

2021/22

ANNUAL REPORT

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”

People
First

Everyone
Counts

Empowering

Trust and
Respect

Integrity
and
Openess

Working
Together

Our Annual Report

This annual report covers the financial year 2021/22. 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

A very warm welcome to Annual Report. Many of you may remember 1991 when WSUN first started, the first Service User Organisation in Wiltshire and here we still are. It has been quite an amazing journey and seen many changes over the years, but our aim has always remained the same, ensuring your voice is heard. This last year has, as usual, been very busy with many challenges that Louise and her staff have managed to overcome and take us forward. The following report will show you the successes they have achieved. I feel privileged to be part of the whole team of staff and management committee members so thank you all for your commitment.

Diane Gooch

Management Committee Members 2021/22

Diane Gooch, Chair Martin Fortune, Vice Chair Alison Harland, Vice Chair
Anne Keat, Tricia Long, Heather Tucker, Jerry (Dennis) Wilmot, Andrew Thomson.
Mel Brooke Turfrey and Nicky Kinge, Associate Members
Chief Executive Officer - Louise Rendle

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



Clinical Commissioning Group



St James Trust

Our Year of Achievements

Wiltshire Autism Hub

This was the second year of operation of our Wiltshire Autism Hub, which is funded by The Community Fund of the National Lottery.

Through the hub, we support adults with an autism diagnosis who live in Wiltshire. We attracted extra funding from the Clinical Commissioning Group to allow us to offer this service to the 14-17 age group as well. The Autism Hub provides one to one support for autistic people living in Wiltshire and their relatives and carers.

The Hub also encourages and educates services to make reasonable adjustments within their provision to accommodate autistic people and be able to support them with the best possible outcomes. We offer autism awareness training.

207 autistic people and 80 carers and relatives from across Wiltshire received support from the Wiltshire Autism Hub during the financial year 2021/22.

We helped people with issues such as:

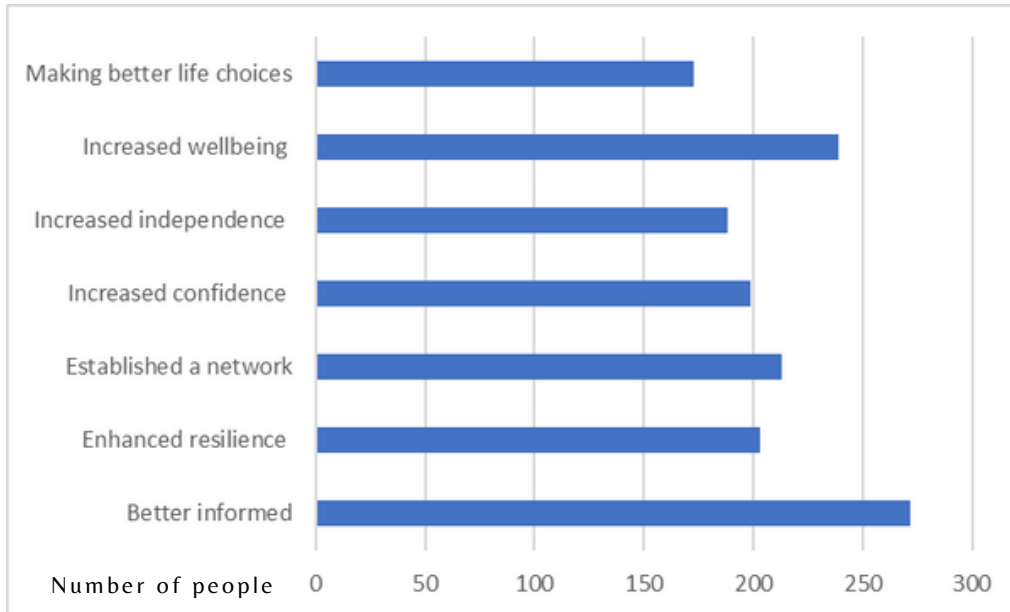
- understanding their autism and the impact it has on their lives
- understanding and improving relationships with family and friends
- improving living skills and self care
- looking after their health and navigating the social care system
- dealing with finances including how to handle the household budget
- applying for work and retaining work
- helping to apply for benefits
- dealing with debt
- addressing domestic violence
- tackling alcohol and substance misuse



We had 100% success rate with challenging Personal Independence Payment decisions at either mandatory reconsideration stage or at appeal.

Our Year of Achievements

Wiltshire Autism Hub clients outcomes experienced



"Support is adapted to suit the individual needs and circumstances of the person."

"I knew that I had a professional advocate that was trained in autism and benefits, it lowered my anxiety trying to fill in the forms. I am calmer and less stressed. "

"Had we not had access to such a fantastic service provided by the Hub I don't know how we would have managed or coped with our understanding of Autism."

"The support workers are so knowledgeable, reliable and effective."

"The Service that WSUN provides is unique and not covered by other services and is sorely needed."

Feedback from other service providers we have supported.

"We haven't the experience or knowledge to work with autistic people. ... Working with support workers from Hub helps us to help autistic young adult carers... they can take a different approach and get a better solution because of their understanding of the challenges faced by an autistic person."

The hub provides a wealth of knowledge, support and understanding. If younger autistic people were given more support at a younger age many more would be able to live a better and fuller life than they do now. The hub is a lifeline for many. It is an amazing service".

Our Year of Achievements

Travel Training

Our travel trainers successfully trained 12 young people to travel from home to school and college. This gives them vital independence and provides transferable skills as they transition to adult life.

The training was provided through our contract with Bath and North East Somerset Council to support young people with special educational needs.

"Travel training has been absolutely brilliant for my son. The trainers are patient, calm and cover every eventuality. It's a shame there aren't more travel trainers as I am sure a lot of SEN children and adults could benefit"

Wellbeing

We facilitated weekly Find your Voice Singing and Social group zoom sessions for people with neurological and long term conditions.

On-line creativity sessions for people with mental health experiences, long term conditions and carers were provided weekly.

Our walking buddies supported 15 people who were struggling to get out and about after lockdown, helping them with their physical and mental wellbeing.

Bi-weekly sessions were held for the 3M's memory and wellbeing group within the Lyneham and Royal Wootton Bassett community.

We facilitated a weekly peer support group for autistic adults offering on-line meetings and once a month face to face meetings across Wiltshire. An opportunity to socialise and share experiences.

Our one to one support and wellbeing calls for people with long term conditions, disabilities and mental health experiences supported with issues relating to isolation, benefits, and housing.

Find Your Voice

"I have Parkinsons and my voice has become very quiet, I tend to tense the muscles in my upper body. The exercises and the singing help to relax my face, neck and shoulders and help with my breathing"

Creativity on line

"The projects were fun and pushed me out of my comfort zone. I tried things I would never have had the confidence to do alone... the companionship and chat helped to lift my spirits"

Walking Buddies

"I've looked forward to my walks when it felt like I had nothing else going for me. The Buddy gave me time to reflect and having someone to listen was good. People need this service"

Our Year of Achievements

Service User Engagement

We supported the Trowbridge College Hub which supports social work students by providing them with the service user / carer perspective.



Hub members were involved in interviewing prospective students and supported the training of first and second year social work students at Trowbridge College. Members also supported the training of Wiltshire Council's Practice Educators, around the importance of involving service users in student assessments.

In partnership with Healthwatch Wiltshire, our service users supported the development of surveys for adults with autism and relatives and carers of autistic people around health, social care, diagnostic and support services in Wiltshire.

"We rely on the support of the Trowbridge Hub members of WSUN to co-produce our training for Practice Education course for Social Workers. The ideas, experience, and voices that they bring make the training much more real and supports good practice for Practice Educators and the student social workers they support. The input has been so valued by our participants that they have asked for the session to be longer which we are implementing this year."

Additional services

We provided administration support for the quarterly Calne Dementia Steering group, and for Calne Local Voices.

We completed a number of access audits to help local organisations to improve the access to their buildings and environments.

The Future

In early 2021, the Management Committee and staff reviewed our strategic plan and set the following aims:

- Gaining 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