



Working for Choice, Independence + Lifestyle

# Wiltshire Independent NEWSLETTER

November 2018

Issue 47

Wiltshire Centre for Independent Living

[info@wiltshirecil.org.uk](mailto:info@wiltshirecil.org.uk)

0300 1233 442



We were all shocked to hear the sad news of the death of our founder, colleague and friend, Clare Evans. Clare was one of those people you think will be around forever. She had been unwell for a few years but always bounced back and that is what we felt she would always do!

Clare worked tirelessly to ensure disabled people had a voice to shape local health and social care services as a right. She passionately believed that people who use services are the experts not only in their own condition

but in how improvements could be made in the best interests of both the service user and the public sector services. In 1991 this was a novel idea, but Clare made it a reality. She challenged the status quo; she took no prisoners but held the public sector accountable for the services they provided to local people. Clare was the founder and first Director of Wiltshire & Swindon Users Network which became a leading example of good practice nationally and won a Beacon status for Wiltshire for the work she championed.

Clare became a nationally recognised expert in user engagement and Independent Living and in 2003 she was awarded an MBE in recognition of her pioneering work. Clare went on to work nationally for the Leonard Cheshire UK organisation as the Head of Service Users Support from 1997 – 2010 and her work was awarded Honours in the Excellence Network by Community Care Magazine for Service User Involvement.

In 2005 the government published 'Improving the Life Chances of Disabled People' which advocated that, in Britain by 2025, every local authority should have a Centre for Independent Living to ensure disabled people were supported to have equality in everyday living. In her unwavering mission for equality, Clare saw this as an opportunity for further work in Wiltshire to secure the rights of disabled people. In June 2005 Clare facilitated the first meeting and Wiltshire Centre for Independent Living was founded.

Clare's appetite, passion, energy and commitment to improve the lives of disabled people knew no bounds. She was committed to the Social Model of Disability, equally as skilful at putting pen to paper as she was of voicing her opinion. Clare wrote many articles and chapters for academic books, many of which were in collaboration with the then Director of Adult Social Care Services of Wiltshire Council, Dr Ray Jones, someone who could once have been considered her adversary. Clare and Ray published many documents together advocating the empowerment of service users through the role of expert by experience.

Clare was a Social Work Practice educator and supported many students to understand the user perspective and embed this concept into their daily practice. In so doing she demonstrated the rationale for social care good practice in the everyday work of self-directed support.

Clare was a 'doer', when she saw an opportunity she grabbed it. She didn't just talk about it or use her disability in any way as an excuse not to do anything. She had a tenacity and integrity that commanded respect in all that she did. She was a one off and her passing will leave a void in the disability movement in Wiltshire. But Clare's legacy is ours to follow by continuing her work, and at Wiltshire CIL we intend to take up the gauntlet as Clare's DNA runs right through CIL in all that we strive to achieve. On a personal note Clare taught me so much in the 28 years I have known and worked with her. I was proud to call her my mentor, and with her support to me in my role as CEO, and more importantly, as my friend, she leaves a tremendous void.

We were privileged to have known her and honoured by her commitment to us. Just last month in October Clare stood down as Chair of Wiltshire CIL knowing she was about to leave it in good hands. We thank you Clare and we pledge to ensure disability equality is not lost in Wiltshire.

Geraldine Bentley  
CEO—Wiltshire CIL  
November 2018



**Sue Denmark**

## **Introducing the new Chair of Wiltshire CIL**

At the trustee meeting following our Annual General Meeting on 12th October 2018 we were pleased to elect Sue Denmark as Chair to the Board of Trustees.

Sue has a long experience of working in social care, and more recently health. She has experience of setting up new projects, obtaining funding/fundraising, recruiting and supporting volunteers, recruiting and managing paid staff, publicity, working with the media, managing redundancies, project management and re-organisation.

Sue has been a trustee for several organisations including Relate, Avon Youth and has in the past, served as Chair of Carers Support Wiltshire and Bradford on Avon Leg Club. She loves working with people and setting up projects in the community and is passionate about person-centred/personalised care and supporting people to achieve the things in life that are important to them.

# USER ENGAGEMENT SERVICE

Two new people have started in the User Engagement Team: Debbie Furnell and Mary Meilton.

My name is Debbie Furnell and I am delighted to introduce myself and my guide dog Sasha as members of the User Engagement Team. Since losing my own sight over 15 years ago I have experienced first-hand some of the barriers that disabled people may face during their daily lives. I am passionate that anyone can reach their own individual goals and aspirations, whatever their circumstances, with timely and effective support. To this end I am excited to be given the opportunity to work directly with groups, individuals and carers in the South of Wiltshire to help identify any issues that they face and support them to work in partnership with Service Providers enabling them to shape the services they receive by sharing their views, personal experiences, expertise and knowledge. I have already met some wonderful groups and individuals with inspirational stories and am very much looking forward to meeting more of you very soon.



Debbie Furnell



Mary Meilton

I am the newest member of the User Engagement Team, employed as an Outreach and Development Worker. My role involves working alongside individuals and groups to learn about the issues they face with the services in their community. Then we will work together to come up with positive solutions and ideas, to help shape and improve our services. I enjoy going for walks with my little cocker spaniel and doing the odd bit of photography. I am also a big supporter of the GB Wheelchair Rugby Team!

## USER ENGAGEMENT IN WILTSHIRE

From June 2018 Wiltshire Centre for Independent Living have a contract with Wiltshire Council and Wiltshire Clinical Commissioning Group to provide them with user expertise

## SHARE YOUR VIEWS

on using adult social care & health services



**WE WANT YOU TO BE PART OF THIS,  
WHATEVER YOUR EXPERIENCE -  
YOU ARE THE EXPERTS THE  
PROFESSIONALS NEED TO LEARN FROM!**

Let's make sure everyone lives

**THE GOOD LIFE** in Wiltshire

Join our Register of User Engagement

**Contact:**

[zoe@wiltshirecil.org.uk](mailto:zoe@wiltshirecil.org.uk) [debbie@wiltshirecil.org.uk](mailto:debbie@wiltshirecil.org.uk)  
[MaryM@wiltshirecil.org.uk](mailto:MaryM@wiltshirecil.org.uk) [Nikkicull@wiltshirecil.org.uk](mailto:Nikkicull@wiltshirecil.org.uk)  
or call us on 0300 1233 442

## User Engagement News

### Autism and Learning Disability Forums and Boards

Across the summer we undertook a scoping exercise to find out how people with Learning Disabilities and Autism want the boards to run in the future.

A copy of the report (and Easyread version) will appear on the website very soon!

We are looking for people who want to share their views (in any way they want) to take part in forums across Wiltshire.

Contact Nikki for more information:  
[Nikkicull@wiltshirecil.org.uk](mailto:Nikkicull@wiltshirecil.org.uk)  
0300 1233 442

We were sad to say goodbye to Jen Wickens—User Engagement Development Worker, and wish her the best of luck in her future endeavours.



## User Engagement : Co-production

We have been meeting with groups and individuals to discuss the issues they face in their local communities. We have had a wonderful response and some important issues have already been raised. Here are a few examples of the issues from the South of Wiltshire:

Issues highlighted	Solutions discussed
Accessing services such as the hairdressers due to light and loud noise	Group wants to work with organisations and businesses to arrange an Autism friendly hour.
Difficulty in finding suitable workplaces where people feel valued	Work in partnership with the individual and Job Centre Plus to identify the skills that the person already has and make the necessary adjustments required to enable a suitable work placement to be found.

By adopting the core value "nothing about us without us" we aim to support you to work in an equal relationship with service providers. By working together you will be involved with the design and implementation of new services—determining how they are delivered to support you all living a good life.

Like the groups and individuals who have already shared their issues and who are working together through positive solutions we would like you to join us. Because you are the only people who know what makes a good life for you. Help us make positive meaningful changes to your communities.

**Safeguarding Reference Group:** The group met in August and had an in depth focus group exploring the benefits of co-production (or working together) with each other, the Board, Council and wider community. They reflected on their strengths as a group and how they could work differently and more effectively to continue to spread the key messages about Safeguarding Adults. One action agreed was to create stronger links with the Autism and Learning Disability forums. Also important for the group is the need to highlight and learn from good and less positive practice, hospital discharge being a key area where the group has experience.

### “Someone’s experience is someone else’s learning curve”

November meeting time is being dedicated to agreeing the content and format of the new information leaflet to make it accessible and relevant to as many people as possible. There is also work being done about Adult Safeguarding in sheltered housing following a number of issues previously taken to the Safeguarding Board.

Themes for future meetings will be agreed by the group, hospital discharge and safeguarding the homeless having already been proposed as important areas that service users want to look into.



**Devizes Group:** The Devizes group have been busy working with the Health & Wellbeing Group to set the questions for the Big Conversation, a community event focusing on projects to support the health and wellbeing of the community. Group members have also worked on the format for the event and are part of the Health & Wellbeing Group which will support the community in doing the projects. The event is being run as a world café and User Engagement is supporting as hosts.

# MAKE SOMEONE WELCOME PROJECT



Abbie-Jo, Poppy,  
Nicky & Matt  
from Wiltshire CIL

We are working in partnership with Age UK Wiltshire, Carers Support Wiltshire and Wiltshire Citizens Advice on an exciting new project funded by the Innovations Development Fund from Wiltshire Clinical Commissioning Group. This is a brand new fund aimed at supporting people who are at risk of, or experiencing, mental health issues, supporting them to live well in their community.

The project builds on the success of Wiltshire Centre for Independent Living's #Make Someone Welcome campaign, which is part of the organisation's mission to make Wiltshire communities work for everyone! We sign up local community groups and support them to explore ways in which they can attract members from all areas of their community. Part of our offer is a fun and interactive session which challenges perceptions of how we see disabled people and provides top tips for being inclusive. So far we have signed up over 80 groups, including dance groups, community cafes and football clubs. We will continue to grow this campaign, as part of this project.



The project will also be supporting individuals, helping them to explore what a good life looks like and finding ways in which they can live it. Our workers will work alongside individuals, providing them with personalised support across the whole of Wiltshire. The approach is to listen, understand and build trust, and then to draw upon people's life experiences and strengths to develop a plan of action which they are happy with, we can then support someone to make this plan a reality!



So far we have found that most people know what they need to live a good life and know how they can achieve it. However they need that initial support to build up their confidence so they can get back to living their life to the full. It also shows that everyone has something to give and everyone wants something to get up for in the morning.



Feedback on the project from groups and referring organisations so far has been very positive: 'This is a much needed service' and 'the project looks brilliant'.



We are happy to talk to people who would like a visit from one of our workers and any group, big or small, can join up to the Make Someone Welcome campaign.

**If you are a group or an individual and want to find out more  
please call the team on 0300 1233 442**

Toby has been working with Poppy to help him to move forward in life and to help him to work out what he needs to do to live the life he wants. Toby has multiple qualifications in different sports and even teaches table tennis in his local pub. Toby was keen to get involved with some work experience to help him one day have a full-time job.

Poppy and Toby had lots of talks about what he might like to do and how we could go about setting it up, it was decided that contacting Innov8 CIC was the best decision and Poppy did this on behalf of Toby. Innov8 were delighted to have a meeting with Toby and Poppy and this was set for later that month. They met at Monkton Park Golf Course, they had a coffee and an informal chat about what Toby would be interested in. They quickly found that two of their sessions would be suitable for Toby to assist in coaching.

After the successful meeting, they headed on to the crazy golf course to battle it out to be the winner.

## TOBY'S STORY



## STUART'S STORY

### Getting back to 'Me'

6 years ago I had a brain injury which made me disabled, not just physically but taking away the "normal" mental thinking of me. Slowly but surely I learnt how to walk (aided with a walker) talk and learn the way of "me" now. Regardless of having these goals, I felt and still do that something is missing. Through going through some tough times and really just trying to narrow it down to one thing, my CONFIDENCE within myself is lacking. This is a part of the "old" me I'm willing to bring back.

With contact throughout with Richmond Fellowship, Cara my job coach introduced me to Matt Stabb of Wiltshire CIL. With meeting Matt he was able to see and hear of my problems on a personal level even though we have different disabilities. It made me confident that something would come from his help. I told Matt that I would like to work on my confidence and he arranged for a talk, in which he would also be part of, at Hardenhuish School with the year 10 health and social care class (chucked right in the deep end)! Although it sounded big and was, I needed to do this for myself to get the "new" me back with the "old" me confidence. I'm happy to say on the 24/10/18 at 9:00am I successfully did my first school chat (with Matt's help) to a class of year 10s, on the differences between disabilities and social awareness of barriers we have.

Without Wiltshire CIL (Matt) I probably would be still waiting for me being able to be me again. Thank-you is said too much nowadays without meaning it, but I can actually say from the bottom of my heart thank-you, you really have helped me now and ongoing.

# DIRECT PAYMENT SUPPORT SERVICE

## Tips for Employers:

Are you away over Christmas or have family and friends staying with you so you don't need your personal assistant (PA) to come in?

Have you got more than one PA wanting to take the same time off over Christmas and not sure how to manage it?

Contact the 24 hour Employment Law Advice Line at MSL, available free of charge on 0161 603 2167 or by email to [premiercare@msl.co.uk](mailto:premiercare@msl.co.uk)



**Have you moved recently? Or changed your phone number or email address? Don't forget to let us know your new details.**

**In order to save on costs, we are trying to email as much information we can. We would really appreciate your help with this wherever possible.**



## PERSONAL ASSISTANT TRAINING

### Autism Awareness and Support

Monday 10<sup>th</sup> December 2018 - Trowbridge

### Supporting Individuals with a Learning Disability

Thursday 10<sup>th</sup> January 2019 - Chippenham

### Supporting Individuals with Behaviours that Challenge us

Wednesday 6<sup>th</sup> February 2019 - Trowbridge

If you would like to book yourself or your PAs onto any of the courses please email [marion@wiltshirecil.org.uk](mailto:marion@wiltshirecil.org.uk) or call 0300 1233 442. Places will be awarded on a first come, first served basis. If you have to pay for cover while your PA attends a course, there is the opportunity to apply to have back fill funding supplied. Funds are limited and therefore each request will be considered on a case by case basis.

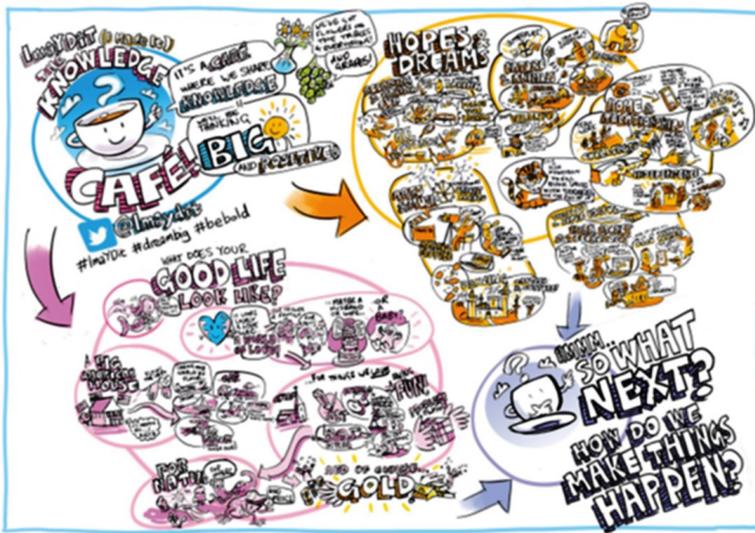
## PA Register – [www.wiltspa-reg.org.uk](http://www.wiltspa-reg.org.uk)

This is a great recruitment tool for employers as it enables them to self-sufficiently find and contact those people seeking work as a PA. It acts as another way to find staff and can be done alongside other recruitment activity or as the sole way to recruit (providing there are suitable and available PAs covering your area). **We thought it was important to reiterate that the PAs who register themselves on the register are not pre-vetted and do not come under any recommendation from Wiltshire CIL and hold no affiliation with us as an organisation.**

We were sad to say goodbye to Lucie Glander - PA Development Worker. We wish Lucie the best of luck in her future endeavours. Mid November we will be welcoming Marion Grist to the team as the new Development Worker.



# ImaYDiT PROJECT



ImaYDiT is a research project in Wiltshire. It brings together young disabled people living in Wiltshire, staff at Wiltshire Centre for Independent Living and researchers at the University of the West of England, looking at what a good life looks like for young disabled people across Wiltshire in a modern society. The ImaYDiT project research report findings and video are being launched on the 28<sup>th</sup> November 2018. Copies will be available on the Wiltshire CIL website after this date.

## Key findings

Do not call us 'Disabled young people' – we are just young people with the same hopes and dreams for the future as anyone else.

Support us to change the world! We want to contribute to making the world a better place

We want the chance to make our own choices, do things for ourselves and decide on our future

We want a chance to find where we belong; everyone has a place where they feel they belong

We want to get married and have kids: Family love is important



Following on from this we are continuing to plan for the **Think Big Be Bold Festival** which will take place on **1st June 2019** in Potterne.

This will be a community celebration of what people in Wiltshire **CAN** do!



Wiltshire Centre for Independent Living ■ 11 Couch Lane ■ Devizes ■ SN10 1EB  
Company no. 5480761 Charity No. 1120611



[www.wiltshirecil.org.uk](http://www.wiltshirecil.org.uk)

**Disclaimer:** The information in this newsletter is provided by Wiltshire CIL as a service to readers. Wiltshire CIL cannot guarantee that the information provided is accurate, verified, comprehensive, or complete. For this reason, you should not rely, nor act upon any of the information contained in these pages without professional advice. If you do so, it will be entirely at your own risk. The views expressed in these articles are those of the individual author and are not necessarily endorsed by Wiltshire CIL.

**Use of external links on the Wiltshire CIL website:** Wiltshire CIL accepts no responsibility for the content of external websites. The decision to include these links should in no way be seen as an endorsement of the views expressed, they are those of the author or the organisation.



Subscribe

to receive a copy of the Wiltshire CIL newsletter by email