



**Wiltshire Service Users' Network**

# **26th Annual Report**

**July 2018**

## **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'**

This is done by:

- Supporting the empowerment of people.
- Enabling people to act as agents of change.
- Being proactive in facilitating learning amongst Community Care professionals, voluntary, statutory and private bodies both county-wide and nationally.



**Wiltshire Service Users' Network**

**Independent Living Centre, St. George's Road, Semington BA14 6JQ**

• Tel: 01380 871800 • Email: [info.wsun@btconnect.com](mailto:info.wsun@btconnect.com) • Website: [www.wsun.co.uk](http://www.wsun.co.uk)

# Welcome to our 2017-2018 Annual Report

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.

Dear Supporters

Our 26th year has proven to be both busy and challenging and we wish to not only update you on what has been happening over this last year, but to reassure everyone that WSUN is still here and continuing to give you, our members a voice.

As many of you will know, our contract with Wiltshire Council and the Clinical Commissioning Group came to an end in May of this year and unfortunately our bid for the Service User Engagement Contract was not successful. This has left us with a gap in our finances which has led to a number of changes to our existing services.

As the first User Led Organisation in Wiltshire, WSUN has always been at the forefront of ensuring service user's voices are heard and we remain committed to supporting people to implement change and to improve the quality of their lives. To this end we are actively looking for new opportunities and projects to ensure this carries on, such as our Find Our Voice singing group for people with Neurological conditions.



We have already had some success in bringing in much needed funds through our new ventures and this will continue to be a major priority in the next year. It remains very important for us to hear from and be connected to our members and the wider community.

As always the Annual report gives only a snapshot of our work this year and we would like to say a big thank you from everyone at WSUN for the continued support in these times of change.

Diane Gooch – Chair

Louise Rendle – Chief Executive

## Management Committee Members 2017/18

Diane Gooch, Chair  
Mary Johns, Vice Chair  
Martin Fortune, Vice Chair  
June Barnes  
Nick Crane  
Anne Keat

Heather Tucker  
Frances (Jim) Law (until May 2018)  
Gregory Coombes (until Sept 2017)

Eleanor Tuffrey (until Sept 2017)  
Pat Donlon, Associate  
Alison Harland, Associate  
Nicky Kinge, Associate

# Our Year of Achievements

## TRAINING



**250+ people** across the County took part in Mental Health and Mindfulness training sessions

**238 people** including Adult social care staff, the police and voluntary sector professionals were trained in Autism Awareness by people with Autism

**36 young people** including 6 young carers received training around Mental Health and Wellbeing

**18 young people** were successfully trained to travel independently by our Bath and North East Somerset Travel Support Service and 37 Annual reviews were completed (these are meetings with students, parents and staff)

**4 people** are travelling independently as part of the Building Bridges project

**MONITORING** The Help to Live at Home Customer Reference Group (a small group of volunteers mostly older people) interviewed over **120 people** about their care at home (domiciliary care)



## CONSULTATION AND SERVICE USER INVOLVEMENT



Our members gave over **1900 volunteer hours**

Service Users were involved in the interviews of the **4 Heads of Service** for Wiltshire Council Adult Social Care

**301 people in 15 area boards locations**, gave views on the proposed changes to adult social care, resulting in a transformation report for the Council

**Over 90 questionnaires** were completed for the Consultation on the Wiltshire 136 suite – A place of safety for people detained under the Mental Health Act

Involvement in the evaluation of Community **Eye Care Tender** for Wiltshire Clinical Commissioning Group

**35 service users** involved in a Consultation for a new logo for the IAPTS service which offers support to anyone with emotional and mental health difficulties, such as anxiety and depression

**More than 120 people** were supported to complete questionnaires and **31 people** took part in a focus group to inform the Service User Engagement consultation for Wiltshire

Working together with the Autism Diagnostic Service and Wiltshire Council we met with people around the County to give Information and Advice during **Autism Awareness Week**

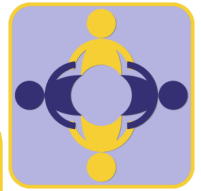
Support and facilitation for the **Wiltshire Service User Safeguarding Reference Group** which provides support

Service user views used for the **training of Hate Crime Advisors** for Wiltshire Police

Hosting and facilitating the **Wiltshire Autism Forum** (WAF) – a forum for people to feed in their views about the service they receive in Wiltshire

Members views shared at the **Multi-Agency Hate Crime Board**

# OUTREACH, SIGNPOSTING AND PEER SUPPORT



**Our Time to Talk (OTTT)** mental health service users group which enabled peer support, information sharing and encouraged contributions to discussions and consultations about services

Providing Support and facilitation to the Memory Groups: 3M's Lynham area, Tisbury and Calne

## MENTORING



**19 people** with Autism, sensory and physical disabilities, received one to one support with issues such as benefits, sustaining housing, care packages, education, deprivation of liberty and navigating the system

Back payments totalling over **£20,000** were received by 4 individuals as a result of support with the PIP (Personal Independence Payment) process

*'The singing group enables me to meet the requirements of the speech therapist in a structured but fun way, whilst providing me with friendly social contact'*

*Find Your Voice Singing Group*

*'I now know where to come with problems and questions about Autism'*

*Service User*

*'I have recently been able to catch a bus independently which I never thought would happen. The team have helped me a lot with their patience and encouragement'*

*Travel Support Service User*

## THE FUTURE

WSUN will as always put people's needs at the heart of our decision-making. We are committed to listening to and working with our members, the wider community of service users and other organisations. We will continue to support, enable and empower people. We will help them to use their skills, strengths and knowledge to make positive outcomes to their health and wellbeing.

WSUN is currently rethinking our financial model and exploring alternative sources of funding and new projects to enable our organisation to be sustainable into the future.

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

**NHS**  
**Wiltshire**  
**Clinical Commissioning Group**

**Wiltshire Council**  
Where everybody matters



**Bath & North East Somerset Council**