

Wiltshire & Swindon Users' Network – 24th Annual General Meeting Report

Date: 5th October 2016, Venue: Springfield Community Campus, Beechfield Road, Corsham, SN13 9DN

Time: Registration: 10.15 to 11.00 am & AGM: 11.00-12.30 pm.

WSUN Members

Number of YES reply slips	30	Actual attendance number	58
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WSUN member attendance by area/town				
N. Wilts	S. Wilts	E. Wilts	W. Wilts	Out of County
2	10	1	44	1

Professional Guests

Number of YES reply slips	18	Actual attendance number	17
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Total

Total of non-attendees	24
Including staff, the total number of attendees	88

Transport

Number of people requesting transport	42
Number of people who actually came by taxi/arranged transport	31

Stand holders	Bobby Van- Doug Batchelor, AWP -Teresa Bridges, Medvivo-Nicky Kinge and Emma Jones, Stroke Association- Beth Hall, Wiltshire People First- Julie Cox and Michael Butt, Anne Marie Dean-Tisbury Group
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Support for Members

We booked three enablers to give any support needed to our members. Two of our enablers were booked through Autonomy Care and one was booked independently.

Catering

Name of Caterers	Springfield Campus and WSUN
Details of catering ordered	111 teas/coffees
Numbers catered for	111

Louise Rendle, Chief Executive

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Accessibility Issues

No one reported any issues concerning physical access to the venue or issues around the PA system, literature produced. Many people commented on how good the Campus was as a venue.

Feedback

Why did you decide to come to this meeting?

- I'm a WSUN member – 8 people
- Because I was invited – 6 people
- To meet other people – 3
- To learn more about WSUN – 7 people
- WSUN is important to me /to give support – 8 people
- To represent another organisation – 9 people

'I work for Wiltshire Autism diagnostic service and it is very useful to know how WSUN is supporting local services and strategies.'

'Because WSUN is important to me they provide a service to me that no other organisation can provide.'

Has the day been informative?

Yes – 28 people

Uncertain – 2

'Very Good'

'Not really- still uncertain of scope and purpose of management committee and would have had more confidence of the future if had heard plans from the Chief Executive.'

What is the most useful thing you have gained from the event?

Interaction/Networking – 10 people

Information/Signposting – 9 people

Future funding & Ideas for WSUN – 6 people

Meeting others – 4 people

'Being disabled can be very isolating & to come out means a lot to me – nice to attend a meeting where a lot of jargon was not used....'

'Service user involvement is important when services are limited or threatened.'

'Confirming the complexity of the organisation and the importance of remaining independent.'

Is there anything which would improve future events?

No – all good! – 13 people

A guest speaker – 6 people

Promotion of the event – Newsletter? -2 people

More information stands – 5 people

'More stands around the hall- they were great and interesting while having a coffee before the event started.'

'I think we need a list of the groups and projects WSUN helps/supports. Our group is unlikely to know whatever other groups there are.'

'Give short bullet points on examples of work done- specifics! What are the "challenges". But not overly detailed. Simple answers that everyone understands in a very mixed group of people'

Information from Post it notes

Area boards in each community area should be about info out to the communities but also to receive feedback from communities. Perhaps WSUN should send its reports to the area boards- they all normally have a section on agenda for such reports.

Advertise via Rowde Village Magazine

Members to tell Wiltshire Council what services and groups are important and work so they don't lose them in cuts

Last year there seems to have been larger gaps in information as to what is going on in WSUN, maybe this was due to ongoing planning before anything could be reported?

Arriva transport is used for taking people to and from hospital visits and hospital discharge. Initially GP surgeries arrange this. Once this has taken place a reference number is given and a person is able to arrange with Aviva direct

Can WSUN apply for lottery funding to support the groups that WSUN is involved with?

Incorporate the Safe Places scheme into WSUN. Helps protect all with Mental Health issues

Major Media promotion for 25 years. A very few people are aware and what it represents.

Perhaps volunteers could be trained to promote WSUN

Why is WSUN important to you?

It gives users power to influence service commissioners

Bottom-up views are most in touch with services.

Service users have expertise of good practice

Ideas about future projects

Funding for management training in strategic think

Investigate what funding is available if WSUN were to become an independent charity

Do not duplicate services with Healthwatch and Healthwatch is about the whole Wiltshire population and not marginalised user's whole voices which are not heard.

Issues around health and social care

Lobby Members of Wiltshire Council

Stand for election in May 2017 about issues for users- do you have a quick list to give out?

Regular training of Wiltshire Council care staff

Need more groups with PPL mental health in Chippenham and Melksham- WSUN needs to grow in Swindon as well.

I want to thank WSUN - funded Amesbury Mental Health group for the support so they would carry on with the activities and inviting various speakers. Also to help the other services for people in need.

Link with other organisations to influence and lobby for change and participation.

Look at community based funding models e.g. Nesta grants based on match funding projects that deliver social impact and value. Must be self-sustaining not reliant on statutory funding

It is said there are five million people in England who suffer from loneliness. These people who are isolated and marginalised don't have a voice. Is there a project to identify and reach out to these folks in Wiltshire?

I have poor eyesight; can the newsletter be on CD?

More info about Dementia.

Make a choir, there is enough people for it.

Use no jargon, a lot of people do not know what you are saying and understand what it means.

I am in the process of being assessed for P.I.P. I would very much appreciate any help and support the network can give.

The long-term sick don't need to go for a medical ESA, more beds are needed for people with mental health issue. Locally instead of long term distance for treatments. More funding is needed to keep mental health support groups going for the future.

WSUN are very useful to sign post people to how to get services.

Would like help raise money for WSUN by fundraising by visiting shops in my area and ask for gifts to be donated and a raffle to be arranged. This could be on a small or larger scale and money raised for WSUN can be distributed to possibly transport- disabilities etc.

Joining the Management Committee, get to know more what WSUN does in social care and health.

Write to Theresa May.

At Nadder Close, Tisbury we have had our Kitchens and bathroom refurbished and some of the work has to be redone, we are not consulted it just happens. Is there anything WSUN can do to save us having to go through all this again?

I would like to join the Management Committee in the future if possible- lobbying, working with Greensquare.

In our day to day clinic work, we come across many people that struggle with tasks such as opening mail, phoning people/utility providers, dealing with forms, managing daily structure, e.g. cleaning/tidying paying bills. Currently no service to provide low level support as threshold for adult social care too high for many. Low level support could improve quality of life for so many people who are overwhelmed by planning and organising managing task

Many of our service users express that they would like a drop-in centre where they are able to have a coffee and informal chat about their disabilities. These resources used to exist and were in extremely valuable resources which signposted and supported service users when they wished to access help e.g. Greencroft Centre Salisbury.

Can you find out P.I.P. It can upset my Mum and Dad.

WSUN needs to feed info direct to decision makers at Wilshire Council. The elected members ask questions at the Select committee and even at full council.

Where do you look for funding? Perhaps you need to look for legacies from Wills.

The public probably don't realise the work WSUN does and achievements. i.e. access to the countryside. We are seeing now more gates rather than stiles.

Safe places have cards for people to carry to show places who have the safe place sticker that they need help. Perhaps Autism needs to see if there is some joint work on this or with Dementia Friendly places.

Employ fundraising manager

*Charge a small membership fee- not popular on large amount of money, but a sign of commitment
Fundraising events*

Change of services i.e. CIC work

*List of organisations present at WSUN AGM so that service users can collect if necessary
Get some sponsors: i.e. Medvivo*