



Louise Rendle - Head of Network Services



As I'm writing this for our summer edition, the rain is pouring down! I'm just hoping that by the time you read this, the weather will have changed and we'll all be enjoying sunnier times. Fingers crossed!

Like the weather the start of 2012 has been very changeable: The good news is that for the next financial year the majority of our funding is safe, including Wiltshire Independent Travel Support (WITS) and the funding which supports us to act as host of the Wiltshire Involvement Network (WIN). We are however, having to think carefully about our future work and commitments, due to all the changes both Nationally and locally around Health and Social Care. As one of our main aims is supporting people to bring about change to the services they receive, we need to ensure that this is recognised and included within any local tenders and contracts that result from these changes.

As an organisation we have worked hard over the past 18 months to ensure that we are as prepared and as ready as we can be to take up any new challenges as they occur.

We will of course keep you informed about any progress we make.



CALLING ALL MEMBERS

**Have you been a member for a year by
September 2012?**

**We are looking for people who are/
might be interested in becoming a
Management Committee member.**



**Please read Linda's piece on Page 2 about her time on the
Management Committee.**

**If you would like more information
please contact us on 01380 871800 or
info.wsun@btconnect.com**

Linda Griffiths - Co-Chair

I hope we are all at the start of a long and fruitful summer.

As Co-chair of Wiltshire & Swindon Users' Network one of my duties has been to attend the Health & Social Care Scrutiny Committee (H&SCSC). The last one I attended on 9th May was enlightening and enjoyable as there was a full presentation from the Help To Live At Home project team, including members of the Customer Reference Group. It is known that not everyone is happy yet with the service and there have been quite a few teething problems. However I feel confident that every effort is being made to make customer choice and control, about their individual needs, the top priority. In these difficult times we have to look at creative new ways of getting what we need in the most effective way possible.

The members of the Customer Reference group will be assisting Wiltshire Council and the providers with quality assurance of the project. This means listening to customers saying what is going well and what is going wrong, and ensuring that Wiltshire Council takes on board and seeks to resolve any issues that come up. The Customer Reference Group will also be evaluating and testing the way the new providers work.

My term as Co- Chair of the Wiltshire & Swindon Users' Network (WSUN) has only one more year to run. I would love to see many more people come forward to stand for the Management Committee before I go. In the five years I have been on the committee I have seen many changes, faced a few challenges and enjoyed very much getting to know other members and the WSUN staff. Serving on the management committee is a responsibility I have found very worthwhile and my knowledge and confidence has grown in dealing with my own issues as a disabled person as well as the issues and concerns of others.

I would recommend the role of Management Committee member to anyone who has the time and an interest in people and who would like to develop their own insight and skills. It is a varied role and one I hope others will join me in before I leave next year.

If you feel you are a good communicator, have an interest in WSUN's work and would make a good member of the Management Committee team then please do contact the office and we will be happy to explain the role in more depth.

Very best wishes for a good healthy summer. Linda Griffiths

Going Green - Save Our Planet - we are trying to do our bit!

If you would like to receive future Wiltshire & Swindon Users' Network newsletters by email, please let us know info.wsun@btconnect.com or call 01380 871800.



If you prefer to receive a paper copy of the Newsletter but you would like to receive all our correspondence by email, we are happy to do that too, just let us know.

Development Outreach Team

Help to Live at Home

A significant part of Wiltshire Council's flagship Help to Live at Home project is the Customer Reference Group (CRG) which has been established by WSUN. The CRG has the aim of independently monitoring and assessing quality assurance issues of the six providers who deliver the Help to Live at Home service. These are the four companies who provide the domiciliary care service, the equipment service and the response service (This service provides a telecare monitoring and response service to people living in their own homes — see below).

The CRG has now become operational. The group has undergone training and has, in the last few weeks, become active in visiting Sheltered Accommodation establishments across the county to introduce themselves, as well as to raise awareness of the Help to Live at Home project. It has also been an ideal opportunity for members of the group to talk to tenants and pick up on any issues or concerns they may have. These have then been relayed back to the providers and Wiltshire Council for consideration and action. As the CRG becomes more confident they will begin to undertake some more formal quality assurance with individual users of the Help to Live at Home Service.



WSUN Members Event - March 2012

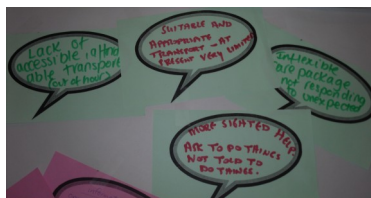
The second of the Help to Live at Home members' event held in March gave members the opportunity to learn more about Wiltshire Council's new contract with Medequip. This is great news for people who need independent living aids to maintain their independence. From the 1st

April, Medequip will provide advice, information, aids, equipment, assisted technology etc. to self funders as well as people who meet Wiltshire Council's eligibility criteria.

Members also learned about the new mobile response service provided by Wiltshire Medical Service. In the event that the alarm is raised (depending on your service package) Wiltshire Medical Service will call emergency contacts or send a call responder to your home. If you would like more information, please contact Wiltshire Council Adult Care on 0300 456 0111.

Joint Disability Consultation - February 2012

Wiltshire & Swindon Users' Network and Wiltshire Centre for Independent Living held a Disability Consultation on Wednesday 29th February 2012 at Devizes Sports Club. The key themes of this consultation were: accessible transport, finances and choice.



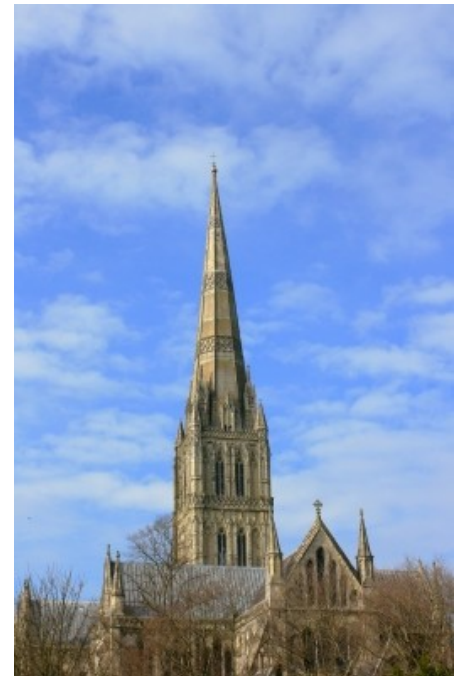
A report was created with members' views and comments and sent off to Government. You can view this report by visiting <http://wsun.co.uk/2012/03/disability-consultation-29th-february-2012/> or you can contact us for a copy.

Spotlight on Salisbury

What's going on at Elizabeth House?

Staff and volunteers are as busy as ever providing social support and activities to people with learning difficulties, disabilities and mental health conditions through the Blue Skies and Kingfisher projects. Whether people want to make friends, learn something new or just have somewhere to enjoy a hot meal and a chat, Elizabeth House provides a very welcoming, safe environment.

If you would like more information for yourself or someone you know, please contact Patricia on 01722 323783.



Salisbury Community Campus - update

Members had an opportunity to learn about the proposal to create a campus in Salisbury at WSUN's Celebration Event last year. Plans are moving on swiftly and Wiltshire Council accepted our offer of support to directly mail the most recent consultation to our members living in the Salisbury community area.

The campus will be developed at the Five Rivers site so look out for information to keep up to date with developments. Share your views and help make the campus accessible to all. If you would like more information, please visit Wiltshire Council's website or ring 01225 718350.

Safe Scheme

There have been lots of changes in Salisbury that affect people who have a learning disability. There has been a move from local partnership boards, closure of the old Sarum Centre and opening up of the new temporary base in the City centre. The Safe Scheme is now operating. This scheme provides safe places for people when they are out and about. Look for this logo in shop windows.



South West Learning Disability Network

It is great to see that the South West Learning Disability Network continues to meet on a regular basis. This gives people and organisations an opportunity to share information and concerns that affect people with learning disabilities. It is also amazing what you can learn at the meetings! Through funding received from the Salisbury Mencap shop, the local branch is able to deliver support that increases opportunities for people to take part in all sorts of activities, including group holidays.

The date for the next meeting is Wednesday 20th June 2012 at the Methodist Church, 10.30-12.00. WSUN continues to attend these meetings so if you would like more information, please contact Denise Cooper.

Wiltshire Mental Health – update

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 Annie Paddock (Wiltshire Council Commissioning Manager) and staff from *Alabaré Include*. The group listened to information about what progress has been made since *Alabaré* began delivering day services in 2010. Concerns raised by members included language, terminology and inaccessibility of *Alabaré*'s self-referral form and information leaflet, have resulted in some changes that will make it easier to access *Alabaré*'s services.



Denise and Samiha continue to attend the OTTT meetings as service user representatives to take issues forward on behalf of the group. We are in the process of arranging the next meeting so please contact us if you are not on the mailing list for this members group.

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, including the AWP transition to Foundation Trust. We were very concerned to hear that the AWP service user managers meeting had been terminated without notice. We were therefore very pleased that this will be replaced by a new Mental Health Community Care Forum headed up by the new Mental Health Community Care Manager for Wiltshire. We say a big thank you to Peter Hollinsworth for his contributions and support (members appreciated the opportunity to talk to him directly at OTTT meetings) and wish him well in his new role. We would also extend a warm welcome to David and look forward to supporting Denise and Samiha in taking member's issues forward via this new forum.

Lorraine continues to attend the Mental Health Voluntary Sector Forum which aims to be proactive in the redesign of mental health services. The forum provides a great opportunity to share information and work with staff from other organisations that provide support to people with mental health conditions. There are plans underway to organise a partnership event to celebrate and promote World Mental Health Day in October – if you have some time and would like to help out, please give us a ring.

Calne Community Area Health and Social Care Forum

Did you know that many of the Community Area Partnerships have meetings that invite local people and organisations to share information about what services are available to help people who use health and community services?

At a recent meeting at the Calne Health and Social Care Forum, the group heard about a domiciliary care agency based in Corsham that is extending its service area to include Calne and an update on HealthWatch. We also learned of the increasing number of requests for Link community transport to take people to/from hospital appointments. The meetings are held four times a year in Calne, so please contact Denise if you would like more information about the next meeting in July or if you are interested in finding out more about your local Community.

Wanted budding Directors, Designers, Film Stars and Producers!

Starting a new project can sometimes take some time and this one is no exception. If you know any young adults who use community, health and other public services, why not encourage them to contact us and take part in this exciting multi-media arts project.



WSUN would like to know what it is like for young people who have any additional needs to access college, training, work, social activities and generally getting out and about around Wiltshire in 2012. We are very pleased that Kandu Arts have agreed to work with us and share their expertise to enable younger adults to create a DVD that we can use to promote our work and highlight the needs of younger people.

Whether it is sharing views, designing, producing, filming and editing – there's lots of different tasks to do. Amber and Denise will support Kandu Arts staff and arrange enablers and transport if required.

Are you a Carer?

We would like to know how many of our members are also Carers. If you live with or near someone who relies on you to provide unpaid care and support, please let us know. There is a wide range of support available to you including a Wiltshire Carers' Emergency Card which will identify you in the event of an accident or emergency.

Bradford Upon Avon

We were very pleased to meet with Peter Dunford (community area manager) and Jim Lynch (community area network) to let them know about the work of Wiltshire and Swindon Users' Network and talk about opportunities for us working together in the Bradford Upon Avon Community Area. It seems that there is lots going on and many ways for local residents and businesses to join together to engender a feeling of community spirit and empowerment! If you have an email address and want to know what's going on why not visit www.boacan.co.uk.

Pewsey Community Area Campus

Following two community consultations, the shadow Community Operations Board (COB) were delighted to receive approval from Pewsey Area Board to develop a split site campus to serve the community area. The plans include providing leisure, youth, library and community services as well as offering satellite services. At a recent Equalities meeting, members had an opportunity to share views and discuss barriers that may prevent them from using the campus such as lack of public transport, affordability, communication and accessibility. The shadow COB will conduct a feasibility study and will present to Wiltshire Council Cabinet in September.



From left to right:
Lorraine Reeves, Denise Cooper, Nick Crane and Amber Graham

Swindon - Lisa Chadwick

You may remember from our last newsletter that we were busy arranging two forums in Swindon. Both forums were on the topic of health and social care, and held on two different dates and venues to enable more of our members the opportunity to attend.



The first forum in April was held at Ellendune Community Centre, Wroughton. We invited Lyn McDermott from Swindon Borough Council (SBC) who spoke about her new role of Commissioning Manager. Lyn then advised us that there are 7 new locality leads whose remit is to work with local people to bring about local solutions, they will each hold an area of specialism for Borough wide issues too We are looking to meet with them in the near future with a view to working together. We will keep you informed of our progress. If you would like the name and contact details of the locality lead in your area please telephone me on either of the numbers listed below. After lunch we were joined by Kevin McNamara from Great Western Hospital (GWH) who talked about the positive changes taking place within the hospital. A question and answer session followed.

The second forum in May was held at Meadowcroft Community Rooms, Stratton St Margaret. Lyn McDermott (SBC) again gave a presentation in the morning. Karen Braid from GWH attended the afternoon session and explained her role of Project Lead for productive ward. After a brief outline of the positive changes which have taken place, Karen showed us some new equipment they have recently launched at the hospital. These included 'The Hydrant', a plastic water bottle with a drinking tube which can be connected to the hospital bed, and other equipment to enable safe, hands free drinking.

At both forums our members were given the opportunity to ask any questions. If you were unable to attend either of the meetings and would like to receive the report, please contact us.

Swindon Parents & Carers Advisory Group (PAG)

Back in March the PAG invited us to their annual free information day at the Steam Museum. We displayed our stand along with many other organisations and it was a great opportunity to share information with a large audience.

Swindon Mobility Club

Since the re-launch of the Swindon Mobility Club in March we have seen 3 new faces at our informal coffee mornings. This new format has seen a more relaxed way for people to share issues and information. As these meetings are for the purpose of the service users, specific topics for discussion are decided by them. There may be representatives in attendance from various organisations including Swindon Wheelchair Service & Seating specialist and Dial-A-Ride to talk about their service and answer any questions. If they are unable to attend the meetings, there are opportunities to ask any questions, which will be noted by WSUN and forwarded to the relevant organisation or authority.

We hold the coffee mornings on a monthly basis at Clapham Hobbs Day Centre, Gorse Hill, Swindon. Please telephone me or email to find out when the next one will take place.

We will advertise future meetings on our website www.wsun.co.uk, however, if you do not have access to the internet, please call us for further details.

WSUN continues to have really positive and encouraging feedback from their members. Here's what some of our Swindon members have to say:

"I always enjoy the meetings WSUN organise. They are very informative and interesting. I always come away feeling that I have learned something. It's a great opportunity to get together and make new friends; even transport is provided if required! At one of the meetings, a lady asked a question which could not be answered immediately, however one of the staff found out and gave her a call back very quickly. I continue to tell people about WSUN and urge them to join. There's a lot of work involved before these meetings and I think you do a wonderful job and I applaud you all!"

Kitty Lockwood

"I attended the meeting at the Meadowcroft Community Centre on the 17th April and found the meeting both informative and interesting.

Speaker Karen Braid's talk was very relative to me and indeed heartening to all who have had reason to complain of in-patient care. The questions asked of her showed, in my opinion, what interest she had generated amongst the members present.

Karen spoke about the "The Productive Work" which basically is an efficiency drive to free up nursing staff's time on administrative tasks to enable them to concentrate more on patient care (It was recognised that just 40% of their time was currently used to care). This is an ongoing project with a wide range of aims and objectives.

Karen has extended an invitation for an organised visit to the hospital, for anyone interested in seeing the progress being made.

Finally, may I take this opportunity to thank the WSUN organisers for arranging this event, I certainly found it a good use of my time and I hope I speak for the rest of my fellow members."

Peter Armstrong

We will keep you updated with news from WSUN Swindon. If you would like to contact us via post/telephone or email, we would love to hear from you.

Contact Details: Tel: 07592034480 Wednesday & Thursday pm, or 01380 871800 Tuesday. Email: swindon.wsun@virgin.net

Information Feature

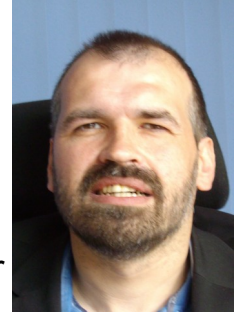
Swindon & District Talking Newspaper (STAN)

The weekly Swindon & District Talking Newspaper (STAN) gives blind, visually impaired and listeners with other disabilities the independent means of keeping in touch with what's going on in the local community. The newspaper is produced weekly and is circulated to people by means of a memory stick. It contains local news items from Swindon Advertiser, and features of general interest including sport, local history, music and much more. The Talking Newspaper is free to anyone who lives in the Swindon area and is unable to read newsprint for whatever reason.

Contact details: Email: stan@swindontalkingnews.org.uk Telephone: 01793 522511 and leave a message and contact number on the answer phone.

Mail address: Swindon Talking Newspaper, 145 Victoria Road, Swindon, SN1 3BU.

Martin Fortune - Research & Academic Liaison Officer



Personal Independence Payment (PIP) update

WSUN replied to the PIP "Assessment Thresholds and Consultation". Our response can be found on: <http://wsun.co.uk/consultation-responses/>

The next part of the DLA reform to Personal Independence Payment is: "Completing the Detailed Design."

This consultation seeks views on the Government's proposals on some of the benefit rules forming Personal Independence Payment, Disability Living Allowance (DLA), Carer's Allowance and Attendance Allowance. These rules will lead to the development of new rules. It will also provide further information on policy decisions that have now been made.

The consultation asks for views on a number of areas, including eligibility to the benefit and payment of the benefit for certain groups. It also contains more details on how they will reassess people who receive DLA and what additional benefits they may be entitled to claim under PIP.

<http://www.dwp.gov.uk/docs/pip-detailed-design-consultation.pdf>

The document is available in a range of formats, including large print, Braille, audio, BSL video/DVD and Easy Read either from the DWP website – www.dwp.gov.uk/pip Or on request by email: Pip.feedback@dwp.gsi.gov.uk

PIP Policy Team; Department for Work and Pensions
Caxton House, Tothill Street, London, SW1H 9NA

The consultation will run **until 30 June** and **the final draft of the regulations will be published by the end of this year**. WSUN will again be undertaking its organisational response, if you wish to give your views through us, I know it is short notice but could you send them into me by, **no later 25 June 2012**.

If you require these documents, in hard copy, or in any of the above formats, do contact WSUN.

Sad News:

It is with a heavy heart that we have to let you know Brian Hodgson died since the last Newsletter. WSUN would like to pay tribute to his commitment to this Organisation. In recent years, his work with Social Work Students at both Bath University and Wiltshire College has been invaluable. He will be greatly missed.



Good Bye Brian from all at WSUN

Wiltshire Independent Travel Support (WITS)

In May the Service will celebrate its fifth birthday and the great news is that WITS has secured another years funding from Wiltshire Council.

We are also expanding as we have received additional funding from Bath & North East Somerset Council for their young students attending college or 6th Form, at present the first two people are being trained to attend Farleigh College, Frome.

The article below is a case study of a young man called Daniel Lowe.

We thought you would like to hear about one of our independent travellers.

Daniel is a young man who was referred to WITS by his mother. He volunteers for 2 hours a week at Little Shoots, a pre-school next to Longmeadow School in Trowbridge. Before contacting WITS, Daniel's mum always had to take him to work and he wanted to be able to attend his job independently.

Daniel wanted to be able to walk to his place of work so that he could increase his own learning and social skills. After meeting with Daniel, the WITS team worked out the best route and explained to Daniel it would be a 15 – 20 minute walk, including crossing some fairly busy roads and walking through a housing estate to Little Shoots. The training took place once a week, and after the first couple of sessions, Daniel's road safety showed a great improvement. After 3 or 4 sessions Daniel started to complete parts of the journey independently and successfully finished his training in good time. Daniel now travels independently to his place of work.

The next stage for Daniel is to be able to access public transport from his house into Trowbridge town centre. He is hoping to move in to supported living in Trowbridge. The training has improved Daniel's social life, enabled him to have more freedom, more choice, and improved his confidence and independence. He is happy to be making a positive contribution to his community.

From left to right:

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



Information Feature

More services from Wiltshire Libraries

The Home Library Service brings the library service to residents who have difficulties using their local library. They will find out what books people like and introduce a library volunteer who will visit people at home to exchange books, Playways (MP3 talking books) or music CDs. Library services are on line so people can view the catalogue, renew library loans and even download e-books onto a PC or tablet such as an iPad.

If you would like more information, please contact 01225 713000 / www.wiltshire.gov.uk/libraries

Wiltshire Involvement Network (WIN)

It has been a busy start to the year for the Wiltshire Involvement Network, with members and staff attending lots of meetings and events, gathering information and views from people in Wiltshire.



For Health and Social Care



A full summary of these can be access on the WIN website www.wiltshireinvolvementnetwork.org.uk. The WIN Annual Report for 2011-2012 is in the process of being published. To request a copy contact Tracie Clark on 01380 871800.

The Wiltshire Involvement Network will be replaced in April 2013 by Healthwatch Wiltshire. It is vital; therefore, that a legacy document is produced to ensure all of WIN's successes are transferred into the work of, Healthwatch Wiltshire. WIN will continue to work closely with Wiltshire Council during this transition period to ensure that Healthwatch Wiltshire is fit for purpose and able to meets the needs and expectations of Wiltshire people.

WIN will continue to monitor Wiltshire Council's Help to Live at Home scheme to ensure that the provision of services for older people living in their homes and sheltered accommodation is being met. An event is being planned for the end of May 2012 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; will give presentations to over 100 people from across Wiltshire.

WIN will continue to reach out to people in Wiltshire via its website, Facebook, Twitter and through regular newsletters.

WIN will also be working with Wiltshire Council, the Wiltshire and Swindon Users' Network and NHS Wiltshire on a large open space event, planned for the summer of 2012. This will focus on improving services for people in Wiltshire living with a sensory impairment. It will allow service users to have a say on the development of services, and result in a Sensory Impairment Strategy for Wiltshire.

WIN will continue to work closely with other community and voluntary organisations across the county to ensure information, issues and concerns are shared and acted upon appropriately.



For further information about the work of WIN please contact Lucie Woodruff on 01380 871800 luciewoodruff.wsun@btconnect.com

From left to right:
Lucie Woodruff, Martin Fortune,
Mary Rennie & Tracie Clark

Dates for your diary

Date	Meeting / Event	Contact Information
Thursday 14th June	Acute Care Forum	Closed Group
Monday 18th June	Wiltshire Involvement Network (WIN) AGM	Tracie Clark 01380 871800 winadmin.wsun@btconnect.com
Wednesday 20th June	South West Learning Disability Network	Denise Cooper 01380 871800 info.wsun@btconnect.com
Thurs 21st June	Swindon Mobility Club	Amber/Lisa 01380 871800
Tuesday 26th June	WiltsCIL AGM	01380 725400 info@wiltshirecil.org.uk
Monday 2nd July	Welfare Reform for working age members	01380 871800 info.wsun@btconnect.com
Thursday 12th July	Mental Health Acute Care Forum	Closed Group
Monday 16th July	Wiltshire Voluntary Sector Mental Health Forum	Closed Group
Tuesday 17th July	Health & Social Care Forum	Denise 01380 871800.
Monday 23rd July	WIN Public Meeting & Core Group (Salisbury)	Tracie Clark 01380 871800 winadmin.wsun@btconnect.com
July	Our Time To Talk (OTTT)	TBC
July	Older People's Forum (Swindon)	TBC
July	Wheelchair Service User Meeting	TBC
Thurs 9th August	Mental Health Acute Care Forum	Closed Group
Wed 5th Sept	WSUN AGM (Trowbridge)	info.wsun@btconnect.com
Thurs 13th Sept	Mental Health Acute Care Forum	Closed Group
Monday 17th Sept	Wiltshire Voluntary Sector Mental Health Forum	Closed Group

Please contact us for more information on any of the above events/meetings.

Wiltshire & Swindon Users' Network's Contact Details



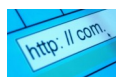
01380 871800



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



info.wsun@btconnect.com



www.wsun.co.uk

The Wiltshire & Swindon Users' Network is not responsible for information which is provided by third party organisations or agencies.