

Wiltshire & Swindon Users' Network



19th Annual Report – July 2011



Chair's Report – Linda Griffiths and Dorothy Roberts

(Linda Griffiths & Dorothy Roberts – left to right)

Linda Griffiths:

Welcome to the 20th year of Wiltshire & Swindon Users' Network. It has been a very steep learning curve for us all this year, with some new ways of working and an interesting array of meetings to attend and projects to oversee. It has had its rewards and quite a few challenges.

After the resignation of WSUN's former Chair (Brian Warwick) last year, Dorothy Roberts and I took on a joint role as Co-Chairs; our thanks go to Brian for his sterling work as Chair.

Our funding has been precarious but currently is secure for this year, though our Wiltshire Independent Travel Support (WITS) project is on 3-month rolling funding. With a lot of hard work a lottery bid was sent off this month and we all hope it will be successful so WITS can continue.

We continue to work very closely with Wiltshire College, Trowbridge and Bath University on their Social Work Degree programmes, providing our experience to guide new social work students to focus on their work, i.e. clients. Funding has been difficult to negotiate with the changes for the governing bodies of Social Work, but we have commitments from both Trowbridge & Bath that service user involvement needs to be an integral part of their Social Work Degree course.

Wiltshire Council are almost at the final steps of the Help to Live @ Home project which was to look at services and redesign them for the 21st century. In consultation we found that most people want to be supported to remain in their own homes rather than being placed in residential homes or having to stay in hospital longer than is necessary. We have had site visits to the Wiltshire Medical Service – Out of Hours Offices in Chippenham and were very impressed with their commitment to making changes, for example training staff in client-centred care, so that if the person just needs minimal support they will get it in a timely way instead of a trip in an ambulance.

We heard horror stories of things not going well and we were reassured issues would be addressed and resolved with a commitment to working in a new more open, and approachable way. I found it very exciting and inspiring and my hope is that WSUN can assist with the training of staff in lots of areas where our views are needed.

We are working with WCIL (Wiltshire Centre for Independent Living) and Wiltshire People First (who work with people who have learning difficulties) on some joint opportunities. We are very clear that we have very different roles but we can support each other and add value by working together without competing for limited resources.

And last but by no means least is the SUCCESS (which was formally RAG (Regional Advisory Group)) is likely to be hosting its last meeting this month due to funding cuts for Skills for Care. RAG was set up to share best practice across the region. It is sad to be disbanded but it does feel there is less of a role for it to perform. As one of the attendees I will keep you posted, it may yet get a reprieve.

However, Skills for Care along with other services have had huge cuts with a lot of staff being redeployed or made redundant, WSUN are very fortunate that our reorganisation wasn't quite so onerous, and I do feel we have gained the respect of a lot of people in our region for the work that WSUN does. On a personal note I would like to knock down all the inaccessible buildings in the County and start again, I'd like to see the 'Big Society' value people above buildings and other material constraints and resource limitations.

We are still aiming to recruit more Management Committee and encourage some younger members.

Dorothy Roberts:

During this year I have been involved in many activities. These include:

- The Wheelchair Service Users Group (the providers of chairs) has representation from self propelled, power, parents, pushers and professional carers to get the views of all those who use wheelchairs at bi-monthly meetings. I spent the afternoon at Melksham Hospital on their open day celebrating Disability No Barriers Week talking to anyone who came in.
- Integrated Community Equipment Stores Contract Monitoring (ICES) Meetings at Medequip the providers of the aids we use – anything from powered hoists to drinking straws.
- Meetings on Equality & Diversity have become very important; I attended one at Taunton College with Martin for Groups from across the South West.
- Some meetings both Linda & I attend i.e. Stonehenge and CIL People 1st but sharing the work load does make life easier.

We both very much hope you will join us for our AGM on 7th September to celebrate our 20th Birthday; Mrs Clare Evans MBE (Founder member) will be joining us to give us a short presentation on the beginnings of the network.



Head of Network Services Report - Louise Rendle

By September of 2010, I feared that the Network would be facing some very difficult times regarding its funding.

Potentially major cuts in all areas of our funding would mean that staff redundancies, reduction in services and involvement were very real possibilities. At an away day in September the staff team were asked to look for new funding opportunities in an attempt to ensure the continuation of the Network, and its projects, should funding be cut.

Despite our best efforts we felt it was necessary to make two members of staff redundant one from the administration team and one from the WITS team. In order to reduce our outgoings further we also gave notice on our WITS office.

Whilst the financial situation has eased recently with our core funding from both Wiltshire Council and NHS Wiltshire remaining the same for 2011/2012, both the WITS project and the WIN contract still remains insecure. With both we are on a three month rolling programme of funding (We could receive 3 months notice of the funding being withdrawn at any time).

With the ever changing position regarding the NHS reforms and the uncertainty that this causes we will continue to provide host support to the WIN until the situation becomes clearer.

We have been working hard to try to secure further funding for WITS as this project continues to grow in strength with an ever increasing demand from people who want to become independent travellers.

Although there were concerns about our financial security the Network continued to be involved in some very important pieces of work. Over last summer we completed large consultations for Swindon Borough Council on the formation of a Centre for Independent Living and in February this year we undertook a consultation for them on Information and Advice.

Service users across Wiltshire also fed into the white paper consultations on Liberating the NHS.

We were commissioned by English Heritage to do two interesting pieces of work around the future development of Stonehenge.

This is just a taste of the projects completed by WSUN in the last twelve months and you can read more about our work later in the report.

We continue to look at collaborative working with our two other main User Led Organisations in Wiltshire; Wiltshire Centre for Independent Living (WCIL) and

Wiltshire People First (WPF). Together we have produced a work plan and look forward to providing a more effective representation and efficient delivery of services by and for service users in Wiltshire.

Lastly I would like to thank the staff, Management Committee and service users for their continued commitment to WSUN and its aims and objectives. This has been a difficult year for everyone but we have still pulled together as a team and have achieved a great deal.

Best wishes, Louise Rendle

Research & Academic Liaison Officer Report – Martin Fortune

Research & Academic Liaison Officer

As you know, I have recently started a new post as Research & Academic Liaison Officer, which is 15 hours a week, this post has been designed to take a more proactive approach to Government, Regional and local Health & Social Care policies, where it directly effects users.



Academic Liaison Officer



Bath University & Wiltshire College

Our involvement continued this year with Bath University and included working with 2nd and 3rd year students and social work interviews. At the time of writing this report, WSUN and Bath University are exploring future funding. We are hopeful that we will continue to be involved although funding is likely to be cut. However, we will keep you informed, as things develop, in our future quarterly newsletters.

We have continued to work with Wiltshire College, which is going from strength to strength. However, during this year, there were some issues with Tutors being required to do more teaching and because of this they have not been able to devote as much time as they would have liked to user/carers involvement. These issues have now been resolved.

Wiltshire College are committed to continuing to work with WSUN.

As part of my Academic Liaison role, WSUN has been trying to influence the changes to Social Work practices. This has been done by lobbying the National Social Work Reform Board (SWRB) to ensure users' and carers' continue to be involved in the Social Work Degree Courses across the country. We particularly link this with our work with Bath University & Wiltshire College.

WSUN Management Committee wrote to the Chair of the SWRB expressing our concerns about a report they produced called, "Social Work Task Force".

These concerns focused on the lack of opportunity students would get to hear of User issues, and therefore they would not have exposure to our expertise and the way in which we resolve groups concerns in a “person-centred” way. There is still very much a commitment by this new government to support all peoples’ choices and control. WSUN have made it clear that it is really important new Social Workers’ continue to have these opportunities. This will enable them to consider innovative options, when supporting people who would qualify for Health and Social Care services.

Research Officer

I believe that the research element of my role has been important to WSUN, particularly because of the change in Government to a Coalition. There has been a general lack of policy guidance compared to the previous Labour Government, who produced guidance on how things should happen at a local authority level. I have spent many hours reading and thinking about the possible implications for users especially as everyone is making cuts, not just one department!

I do think that by the re-examining of existing services this could lead to some creative initiatives, as many organisations are pooling resources. Although there are cuts, potentially there are further opportunities to influence how and where resources are spent.

As a direct result of WSUN’s role and its membership we have given service users’ views on the following important consultations, which can be found on our website www.wsun.co.uk.

The above website will take you to our home page, WSUN’s response to:

- "Local Transport Plan (LTP) 2011-2026"
Consultation Questions and WSUN/WITS Strategic Overview
- DLA Reform:
- Liberating the NHS - Information Strategy
- "Transparency in outcomes: a framework for adult social care
- Equity & Excellence: Liberating the NHS

You can also go straight to our consultation section on our website by typing in: <http://wsun.co.uk/id105.html>

If however you do not have access to the internet, then contact us, and we will do our best to meet your access needs.

Development Outreach Team Report - Nick Crane & Denise Cooper

The restructure of the outreach team in April 2010 has seen the role of development workers become a generic one which has expanded contact with a wider range of members, voluntary groups and other



organisations. Development workers are assigned to specific areas of work to build effective working relationships with members and staff from a large number of organisations.

The Outreach Team also work together as required and especially on larger pieces of work and these opportunities allow development workers to provide a continuous level of service/support if the usual development worker is not available.

The key aims of the outreach team is to:

1. Encourage adults who use health and social care services to become members of the Network and ensure that they are able to participate in a wide range of involvement activities in a way that suits them.
2. Develop effective working relationships with external organisations so we can increase service user involvement. This ensures members' voices are heard and are included into the development and delivery of services.

The work of the development outreach team focuses on the following areas. However, members are invited to choose any area of involvement that is relevant or of interest to them.

- Adults with a physical impairment
- Adults with a sensory impairment
- Adults with a learning difficulty
- Adults with mental health conditions
- Older people who use health and/or social care services

Between June 2010 and June 2011, the development team attended numerous meetings that enabled over 600 people to take part in 82 involvement events held throughout Wiltshire and Swindon.

The development team and service users have been involved in the following areas:

Wheelchair Service User Group (NHS)

This Service User group meets bi-monthly with staff from the Service and the Directorate Senior Business Manager. The aim of the group is to take forward Service Users' views and experiences to shape and improve service delivery. The Service has already seen improvements in customer satisfaction levels and has now identified Ambassadors (including Dorothy Roberts, co-Chair of WSUN) to take Service User views forward to the meeting, anonymously.

"The Wiltshire Wheelchair Service is committed to developing its service and has formed a User group which supports the service in this process by ensuring a user voice is present in the developments. Working with the User Group the service developed a User Satisfaction questionnaire which is sent to a sample of individuals who have had interaction with the service within a given time frame. The Users have also been instrumental in the development of the User hand book which is distributed to clients when equipment is delivered." **(Rob Hayday, Directorate Senior Business Manager)**

Physical and Sensory Impairment Meetings (Wiltshire Council)

A series of meetings were arranged to enable members with physical impairments to inform Wiltshire Council's Physical Impairment Strategy and work on developing an Action Plan. The meetings attracted members, carers and representatives from other organisations offering and/or delivering services to adults using health and/or social care services.



Sensory Impairment meetings were generated after a very successful Sensory Impairment Event organised by Wiltshire Involvement Network (WIN). Service users' were given an opportunity to meet with Commissioning Managers to highlight issues and concerns and suggest how Wiltshire Council could make services more accessible.

Both groups identified a number of shared issues and it was agreed that *themed* sessions would be piloted. The first themed session was organised around the topic of Housing and Accommodation. A variety of organisations were invited to showcase their services or products in a designated 'marketplace' area. Guest speakers were invited to deliver short presentations about additional help available to help people to remain in their own home. Although invitations were sent out directly to people who expressed an interest the response rate was too low to proceed. Further work was put on hold during Wiltshire Council's restructure to be revisited during 2011/2012.

Learning Disability Groups (Wiltshire Council)

Four area groups met four times a year to bring together people with learning difficulties and representatives from organisations that provide help and/or support. The meetings were chaired by service users and provided an opportunity for people to share their views, listen to guest speakers and help identify gaps in services/amenities. The four area groups have been replaced by the Learning Disability Partnership Board. This group consists of people with learning difficulties (service users), carers and representatives from organisations such as Wiltshire People First, Mencap and Wiltshire Council. This 'core group' meets 3 times a year and there are 3 Action Events which focus on a key theme so service users are able to give their views.

The Salisbury area group has now become an independent group so that service users can continue to meet. The new name of the group is South Wilts Learning Disability Network. The group meet four times a year and voted to transfer its funds to WSUN who will manage the accounts.

Outreach will continue in 2011– 2012 to ensure up to date information is shared regarding the new Five Rivers development in Salisbury and of opportunities to get involved in the planning of the development and its services.

Stonehenge Consultation (English Heritage)

A group of members were involved in a successful consultation project that gave them an opportunity to look at and comment on the proposed new visitors centre for Stonehenge. As a result of the consultation, English Heritage and the architects of

the new visitor centre made some changes to the specification to improve the visitor experience of those people with impairments. The proposed roof of the new centre was to be made from a metal and it was suggested by WSUN that an acoustic engineer be brought in to see if the construction would cause any problems to those with a hearing impairment.

The other major change that was suggested by WSUN members was in regard to the pillars that were holding the roof structure. The architect had these as a random arrangement and WSUN suggested that a more organised spread of pillars would make accessibility easier for those with visual impairments.

WSUN were subsequently commissioned to undertake a new piece of work to ascertain why Stonehenge receives disproportionately fewer disabled visitors compared to the other top ten English Heritage sites. This work has involved a large scale survey that sent out over 800 questionnaires via community groups in the South West. The survey period has now ended and responses are to be analysed by English Heritage and reported back to the group.



Safe Places (Wiltshire Council)

There have been a series of meetings attended by representatives and services users to help create a Safe Places project in Salisbury and its surrounding areas. A 'Safe Place' will be somewhere people can go when they need some support. Businesses and organisations will display an A5 Safe Place poster and train staff so they know what to do if someone needs help. Anyone wanting to be part of the project will complete a registration form and carry an 'ICE' card to show to the staff offering support. The project will be launched in 2011.

Disabled Young People

Work has started to enable WSUN to increase its membership of younger disabled people. With so many changes happening in the area of disability, WSUN has highlighted this area of work as a priority. Outreach has already made initial contact with a number of organisations who offer services and this work is ongoing.

Mental Health (NHS, Wiltshire Council and Avon & Wiltshire Partnership)

Last year, a new community service commissioned by PCT/Wiltshire Council came into force. This was followed by plans to change mental health services delivered by Avon and Wiltshire Partnership (AWP). Whilst the development outreach team highlighted the changes and arranged various opportunities for services users to

have their say, Service User representatives ensured the groups' issues and concerns were noted during managers' meetings.

The commitment from service users representatives has resulted in effective working relationships with managers and a formal process that enables views to go 'up' to managers and their responses back 'down' to service users through Our Time To Talk (OTTT) and User Friendly Group (UFG) meetings.



"I have been a service user representative since 2009. This role has enabled me to represent service users at the bi-monthly Wiltshire Mental Health Partnership board meeting where commissioning issues are discussed and the bi-monthly meeting between WSUN, the service user representatives and the Avon and Wiltshire Partnership operational managers. We cannot always get the changes wanted from these meetings but sometimes knowing why things are the way they are helps. The big frustration at the moment is the delay in getting things achieved because of the changeover from PCT to GP commissioning. Nonetheless I really enjoy my service user representative role and hope that people understand that I am doing the best I can. One way that service users can help is by turning up to OTTT meetings and letting us know what your issues are. Nothing will change if we do not know about it." **(Denise Richards, Service User Representative)**

"My confidence has also been hugely boosted by the experience: I have learned useful skills and those who work with me know I am now not afraid to speak out! When I started with WSUN, I was still extremely unwell – now I am chair of a new local community group, Affect!, and run my own creative business – and I am deeply convinced WSUN had a big part to play in this progress." **(Samiha Abdeldjebar, Service User Representative)**

In addition to the above, the development outreach team have liaised with and/or visited other external organisations such as MIND, Richmond Fellowship, Alabaré, Rethink, Elizabeth House and Kennet Friends to ensure information is shared with people who use mental health services in Wiltshire. WSUN also shares information that enables members to get involved with training opportunities, so that they can participate in other areas of service user involvement such as in the recruitment of staff.

Older People Who Use Health and/or Community Services (Wiltshire Council)

Four area groups met throughout the year to examine the issues relating to age and how this impacts on accessing information, services and contributes to improving service delivery. These groups were successful in their work and as a result a Customer Reference Group (CRG) was formed. This group contributed significantly to the development of the *Help to Live at Home* project. Their aim was to improve the way services are delivered to older people by ensuring that future services would

be **person centred**. The Customer Reference Group worked very closely with Wiltshire Council staff to design the new specification for the provision of care. This included helping Wiltshire Council to design and structure a tendering process that would drastically reduce the number of agencies the Council used to deliver services from over 100 to just 8. Service users continue to be involved in the customer reference groups and will continue to have close links with Wiltshire Council staff in a new monitoring role.

Salisbury Museum Consultation (Wiltshire Council)

WSUN were pleased to bring together a small group of older people to an informal consultation to examine the issues for older people in accessing Salisbury Museum and the redevelopment of one of the ground floor galleries. The meeting looked at why older people may not visit the museum, what older people may like to see during their visit and how people could be encouraged to visit.

Although the group predominantly focused on difficulties for older people, comments and suggestions given by the group would also benefit people with physical and/or learning difficulties.

Dementia

WSUN is interested in developing a project that will support people to have a say about their service at the point of diagnosis. This is a new, ongoing piece of work that has involved staff training, identifying what services are available in Wiltshire and making links with groups, such as Alzheimer's Support, who offer local services such as memory cafés and Singing for the Brain. Staff were given an opportunity to contribute their views into the new Dementia Strategy for Wiltshire by sitting on the Dementia Strategy Board with other organisations such as Primary Care Trust, Wiltshire Council and Alzheimer's Support.

Area Board (Wiltshire Council)

Wiltshire Council introduced Area Boards as a way of bringing local decision making back into the community to resolve issues and hear suggestions from residents of how the community area could be improved.

WSUN knows how difficult it is for many members to get involved in their local community and following initial discussions with the Community Area Board Manager for Wootten Bassett and Cricklade, WSUN invited members to informal Meet and Greet sessions.

Those members that attended learned more about the Area Board and were invited to attend the evening meeting.

We look forward to working with other Community Area Managers in the future and supporting members to get more involved within their local community.



“The Wootton Bassett and Cricklade Area Board works on behalf of all the Community and sometimes the voices of some are heard over the voices of others. Working with WSUN, Elected Members and the Community Area Manager, put together a series of workshops with Service Users from the Community. A number of people were supported to attend the first meeting and the group met to chat about their issues with their elected Members, find out what can be done about them and find out a bit more about their Area Board.” (Alison Sullivan, Community Area Manager)

I was very pleased I attended the meeting as I got to know so much more about the Wiltshire and Wootton Bassett councils...” JG (member)

Quality Accounts (NHS Wiltshire)

WSUN were asked to consult with service users on the preparation and content of NHS Wiltshire’s first Quality Account Report on Community Health Services.

The consultation focused on three key questions:

1. Which services have been well received
2. Which services could be improved
3. Which services are not working very well



Members had an opportunity to share their responses and feedback directly to Jane Warne (Clinical Effectiveness and Quality Lead) and state how they thought the final Report could be shared with the public.

Other Events

Wiltshire and Swindon Users’ Network supported the following events held throughout the year:

- Age No Barriers
- International Older People’s Day
- Disability No Barriers

The International Older People’s Day event held at Leekes Department Store in Melksham. This provided an opportunity for organisations to network and showcase products and services. Older people had the chance to learn more about local support and take part in a range of taster activities, such as ‘Singing for the Brain’. The Wiltshire and Swindon Users’ Network stand was attended by staff and Management Committee members to talk to people about involvement opportunities.



For the Age No Barrier Week and Disability No Barrier Week, Wiltshire & Swindon Users' Network acted as the Event Co-ordinator ensuring that organisations who took part had their activities published on our website and on Wiltshire Council's website.

WSUN would like to thank service user representatives for all their hard work and members for taking the time to share their views which undoubtedly shape and improve services delivered by our funding partners.



Swindon User Involvement - Lisa Chadwick

Swindon CIL

At the time of writing last year's Annual Report we advised you that Swindon Borough Council (SBC) were looking at the ongoing development of a Swindon Centre for Independent Living (CIL). As we have seen, the way in which organisations are funded and how they work together will change. In the summer of 2010, working together with SBC, we held two main consultation events in Swindon with four smaller consultations with individual Swindon organisations. These were extremely productive and gave everyone the opportunity to voice their opinions and inform us of their needs. All comments were recorded and submitted to SBC.



To continue on from this, we have been involved in further consultations with service users throughout 2010 to date, around what local people need to help them to live independently.

As many of you will remember, in February we held two consultations in Swindon. This was to find out from service users how information and advice is communicated and received in Swindon.



After the consultations had taken place, SBC sent out a list of services they propose to include in the tender, to the third sector providers. To ensure they have included all services required by service users, we were again commissioned by SBC to gather as much information as possible from as many local service users. We invited our members to a consultation which was held at The Pilgrim Centre, Swindon on 12th April. This was to

discuss the needs of service users regarding the new services package, and to ensure that any services that are developed are in response to local peoples' needs. This was a most productive and successful session with full group participation. Everybody's comments were recorded and a report was sent to SBC. Those members who were unable to attend the event were sent out a questionnaire. The

Recently I was involved with a consultation event organised by WSUN regarding communication which was extremely useful and well organised. It was also an opportunity to sit and discuss with other members the various and many communication networks that are available in the Borough of Swindon.

Joe Backshell, WSUN member

I attended the consultation on Information & Advice in February & found it very interesting & informative. We were asked five questions and through group discussions & debates at answers which were recorded & I hope were useful.

Sue Ash, WSUN member

new services package is due to be put out to tender imminently.

Wheelchair Focus Group

Monthly meetings take place at Clapham Hobbs Day Centre, Swindon. New users are being encouraged to join the group.

If you would like to come and see what is involved at these meetings please contact us. We really would like you to join in and share your views, opinions and any questions.

I am a member of the Wheelchair Focus Group (WFG). The group was formed to review and suggest improvements to the current service in Swindon.

We are looking for new members to join the group, particularly wheelchair users. We are planning an open meeting later in 2011. More details will follow in due course.

Kaye Franklin, WSUN Member

You can contact Lisa Chadwick on **07592 034480** Wednesday and Thursday afternoons and all day Tuesday. Alternatively you can contact the Semington office on **01380 871800**.

Wiltshire Independent Travel Support (WITS)



The Wiltshire Independent Travel Support projects reputation has continued to go from strength to strength, with an ever increasing number of referrals from different organisations.



The main concern over this past year has been the insecurity over future funding. Wiltshire Council, who have funded the project for the last 2 years, indicated that they may not be able to fully fund the project in the future due

to a reorganisation of their resources. We are currently on a three month rolling programme of notice for them to withdraw funding. We have been working hard to try to find alternative sponsors.

Despite having to close our WITS office (travel supporters now work from home) and losing one member of staff to reduce costs, we are approaching 250 independent travellers since the project began. We have had an increasing number of requests to support young adults aged 16 – 18 to travel independently to access college places too.

The WITS project has spread its wings further afield with journeys to destinations outside of Wiltshire including Southampton, Banbury and Bath.

The WITS projects status as a rural travel support scheme is such that we were asked to visit Hampshire County Council to look at how they could set up a travel support scheme. We have also been included in the Department for Transport's 'Travel Training – good practice guide'. In early July we made a presentation to the Department of Work and Pensions and we have been asked to present to The Wiltshire Blind Association throughout Wiltshire.

Many of the people who use the WITS project find that they not only become independent travellers but the skills and confidence they gain opens up further opportunities. A good example of this is Ben's story:

Ben Armstrong, a young man with learning difficulties, lives with his parents in Chippenham, North Wiltshire.

In 2009, SENCO'S (Special Educational Needs Co-Ordinator Passenger Transport Unit, Wiltshire Council), contacted WITS to see if they could support him to attend Project Search at the RUH Bath. The project was a year's work experience involving 10 students who would work in different parts of the hospital, the work was varied assisting with ID badge making, and other areas were in the recycling, postal, and grounds maintenance departments.



Ben Armstrong

Ben started the project in September 2009, but did not start the travel training until October 2009, as it was felt Ben would manage the change more effectively if he had settled into his work environment.

Ben's journey involved receiving a lift from his parents to Chippenham railway station catching the train from Chippenham to Bath, and then a bus from Bath Bus Station to the RUH. The travel training included road and personal safety. Scenarios were discussed with Ben of likely situations that could occur, such as; the transport being late, getting on or off the transport in the wrong place, and missing the bus or train.

Ben's skills and independence developed quickly and within two weeks he was travelling to and from Bath. During Ben's final assessment he coped well with a

situation that made him late for work; phoning ahead to explain. A big step forward for his confidence.

In March, Ben's mum contacted WITS again as Ben had been offered paid part-time employment at the hospital, working as the grounds man. This meant that his timings would change. Ben also wanted to know how to get from Bath to Chippenham on the bus, so that if the train service was not running when he finished work, he could use the bus.

Ben was the only individual from the Project Search to gain employment. He has been going to work every day and walks to and from home to the train station, whatever the weather. Because of Ben's reliability and attitude to work the RUH are considering increasing his hours.

“Since I've completed my training, it has given me more independence, a job, and the confidence to use other bus services.”

Ben's parents have seen a big change in his confidence too. When he started the project, they worried about whether he would be able to manage travelling independently. Now they see him happily leave the house to go to work every day.

Service User Quotes about their experience with the Wiltshire Independent Travel Support Team/Service:

“I would like to use WITS again to go to Marlborough Leisure Centre and also to look for employment”

“I travel 5 times a week to college and I've also been on the train from Swindon to Bath”

“Thank you for all your help, everything has worked really well”

“Every day I go to Salisbury, I go for meetings, coffee and shopping. No problems, I've been fine on my own”

“The training I received has built my independence and confidence so much that I am now doing a paid job and my hours have gone up from 15 to 25 per week.”

“I've got a job now in Devizes, I sometimes go to Avebury on the bus on my own”

“I feel more confident now except when the weather is bad, I go into Salisbury for different reasons, lunch, shopping, meetings and now I work at the hospital”

“Brilliant”

“For the first time ever, I go into town to meet friends, I do this regularly”

“I've tried other journeys, I go on the bus to Swindon and I know what to do and I go clothes shopping”

“I thought the travel assistants were very helpful and friendly, my confidence has improved”



Host Report

Wiltshire and Swindon Users Network (along with Age UK) took over the role of Host for Wiltshire Involvement Network on 1 August 2010. Lucie Woodruff, WIN Administrator was tupe'd over to

WSUN on that date. Dot Kronda was seconded from WSUN to WIN as the WIN Officer with effect from 18th October 2010.

The Host staff consists of the following people:

Louise Rendle (WSUN)- Head of Network services

Dot Kronda (WSUN) – WIN Officer, 30 hours weekly (increase of hours from 25-30 from 2nd May 11)

Lucie Woodruff (WSUN) – WIN Administrator, 27.5 hours weekly

Martin Fortune (WSUN) – WIN Support Officer, 15 hours weekly

Mary Rennie (Age UK) – WIN Support Officer, 15 hours weekly

The Wiltshire Involvement Network (WIN) has a Core Group consisting of 20 members. There is a Chair – Anna Farquhar and three Vice Chairs, Phil Mathews, Rodney Haverson and Jill Tompkins. WIN has a membership of 200.



Since August 2010 WSUN, as the Host organisation, has provided support to the Chairs, Core Group and membership of WIN. Support has been provided in the form of administrative procedures, ensuring that meetings are organised and accompanying paperwork is prepared and sent out. Host support staff provided advice and support to WIN members and participants. They liaised with national bodies such as NALM (National Association of Link Members) and the Department of Health on best practice in consultation and community development and participation. Host staff have provided advice and information, training and support for WIN members (especially in relation to equality and diversity matters and in relation to entering and viewing health and social care premises) and arranging for Criminal Records Bureau checks for WIN members.

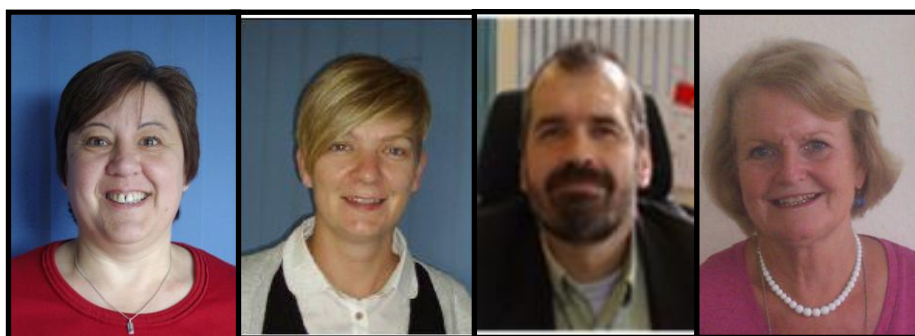
The Host has supported WIN to forge partnerships and effective working relationships with a wide range of organisations and groups including health care providers such as NHS Wiltshire, Salisbury NHS



Foundation Trust, Great Western Hospital, Avon and Wiltshire Mental Health partnership Trust and the Royal United Hospital Bath. The Host has supported WIN to effectively work with Wiltshire Council's Overview and Scrutiny Committee, and joint commissioning groups. Staff have made contact with existing community and voluntary groups to encourage participation in WIN, particularly those under represented communities and groups. They have advertised and promoted the work of WIN by presenting to patient participation group forums and the Health and Social Care forums of Wiltshire's Community Area Partnerships. In addition they are currently in the process of developing a dedicated website that will maintain information and communications between the WIN, its participants and the wider community. The website will contain Snap Survey Software which will enable us to put surveys, questionnaires and polls onto the website and will produce instant results.



The Health and Social Care Bill was published January 2011. Under the Government's new legislation Local Involvement Networks will be replaced by Local HealthWatch (LHW) in October 2012. Local HealthWatch is the government's attempt to strengthen the collective voice of patients and the public. Local HealthWatch will be an independent consumer champion for people who use health and social care services. It will be empowered to improve and influence commissioning decisions about those services. Guidance for how WIN will merge into Local HealthWatch was published in March 2011 and the Host has supported WIN to set up a HealthWatch Implementation Task Group, in conjunction with Wiltshire Council and NHS Wiltshire, to look at how to manage this process. As part of this process, the Host has supported WIN to review the governance, involvement and decision-making processes to support WIN's legacy to carry forward into Local HealthWatch.



The WIN Team from left to right:
Dot Kronda – WIN Officer, Lucie Woodruff – WIN Administrator,
Martin Fortune – WIN Support Worker,
Mary Rennie – WIN Support Worker (based at Age UK Wiltshire in Devizes)



Louise Rendle
Head of
Network
Services

Management Committee – 2010/2011

Linda Griffiths (Co-Chair), Dorothy Roberts (Co-Chair), April Hammond (Vice Chair), Shiena Bowen, Martin Eggleton (to June 2011), Elizabeth Moss, Debbie Burse (to April 2011), Jim Law, Brian Warwick (to January 2011), Alfred Webley (to January 2011), Katie Ford (up to end of 2010)

Staff



Gemma Holdway
Office
Manager



Lisa Chadwick
Admin
Assistant



Jessica Johnston
Admin
Assistant



Claire Selway
Finance
Officer



Caroline Snow
Personal
Assistant to
Martin Fortune



Martin Fortune
Research &
Academic
Liaison Officer



Denise Cooper
Development
Outreach



Nick Crane
Development
Outreach

WIN



Dot Kronda
WIN Officer



Martin Fortune
WIN Support
Worker



Mary Rennie
WIN Support
Worker –
Age UK



Lucie Woodruff
WIN
Administrator

WITS



Indie



Peter North
WITS
Co-ordinator



Lisa Hawkins
Travel
Supporter



Sally Cobb
Travel
Supporter



Christine Keepence
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Supporter



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