing in the Salisbury area. He was referred to WITS by his support team as he was attending an activity with Shaw Trust and wanted to be able to travel there on his own.

Jacob had previously travelled on a bus to visit his family but had lost all of his confidence, so the WITs travel supporter worked with him to learn the new journey and to rebuild his confidence and skills.

The journey involved a quarter of a mile walk from his home to the bus stop crossing two roads and a fifteen minute bus journey, where Jacob had to identify the correct place to press the bell for the bus to stop. The return journey worried Jacob more because of the road crossings. It made him very anxious but with support and extra road safety training he gained the confidence to complete the journey on his own.

He is now travelling not only on his original journey but also in to town to meet friends or to shop and is confident enough to walk to church on his own which he enjoys.

What did you think was good about the WITS project?

“How to find all the different routes and shortcuts”

“That I learnt how to catch a bus”

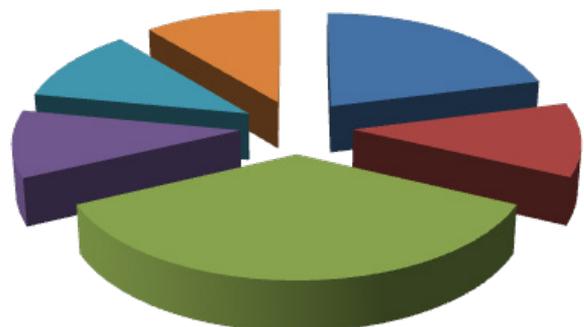
“Just about everything”

“Peter North was very approachable, he seemed to hit it off with our son straight away and he did not make us feel like over protective parents.”

WITS Facts and Figures - April 2012 to April 2013:

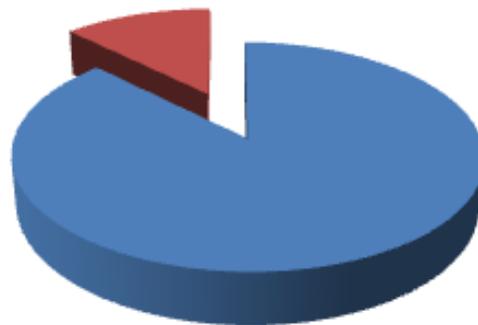
Reason for travel training:

- 21% To undertake a social activity
- 11% Preparing for work
- 36% Commencement of training/education
- 10% General usage no specific purpose
- 11% Visit family & friends
- 11% Voluntary work



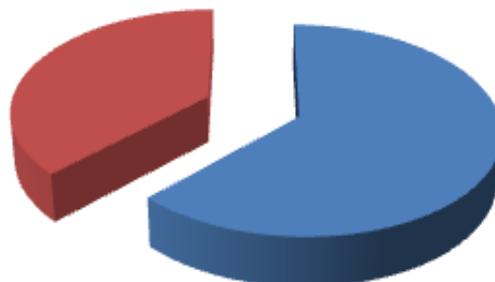
Have you benefitted from travel training?

- 1 = 87% Strongly Agree
- 2 = 13% Agree
- 3 = Disagree
- 4 = Strongly Disagree



Can you now travel independently?

- 1 = 62% Strongly Agree
- 2 = 38% Agree
- 3 = Disagree
- 4 = Strongly Disagree



Wiltshire Involvement Network (hosted by WSUN)



Dear friends, this will be the last update from the Wiltshire Involvement Network. The Chair of WIN and its staff team would like to thank all those who have made WIN so successful during the five years of its existence.

WIN ceased existing on the 31st March 2013 and should be proud of its achievements over the last five years, engaging with people through the many public events held and representation on various statutory bodies, examples being the NHS and the Local Authorities.

WIN will be replaced by Healthwatch Wiltshire and it may be that many of you will transfer your membership over to it. If you do, we would like to wish you well and I am sure the expertise gathered over the last five years will not be wasted.

Christine Graves is the first Chair of Healthwatch Wiltshire, the local voice for key issues affecting people who use health and social care services in Wiltshire. The Chair was selected by a multi-agency panel which included Jane Scott, Chairman of the Shadow Health and Well-Being Board, and senior representatives from health and community organisations. Christine has lived in Wiltshire for the last forty years, she is married and has raised her two children in the county and is looking forward to serving the community she knows so well. Christine's first task has been to appoint four executive board members to support her. Healthwatch Wiltshire will work to help improve health and social care services in Wiltshire. The new body will also provide an information and signposting service and will support people to make choices about those services.

Healthwatch Wiltshire will carry on the work undertaken by WIN but will have additional functions as well.

WIN has produced a detailed Legacy document which has been shared with Healthwatch Wiltshire and Wiltshire Council. The Legacy document has been created to capture the successes and achievements of WIN and record recommendations to take forward into Healthwatch. It is available online on the WSUN website. A short film has also been produced to promote the work WIN has achieved and will also be available online. On the 13th March WIN held their final Core group meeting and farewell lunch with members past and present attending. Christine Graves, Chair of Healthwatch Wiltshire, spoke to attendees about her vision for Healthwatch in Wiltshire.

WIN Chairs, past and present left to right Peter Biggs, Anna Farquhar and Phil Matthews (pictured left)

Farewell from the WIN staff team! (pictured right)



WIN held their last public event in February, with 110 members of the public in attendance. Updates included information about the new role of the Clinical Commissioning Group in Wiltshire, how Public Health in Wiltshire will work now that it has transferred back to the local authority, NHS reforms in general and the vision for Healthwatch in Wiltshire. Attendees were able to ask questions directly and positive feedback about the event was shared.

To enable people to share their views on what they would like Healthwatch Wiltshire to begin to think about, attendees were asked to complete postcards asking them for thoughts and ideas for priority areas for Healthwatch Wiltshire to consider. Some of these included:

- Good build up of publicity to launch Healthwatch Wiltshire
- Ensuring that priorities are given to resolving social isolation
- Improving housing for older people
- More provision of minor injury units
- More work to raise awareness of mental health issues
- Mental health services are important, especially the memory clinics availability
- Transport—access to health services and hospital parking need addressing
- More clarity needed about complaints and concerns that would have gone to the PALs service. Clearer information about how to complain and where to go

Feedback from attendees:

“I thought the meeting was very helpful in outlining WIN’s replacement and the future of health and social care given the new legislation.”

“Explanation about the CCG was clear.”

“Very good speaker – good explanations and time limited to half an hour per speaker which was just right.”

“A great choice of speakers – a very comprehensive programme to help people understand the changes. Very well organised event.”

Enter and View - Early in 2013, unannounced visits to Longbridge Deverill House, Warminster and Camelot Care Home in Amesbury were made; on the whole they were positive visits. Overall, the WIN teams were impressed by both homes, having favourable outlooks and homely atmospheres. There seemed to be adequate numbers of staff on duty and residents seemed relaxed, comfortable and contented. Full reports of all of WIN’s Enter and View visits are available on the WSUN website.

Wiltshire has a high proportion of older people and this is set to increase over the next decade in line with demographic changes. Currently, there is a great deal of concern nationwide about the cost of caring for older people, and the quality of such care. Indeed, in November 2012, in a major report based on 13,000 inspections, the Care Quality Commission warned that too many nurses and care home staff oversaw ‘a care culture in which the unacceptable becomes the norm’. In taking forward it’s Enter and View programme, WIN has taken steps to monitor local care provision, with the aim of reporting any concerns to the Care Quality Commission and Wiltshire Council. It is hoped that Healthwatch Wiltshire will continue to monitor services provided in Wiltshire.

Thank you very much for your visit, you did a great job. It is so important that we have people like you to monitor that the deserving elderly people are given quality care. We are all going to be there one day.

Violet Gwaza—Home Manager

Camelot Care Homes Following an Enter and View Visit.

All reports mentioned in this document are not only available on the website www.wsun.co.uk, but also in other formats. Please contact WSUN for details:

Telephone: 01380 871800

Email: info.wsun@btconnect.com

Management Committee 2012/2013

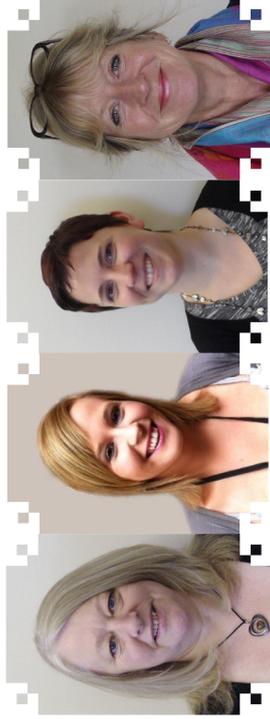
Linda Griffiths (Co-Chair), Dorothy Roberts (Co-Chair), Shiena Bowen, Jim Law, Rosa Tran, Paul Burgess, Kathleen Brennan, Bea Backhouse, Diane Gooch, Mary Johns, Heather Tucker, Lenka Stokes (stepped down May 2013.)



Louise Rendle
Head of Network Services



Nick Crane
Deputy Head of Network Services



from left to right:

Denise Cooper (left Sept 2012), Amber Graham (Maternity leave from Jan 2013), Zoe Millington and Lorraine Reeves



from left to right: **Lisa Chadwick Admin Assistant Swindon, Gemma May Office Manager, Jessica Johnston Admin Assistant, Claire Selway Finance Officer, Freya Jewel PA to Martin Fortune**

Development Outreach Team

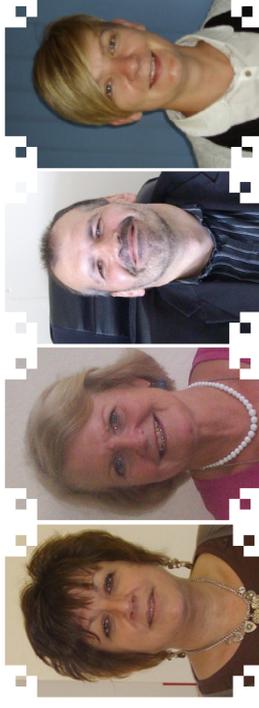
Core

Wiltshire Independent Travel Support (WITS)



from left to right: Peter North **WITS Co-ordinator**, Sally Cobb, Lisa Hawkins, Marie Hillcoat & Christine Keepence **Travel Supporters**

Wiltshire Involvement Network (WIN)



from left to right: Tracie Clark **Administrator** (left May 2013), Mary Rennie **Support Worker Age UK**, Martin Fortune **Support Worker WSUN** and Lucie Woodruff **WIN Officer** (all transferred to Healthwatch Wiltshire July 2013)

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