

# ANNUAL REPORT

2022/23

## Our Mission Statement

“To promote the involvement of people and to disseminate examples of good practice in involvement in Health and Social Care purchasing, provision and evaluation and the wider community”

Working  
Together

Everyone  
Counts

People  
First

Trust and  
Respect

Integrity  
and  
Openess

Empowering

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# Our Annual Report

This annual report covers the financial year 2022/23. It is intended to give members and other interested people information about our activities.

As a User-Led organisation, we are run by a Management Committee comprising entirely of service users/disabled people, who have clear accountability to its members and involvement at all levels. There are clear pathways of responsibility including regular Management Committee meetings and sub-groups for matters including finance, staffing and funding.

Management Committee members are enabled to participate fully in the decision making of the organisation as we provide training as well as assistance around any additional needs such as travel or help with communication. All committee members are volunteers, however they can recover any expenses incurred.

## A note from our Chair - Diane Gooch

*A warm welcome to our 2022/2023 Annual Report. This has been another interesting year with many challenges but also very many successes which you will see in our report. These successes have only been achieved by the commitment of our CEO Louise and her staff team, so I would like to say a big thank you to them and my Committee Colleagues for their support.*

## Management Committee Members 2022/23

Diane Gooch (Chair) Martin Fortune, Vice Chair, Alison Harland, Vice Chair  
Anne Keat, Tricia Long, Andrew Thomson (until June 23), Heather Tucker,  
Jerry (Dennis) Wilmot. Nicky Kinge (Associate Member)  
Chief Executive Officer - Louise Rendle

## Staff Team

We are a small team of nine part time members of staff. Four Outreach Workers working in the Wiltshire Autism Hub and two in our Travel Support Team supporting travel training and Walking Buddies. Two people supporting finance and administration. This is equivalent to 5.9 full time staff. Additional specialist resources for counselling and facilitation of our groups is brought in as necessary.

We would like to thank all our funders past and present for enabling us to continue our valuable work



Clinical Commissioning Group



Supported by:

wiltshire and swindon sport



St James Trust

# Wiltshire Autism Hub

**268**

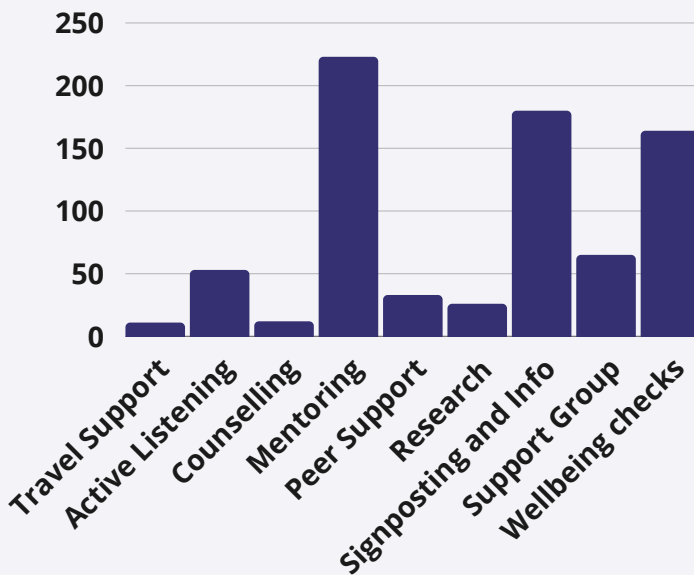
Autistic People supported

Excellent levels of client satisfaction

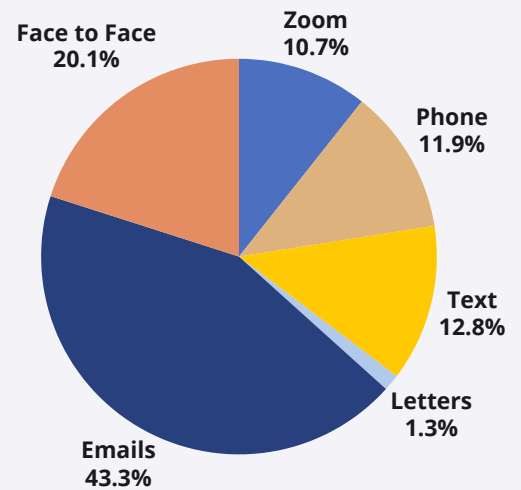
**109**

Relatives / Carers supported

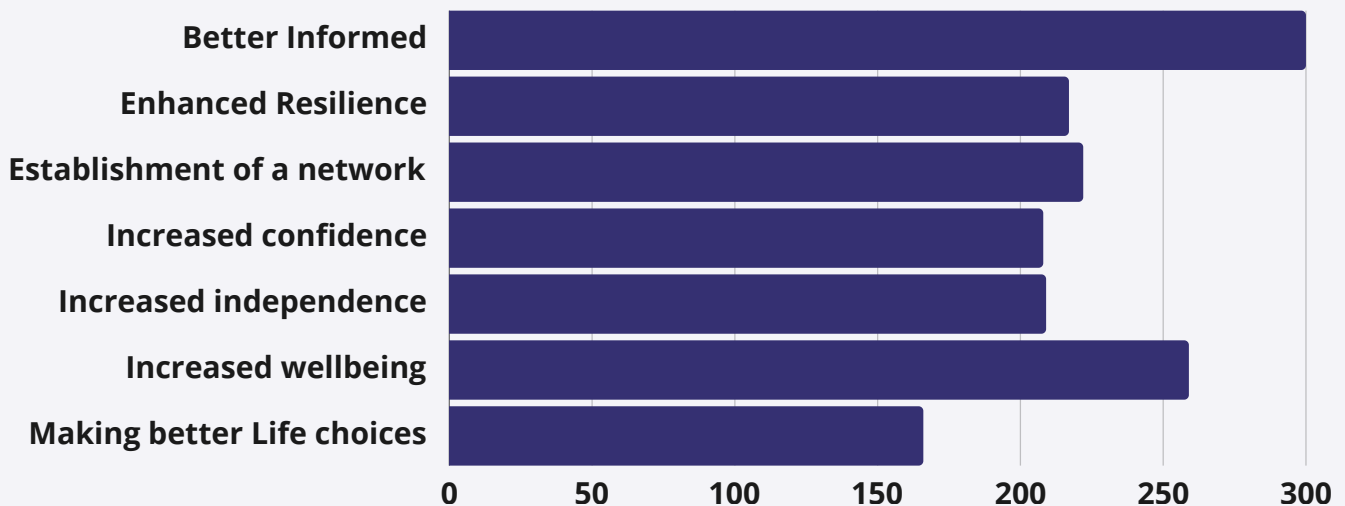
## Services received



## Ways we interact



## Number of clients experiencing improved outcomes



The goals Wiltshire Autism Hub clients wish to explore are varied but are mainly around these main themes:

- Understand their autism diagnosis
- Find strategies to support them
- Claim benefits and organise their finances
- Find work and keep it
- Help with housing
- Gain confidence and increase confidence and self-esteem
- Learn how to look after themselves better
- Manage anxiety
- Improve their relationships with people / socialising

*'I must also say thank you so so so much for your support. .... your support earlier in my tenancy was incalculable when I was suffering with trauma responses all the time, and although I'm still unpicking all of that and currently going through quite an emotional time, I do feel as though I am healing and I am trying to spend more time with friends and isolating myself less. ....knowing you are there is always helping me move forward in my life.'*  
**(Client)**

*'Thank you so much for speaking to \*\*\*\*, attending this meeting and basically everything that you do. His demeanour totally changed after talking to you, The hope that you positively instilled in him prompted him to get out all his schoolwork and review it before organising it. He also did self-care and was motivated to leave the house to take care of errands. Your organisation is the only thing that is available (in giving the right support with complete perspective) for autistic people. The confidence he gains from this is priceless ...'* **(Parent and client)**

# Travel Training

*"It has hugely benefited my daughter. She loves the independence and is very proud of herself. The level of support and the time and care taken, including the way the process was introduced and implemented, I thought was exceptional"*

14

Young people successfully trained to travel independently to college or further education

23

Annual educational reviews attended at school with parents and students

# Wellbeing

Weekly **Find Your Voice** Singing and Social Group supporting people with neurological and long term conditions

*"They say that music and singing is good for the soul. I think this group provides a chance to socialise and come away feeling happy and more positive. Thank you for this opportunity ."*

**Walking Buddies Scheme** supporting people struggling to get out, helping them to improve their physical and mental wellbeing

Bi-weekly **3Ms Social Group** supporting people in the Lyneham and Royal Wootton Bassett community

*"This is the window to the outside world; I don't have any other windows to the world..."*

Weekly peer support group **"AS We Are"** for autistic adults offering on-line meetings and once a month face to face activities around the County

*" This is the closest we get to having friends we recognise each others characteristics, we don't get this any other way..."*  
**AS We Are Group**

# Service User Engagement

Trowbridge College Hub members supported student social work students by providing service user and carer perspectives. They were involved in interviewing prospective students and assessing portfolios.

Hub Members supported the training of Wiltshire Council's Practice Educators around the importance of involving service users in student assessments.



*Feedback from participants has consistently highlighted the session with WSUN as being a highlight of the training, useful and thought provoking. ....This supports Wiltshire Council towards our goal to co-produce with people with lived experience*

Previously, our joint survey with Healthwatch Wiltshire for adults with autism highlighted mental health as an issue. As a result, a survey was co-produced with autistic people to explore mental health services further - the results of which will be shared widely.

Contributions to the development of a variety of strategies and service improvements. For example, Dementia Strategy, End of Life, Autism Forum.

We provided administration support for the quarterly Calne Health & Social Care Forum and for Calne Voices/Dementia Forum.

## The Future

Our three year strategic plan is reviewed annually and sets the following aims:

- Gain more diverse, sustainable funding
- Strengthen the structure of the Management Committee
- Strengthen and expand services
- Restart previous projects
- Address newly identified needs
- Guard against duplication of services