

## **Louise Rendle - Head of Network Services**



Over the last few months we have been involved in some really interesting and worthwhile projects. Our work with English Heritage continues, this time our members have been looking at the planned exhibitions for the new Stonehenge visitor centre. We are really looking forward to its opening in 2013. The Help to Live at Home Customer Reference Group continues to grow and become more active. Their latest piece of work is to assist the Order of St John Care Home Provider with their customer care rating survey; an important piece of work to ensure quality and consistency across their 19 care homes in Wiltshire.

Looking forward, we continue to plan for next year. Although our funding is due to end in April we are optimistic that funding will continue. Increasingly WSUN is being asked to do projects which have a long term commitment.

I would like to say a thank you and farewell to two members of staff, Caroline Snow who left us at the end of August and Denise Cooper who left us at the end of September. I wish them all the best in the future.

## **Management Committee update**

We would like to give a warm welcome to Diane Gooch, Mary Johns, Lenka Stokes and Heather Tucker who joined our Management Committee at the last Annual General Meeting.

Our current members who will serve another term are Paul Burgess and Jim Law.

We say thank you and wish April Hammond and Elizabeth Moss all the best for the future. April has withdrawn from the committee to pursue other avenues and Elizabeth has completed her two terms. Both will remain as active members.

Other members who are still on the Committee are Beatrice Backhouse, Shiena Bowen, Kathleen Brennan, Linda Griffiths, Dorothy Roberts, and Rosa Tran.

# Development Outreach Team



With the summer holidays over it's back to full steam ahead. The development team have been involved in a range of activities and have been busy talking to people who have raised issues including the quality of paid

care and the lack of low level support when trying to find employment.

## Wheelchair Service User Group

Terry Burdes now attends the Wheelchair Service User Group meetings to represent WSUN members. If you would like to feed back your views, please contact Lorraine so she can pass them to Terry. Customers can also share their views with service 'ambassadors'. To contact an ambassador and for all queries, repairs, delivery and collections, please ring 01225 899130.



## Wiltshire Mental Health

Our Time To Talk (OTTT) is a service user group for people who use mental health services in Wiltshire. At a recent meeting, the group had a chance to talk to Sarah Cardy from Wiltshire Citizens Advice Bureau who gave a presentation and advice about the change in Welfare Reform and how they may affect people with mental health issues. Denise and Samiha continue to attend as service user representatives to take issues forward on behalf of the group. We are pleased to say that Alison Griffin the Head of Engagement and Responsiveness will be attending the next OTTT on Oct 12th. We hope everyone had a happy World Mental Health Day on 10th October.

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

You may remember that the redesign consultations started some time ago and there have been lots of stops and starts along the way. This is due 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 service users and their carers will start to experience improved access and care. Denise and Samiha have attended the 'Lets get Engaged' consultations and the formation of the 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 their 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.

Our Development Worker, Lorraine continues to attend the Mental Health Voluntary Sector Forum which provides an opportunity to work together with other mental health organisational representatives. We are also proactive in the redesign and planning for 2 new mental health services.

The Acute Care Forum at Green Lane Hospital is another forum influencing and monitoring ongoing redeployment and service changes. If you have anything you would like to share, or you would like to book a place at the next Our Time To Talk meeting, please contact a member of the development team.

As part of its efforts to boost access to psychological therapies, the LIFT (Least Intervention First Time) service based on the Stepped Care model will provide support and interventions for adults with common mental health issues such as stress, depression, anxiety and low mood. LIFT offers psychology services from self help therapies, psycho-educational courses and one-to-one support through GP surgeries.

For more information visit <http://lift.awp.nhs.uk>

We would like to congratulate Wiltshire Mind – the surprise £50,000 gift from an anonymous benefactor means that they will be able to continue to offer a streamlined service in the short term while future funding is sought. Please contact 01225 706532 if you would like more information about their services.



## Learning Disability

The South West Learning Disability Network meets every other month in Salisbury. This informal group is attended by people using learning disability support services and people who provide services. It's a great way of sharing information and raising worries or concerns for people with learning disability.

The meeting lasts for up to 2 hours with a break. The group would like more people who use services to go along. The next meeting is on Wed 19th Dec 2012 – you don't have to book a place but if you would like more information, please contact Patricia (Chair) 01722 323783 / [patricia.a.fagan@btconnect.com](mailto:patricia.a.fagan@btconnect.com)

## Welfare Reform Event

In light of the Government's Welfare Reform Bill, WSUN invited staff from the Department of Work and Pensions and Citizen's Advice Bureau to tell members about the Government's plans to change welfare benefits. Members had an opportunity to hear about the proposed Universal Credit, Personal Independence Payment and Work Capability Assessments. Table top discussions gave members a chance to talk about the proposed reforms and ask questions.

## Annual General Meeting

Last month, we welcomed members to our AGM. We were pleased to report information showing the broad range of activities WSUN has been involved with since the AGM 2011: Nicola Gregson and Cllr Jemima Milton kindly attended to talk to



members about the importance of being involved and the Help to Live at Home Service. Diane Gooch, member of the Customer Reference Group (CRG) highlighted the CRG's crucial role in the monitoring of the Help to Live at Home Service.

## Hudson's Field – Olympic Torch Event

Did you get involved with all the Olympic Torch events? WSUN, as coordinator of the Help to Live at Home Customer Reference Group, was one of the few organisations who were offered space in the Wiltshire Council marquee at this fantastic event at Hudson's



Field. Attended by thousands of people, the carnival atmosphere was enjoyed by all and gave WSUN a valuable opportunity to promote its work, recruit members and to encourage more people to get involved in sharing their views.

## Customer Reference Group

The Help to Live at Home Customer Reference Group (CRG) is slowly growing in numbers and is taking on more work to help monitor the Help to Live at Home service. Some members of the group are now working with one of the providers, telephoning customers, independently, asking them about the care service they receive.

Any issues or comments can then be given straight away to the provider to take on board and if necessary sort out. The CRG has made more visits to Sheltered Accommodation Schemes to ask residents if they have any issues or concerns about their care or the scheme. These issues are then fed back to Wiltshire Council and the care provider for action.

More visits to Sheltered Accommodation are planned for the future and the CRG will shortly be starting to make telephone calls to the customers of the other care providers.

Successes already include the installation of a stair lift in sheltered accommodation to provide people with alternative access when the lift was out of order and the installation of ramps to allow a person access to a garden area at another sheltered housing complex.

If any member is interested in becoming a member of the CRG then please call Nick Crane on 01380 871800 or email at [nickcrane.wsun@btconnect.com](mailto:nickcrane.wsun@btconnect.com).

## Order of St. John

At the end of August WSUN were very pleased to be commissioned by the Order Of St. John to assist with the carrying out of a major survey of their nineteen care homes in Wiltshire. The survey, set up by the national company Ipsos Mori, asked all the residents individually about how they found their care and living conditions. WSUN was asked to assist those residents who had difficulties in filling in the forms. Teams of WSUN members and staff visited the care homes between 24th September and the 19th October to help people fill in the forms to ensure the survey could be completed on time. The results will then be analysed and will assist the Order of St John to improve their service.

## Stonehenge

English Heritage has once again asked WSUN to be involved in the development of the new visitor centre at Stonehenge. Work has now started on the £27million project at Airman's Corner, on the edge of the world heritage site. This time English Heritage asked us to put together a group of members to look at and comment on the designs and layout for the exhibition areas at the new visitor centre. The group met on the 3rd October with the representatives from English Heritage and the design company, Hayley Sharpe Design.



They took the group through a very thorough presentation on all the features of the exhibition areas. Members were able to comment and make suggestions to alter the designs to make them more user friendly and accessible. The group enjoyed the day and found the whole presentation very interesting and English Heritage went away with some very useful comments and suggestions to improve the design.

## **Cold Callers**

Wiltshire Trading Standards are warning people about doorstep callers who knock on people's doors offering to do home maintenance work. Sue Wilkin, Senior Public Protection Officer for Wiltshire Council told us that "Cold Callers care little about the quality of the work. They are not always qualified and often mislead people about the eventual cost. Workers sometimes becoming aggressive if people don't pay and some elderly people have even been taken to cash points to withdraw money!"

Age UK have details of registered traders who have been checked out by trading standards - [www.ageuk.org.uk/wiltshire](http://www.ageuk.org.uk/wiltshire) / Telephone 01380 727767. Handihelp can do all sorts of jobs around the home too; contact 01380 735555 for more information.

## **Home Visiting Opticians**

If you are unable to visit local opticians without assistance owing to an illness or disability, you can request an NHS eye examination in your own home. The service is run by qualified optometrists and dispensing staff on behalf of the NHS – free of charge as long as you qualify for an NHS optical voucher. If you live in the Salisbury area (including Amesbury and Warminster) please ring Simon Small on 07500 662783 or 01722 781218. Other areas are covered by Eyetech Opticians Ltd 01373 462573.

## **3M's Memory Loss Group**

A local group of residents in Royal Wootton Bassett (RWB) decided to build on the outcomes of the the Wiltshire Voices project. This project saw Royal Wootton Bassett and Cricklade Area Board undertake a piece of work on memory loss. They decided to set up a memory loss group for people covered by the RWB Area Board. The idea behind the group was to have a regular fortnightly get together where people who had some form of memory loss and their carers could come, share experiences and information, and have a social gathering. The residents behind the idea asked WSUN if we could assist in setting the group up. Members of WSUN staff have agreed to sit on the steering group committee and WSUN has agreed to fund the group's first four meetings, until they can raise funds for themselves.

The first meeting was held on the 21st September and had over twenty people attending with a good mix of people with memory loss and those who care for them. This is a very encouraging start. The meetings will run fortnightly, usually on a Friday and will be held at RWB Civic Centre.

If you are interested in attending please see our 'Dates for Your Diary' section. If you wish to become involved or offer support to the project then please, in the first instance contact either Amber Graham or Nick Crane at WSUN, 01380 871800.

# **Lisa Chadwick - Swindon update**



I hope you have all had an enjoyable summer. As always, during the summer months, many people have been away on holiday and it's difficult to keep in contact, but we are now looking forward to organising an event in November, focusing on mobility and getting around.

Many of you may know that we have recently taken responsibility for the Swindon Mobility Club (SMC). Monthly meetings have previously been held at Clapham Hobbs, as publicised in our newsletters.

At our last meeting in June, the group agreed that it may be more beneficial to have a forum for the next meeting, to encourage more users into the group and have the opportunity to share as much information from as many different services as possible. The event will take place on Tuesday 13th November 2012 at The Pilgrim Centre, Regent Circus, Swindon. The morning session will start at 10.15am and is open to both members of WSUN and SMC. There will be a short presentation from 2 guest speakers, including one from the Planning and Access department at Swindon Borough Council (SBC). Afterwards we will have a question and answer session and discuss any issues arising. From 12.45-2.45pm the information sharing event will be open to everyone. Invitations will follow shortly. We very much look forward to seeing you there!

During August and September the Avon and Wiltshire Partnership (AWP) held some 'Let's get engaged' events. They were looking for people who use mental health services to tell them what they thought about the current services they receive. They wanted to hear about any experiences, good or bad, to give service users the opportunity to make some changes. These events were held in various locations in Wiltshire and Swindon to give as many people the opportunity to attend.

I attended the event in the Victoria Centre, Swindon and it was a great opportunity to share views and get involved. The service users I met were very happy to share their experiences with the group which is really useful for AWP if they are going to improve their services.

If you would like to get involved and represent WSUN, AWP has set up a Service Users and Carers Steering Group. This comprises of services users, carers and staff to improve AWP's engagement strategy and ensure service user, carers and staff experiences are used to improve its services. If anyone wishes to represent the WSUN groups please contact me.

My contact details are: Tel: 07592034480 Wednesday & Thursday pm, or 01380 871800 Tuesday. Email: [swindon.wsun@virgin.net](mailto:swindon.wsun@virgin.net)

# **Martin Fortune - Research & Academic Liaison Officer**



## **Research**

### **Update on Personal Independent Payments (PIP)**

As you will no doubt be aware there are some big welfare reform changes happening within this Parliament. At the time of going to print no decisions have been made about the Personal Independent Payment implementation.

The Department of Work and Pensions (DWP) is working to ensure disability advice organisations have correct and timely information about the Personal Independence Payment (PIP), these have been published on the DWP website. There is also an introduction and quick guide to PIP for support organisations and advisers.

<http://www.dwp.gov.uk/policy/disability/personal-independence-payment/>

DWP is also planning to produce a toolkit for advisers, to use with claimants, from early 2013 and have set up a working group of external Organisations. They will be running face-to-face events in early 2013 to support the toolkit's development.

### **PIP Assessment Providers**

In August the Government announced the providers who will deliver the new PIP assessment. The three regional contracts are:

- Scotland, North East and North West England. Atos IT Services UK Ltd
- Wales and Central England. Capita Business Services Ltd
- London and Southern England. Atos IT Services UK Ltd

The recommended supplier for Northern Ireland is still to be confirmed through the Northern Ireland Social Security Agency approvals process and will be announced at a later date.

The successful bidders clearly understood DWP's requirements, by showing how they have and will work with a range of partner organisations including health groups and the voluntary sector. They also showed close working with disabled people's representative groups.

DWP will closely monitor and audit assessments to ensure quality and consistency.

Please be aware that there are many stories and myths in the press which are causing people to be frightened about the future. WSUN is committed to only giving you the facts and we plan to hold a further event once we know more. This is unlikely to be before Christmas as any recommendations will go before the Cabinet Select Committee (CSC) between October and December this year, provided it's not delayed again by Parliamentary debate.



# Success in Pictures

## WSUN's 20th Year Celebrations, Salisbury and Calne



**Management Committee and Staff Away Day's**



**Melksham 55+ Forum**

**Hudson's Field Event, Salisbury**



**Swindon Forum's**

**Stonehenge Consultation**



## **Universal Credit and pension age customers**

### **Making sure organisations have the right information**

Universal Credit will mean changes for people claiming Pension Credit who receive support for their rent and dependent children.

Customers who already get Housing Benefit towards their rent costs are currently paid by their local authority. In future, this will be paid through a new element of Pension Credit, known as Housing Credit.

Pension age people who are responsible for dependent children currently get support through Child Tax Credits. In future, this support will be paid through an additional amount in the guarantee credit part of Pension Credit.

The changes are due to take place in October 2014 for new claims to Pension Credit.

There will not be a replacement for the support currently provided to pensioners by Working Tax Credit. DWP is working to ensure that people will not lose out when the changes take place and as long as their circumstances stay the same.

## **Academic**

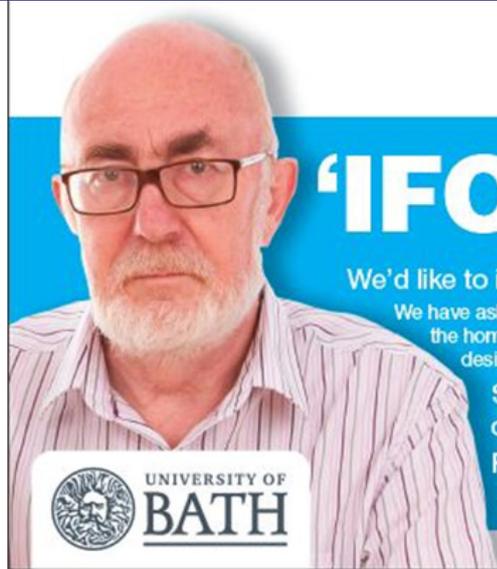
### **Visit by Independent Reviewer from the Government's Cabinet Office**



In my role as the academic liaison officer, I am working with a number of government departments to highlight and promote members' issues during governmental consultation sessions. WSUN was delighted to organise a consultation session to enable members to share their views directly with the independent reviewer working on behalf of the Cabinet Office.

### **Research and Development Unit – Bath University**

Louise and I have met with Sarah Roberts, Business Support Officer and Lisa Austin, Research Manager from Bath University. The Research and Development Unit supports research activity and funding bids. They are keen to include more service user involvement in their research and together we will be looking for opportunities for the future. Currently they are holding a competition "If it only works" for students to develop new innovative pieces of equipment to enable people to improve their lives. We have been asked to be part of the judging panel, please see the next page for more details, about the competition.



# 'IFONLY' Design Competition

We'd like to invite design students across UK to take part in the 'ifOnly' competition.

We have asked older people and those with disabilities to upload videos of practical problems that they have experienced around the home whilst going about their everyday lives. We need people like you to watch these videos and create unique product design solutions which could solve the illustrated problems.

Submit your design to the 'ifOnly' competition and you could win our £5000 prize!

For more information please download our free Android or Apple app. Alternatively visit our website at: [www.ifonlyitworked.com](http://www.ifonlyitworked.com)



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**'ifOnly' is a competition that invites students of product design and engineering to create innovative and practical product design solutions for individuals facing problems with everyday use products, going beyond functional limitations.**

We are inviting older people and those with disabilities to upload videos of practical problems experienced around the home. These videos are then uploaded to our website and are also available on our free smartphone app. Also, for all those wanting assistance with the making of the videos the 'ifOnly' team is available to help. Design students are invited to view these videos and develop an original and unique product that could be used to solve any of the issues depicted in the uploaded videos.

We encourage designers to draw upon their creative talent and utilise novel ideas, materials and techniques to design a product suitable for the open market. This competition focuses on the challenges faced by older and disabled people, but we encourage applicants to allow for the widest possible range of ability (universal design) when considering their product. Applicants are asked to send their designs to The University of Bath by 1st February 2013. The winner will be judged by our panel of experts on the 10th May in our main event and the audience will then vote to decide the winner.

The winning designer will receive a £5000 prize and will retain IP rights of the design and will be entitled to a share of any royalties gained as a result of sales of the product.

Please visit [www.ifonlyitworked.com](http://www.ifonlyitworked.com) for more information.

You can also contact RaghavSharda:

1 West 3.18

Department for Health

University of Bath

BA2 7AY

01225 385951

# Wiltshire Independent Travel Support (WITS)



WITS would like to welcome Lorraine Reeves to our team. She has completed her first support task with a service user who is now travelling from Marlborough to Chippenham College independently. Sally Cobb has increased her hours due to extra referrals from Bath and North East Somerset (B&NES). We have completed four B&NES referrals, and because of the success of these they have already sent eight more service users. Half will begin in early November and the rest in the New Year.

August and September were particularly hectic due to the number of young students starting college. Despite the college timetables changing in the first two weeks we managed to successfully support nine students who are now independent travellers.

## The Road to Success

I am writing this as the newest Travel Supporter and wanted to share what an amazing feeling it is to have completed two final assessments and helped my first Client in intensive travel training to achieve independent travel to college.

When the alarm clock sounded at 5.15 am for ten mornings to enable me to arrive on time for my client to catch his first bus, it did remind me how fortunate some people are if they can access buses on a regular basis.



I thoroughly enjoyed the journey going past the Cherhill monument and seeing the sun come up, passing the Beckhampton Trainee jockeys, getting to know the friendly and helpful bus drivers on route and visiting villages that I have never been to before .

The individually designed plan of support enables confidence and individual choice throughout the training. I will keep you posted as I progress and would like to thank Peter, Sally, Christine and Lisa for their help and patience during my induction.

If you live in Wiltshire and have a physical/sensory impairment, have a learning difficulty, are users of mental health services or are older people and you are interested in using the Wiltshire Independent Travel Support Service please contact Peter North (WITS Co-ordinator) on 01380 871800 or email [peternorth.wsun@btconnect.com](mailto:peternorth.wsun@btconnect.com).

Pictures from left to right:  
Sally Cobb, Lisa Hawkins,  
Chrstine Keepence,  
Peter North and Lorraine  
Reeves.



# Wiltshire Involvement Network (WIN)



2012 continues to be a busy year for WIN, with members maintaining momentum to ensure the smooth transition into Healthwatch Wiltshire, which commences on the 1st April 2013. It is expected that Wiltshire Council will have a Shadow Healthwatch Wiltshire set up by the end of this year, which will prepare itself for a launch on the 1st April 2013. Watch this space for more information as we receive it.

## Carers and Services that help People to Live at Home

WIN has been working closely with Wiltshire Council's Help to Live at Home service and Carers Support Wiltshire to promote services available for people to help them to live safely and longer in their own homes. An information and promotion event took place at the end of May in Devizes which saw 100 people receive updates from Wiltshire Council, Carers Support Wiltshire, Youth Action Wiltshire, Age UK Wiltshire, Wiltshire Medical Services and Mediquip. WIN received some extremely positive feedback from attendees. WIN was asked by Wiltshire Council to replicate the event in Salisbury to ensure that the information was promoted as widely across Wiltshire as possible. For more information and to receive the report from the event please contact Tracie on 01380 871800.



Pictured above, Lindsay Poulsom, Chief Executive of Carer Support Wiltshire and Jim Gudgeon, Deputy Mayor of Devizes

## Enter and View Visits

One of WIN's legal powers is the right to enter service premises and view what is happening there. These visits, known as Enter and View, have to be undertaken by authorised representatives, who are trained for the purpose and CRB checked. WIN has carried out two informal enter and view visits over the summer using these powers to Athelstan House in Malmesbury and Hungerford House in Corsham. Overall authorised representative were impressed with both care homes, which are run by Order of St John Care Homes. Full reports are available on request from Tracie Clark. A series of unannounced enter and view visits are now being planned for other care homes across Wiltshire.



Pictured Athelstan House in Malmesbury

WIN will continue to work with other community and voluntary sector groups and organisations across Wiltshire to ensure information, issues and concerns are shared and acted upon appropriately.

For further information on the work of WIN or to get involved contact Lucie Woodruff on 01380 871800 or [luciewoodruff.wsun@btconnect.com](mailto:luciewoodruff.wsun@btconnect.com)

## Vision Ahead Workshops

WIN, the Wiltshire and Swindon Users' Network and Wiltshire Council are very committed to transforming how blind, partially sighted and visually impaired people are supported. With this in mind a series of workshops has been organised to help us to define:

- What works really well within the current services on offer?
- What needs to change within the current services?
- What are the key issues and priorities for developing services?

A final list of recommendations will be taken forward for discussion with the council, NHS Wiltshire and the Clinical Commissioning Group as to how services can be developed or enhanced in the future. For more information contact us.

## Information Feature



## Government Grants Available for Loft and Cavity Wall Insulation

For free independent, impartial & local advice on easier ways to keep warm and well Freephone 0800 500 3076 or text WARM to 83010.

### Did you know...

- Health problems can be made worse if you don't keep warm enough
- Poor insulation means heat leaks out of your roof, your walls, your windows and doors – even up an open chimney
- With ever-rising heating bills, you need to do as much as you can to stop the heat leaking, otherwise it's like throwing money away
- If a home is too cold, people of any age with health problems are at increased risk. Breathing problems (such as asthma), heart attacks and strokes can get worse if people are too cold for too long

To apply for a grant please visit [www.warmandwell.co.uk](http://www.warmandwell.co.uk)

## Information Feature

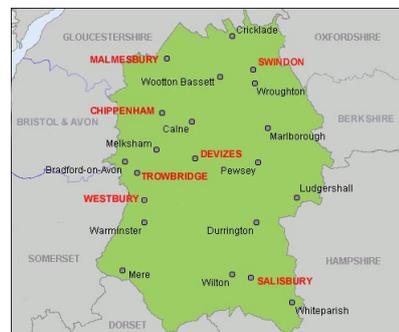


### Save money with brilliant new community oil scheme

Wiltshire residents are invited to join the super savvy savers of Wiltshire who have between them saved almost £22,000 in the past 10 months on fuel bills.

Anyone who wants to save money on their fuel bills and help the environment too is encouraged to get involved in this innovative new scheme. Community First Wiltshire has developed CF Oil – a brilliant way to negotiate and buy oil collectively for the best price and help local communities save money on their heating fuel.

Members of the scheme in each area can have their oil delivered every month at the same time, saving on fuel miles for the lorries as well as on cash for themselves. Once it receives all the orders Community First organises bulk purchase and delivery of the oil from different suppliers at the best prices, achieving collective savings for all the members in the group.



Since starting CF Oil in October 2011 Community First has saved clients £21,688.82 on their combined fuel bills. This is an average saving of £150, with the highest saving on a single order being £499.

CF Oil now wants to recruit more members and more volunteer co-ordinators all across Wiltshire to make the scheme even more economical and worthwhile.

Co-ordinators only have to volunteer for an hour or two each month. They save on the annual membership fee for the scheme, currently £20 a year for private households, £30 for community buildings and £100 for businesses, and don't have to handle any money, since members pay for their order direct to the delivery company.

“This is a great scheme which benefits everyone,” said Philippa Read, Chief Executive of Community First. “Every time a tanker comes out to make a delivery, it is using a lot of diesel - a full tanker can get as little as a horrifying eight miles per gallon. If deliveries are organised so that one tanker delivers to several customers in a village at one time instead of making lots of individual deliveries, the fuel consumption is reduced and so is traffic in the village.”

**To join the scheme or find out more about being a local co-ordinator please contact CF Oil at Community First, Wyndhams, St Joseph's Place, Devizes, Wilts SN10 1DD; on tel 01380 732809 or email [oil@communityfirst.org.uk](mailto:oil@communityfirst.org.uk)**

## Dates for your diary

Friday, 2nd November	3M's memory loss group	Royal Wootton Bassett
Monday, 5th November	Safeguarding meeting	Melksham Assembly Hall
Wednesday, 14th November	WIN Public Meeting & Core Group - Podiatry - Discharge planning within the community	Melksham Assembly Hall
Wednesday, 7th November	Visual Impairment Workshop	Devizes
Tuesday, 13th November	Carers registered with Swindon Carers Centre talk by Lucy Hawkes from Swindon Psychology Service (LIFT)	Swindon Carers Centre
Friday, 16th November	3M's memory loss group	Royal Wootton Bassett
Monday 19th November	Wiltshire Voluntary Sector Mental Health Forum	Devizes
Friday 30th November	3M's memory loss group	Royal Wootton Bassett
Thursday, 13th December	Visual Impairment Workshop	Devizes
Friday, 14th December	3M's memory loss group	Royal Wootton Bassett

## Wiltshire & Swindon Users' Network's Contact Details

<b>Address:</b>	<b>Wiltshire &amp; Swindon Users' Network, The Independent Living Centre, St George's Road, Semington, BA14 6JQ</b>
<b>Phone Number:</b>	<b>01380 871800</b>
<b>Fax Number:</b>	<b>01380 871507</b>
<b>Email:</b>	<b>info.wsun@btconnect.com</b>
<b>Website:</b>	<b>www.wsun.co.uk</b>