





A number of charities in Wiltshire are working together to provide better and more efficient services.

This brochure gives an overview of the newly formed Wiltshire Collaboration of Independent Charities (known as the 'Wiltshire CIC') and the services that its members offer.

“WCIC is an excellent way of charities working together, as well as providing valuable advice to Wiltshire people”

Claire Perry MP, Devizes

“Your proposals sound like an efficient way to provide these services”

Duncan Hames MP, Chippenham

“I think that it is a very good idea and strongly support the initiative”

James Gray MP, North Wiltshire

“WCIC is an excellent organisation which offers the prospect of saving many local charities money. It will also provide valuable advice to Wiltshire people on which charities are available to meet their needs”

John Glen MP, Salisbury

“Wiltshire Council are delighted to support this creative way of making the best use of scarce resources to benefit the people of Wiltshire”

Cllr John Thomson, Deputy Leader Wiltshire Council

Details of members of the Wiltshire CIC are contained within this document and contact information is provided on the back cover.



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An Introduction

A number of charities in Wiltshire are working together to provide a better range of services for people living in the county.

Together, these charities have more than 200 years of combined experience in the delivery of a wide range of services. Other Charities will be joining the collaboration during the course of the coming weeks and months.



Age UK is the new national voice of older people. Age UK Wiltshire has been providing services to older people in Wiltshire for over 60 years. Social isolation, low income, access to information and getting help with practical tasks remain the concerns of older people today. Age UK Wiltshire's staff and volunteers have, with each generation, worked to help reduce or solve those problems.



Wiltshire Mind is the local, independent mental health charity in Wiltshire. It provides a friendly, safe place where anyone can find support and friendship within its 'You in Mind' centres. It also offers a counselling service, information and advice and one to one group support



The Wiltshire Blind Association (WBA) was established more than 90 years ago to help servicemen blinded during the First World War. The WBA now supports more than 1,800 registered blind and partially-sighted people in Wiltshire with practical and emotional support enabling them to get the most from their daily lives.



Age UK is the new national voice of older people. Age UK Swindon has recently been established in order to provide services to older people in the Borough. Social isolation, low income, access to information and getting help with practical tasks remain the concerns of older people today. As Age UK Swindon develops, its staff and volunteers will work to help reduce or solve these problems.



Action for Blind People is an expert national organisation, ensuring blind and partially sighted people get practical support in all aspects of their lives. In April 2009 Action for Blind People became part of the RNIB Group, in an innovative partnership combining regional service delivery across England. This partnership enables both organisations to share skills and deliver services in line with the UK Vision Strategy



The aim of Elizabeth House is to offer a relaxed, friendly environment for people to gain confidence in order to lead a more independent life. Elizabeth House aims to provide the opportunity for choice, creativity and responsibility, providing a framework which will encourage and create quality opportunities for people with disabilities to participate fully.



Every year an estimated 150,000 people in the UK have a stroke. The Stroke Association funds research into prevention, treatment and better methods of rehabilitation, and helps stroke patients and their families directly through its Life After Stroke Services. These include Information, Advice and Support, Communication Support and Life After Stroke grants

The WILTSHIRE CIC – RATIONALE for COLLABORATION

The challenges faced by the voluntary sector

The current and likely future economic climate and its impact upon central and local government and other traditional sources of funding is not only a challenge for the sector but also provides it with an opportunity to change – to do things more smartly and more efficiently.

Recognising these issues, the charities that comprise the *Wiltshire CIC* are committed to reviewing the services that they currently provide with the aim to develop these alongside new services to help to people across Wiltshire.

The benefits of collaboration

All the charities within the *Wiltshire CIC* recognise that they will need to work closely together to coordinate services, plan strategically and allocate resources where it makes best sense to do so. The *Wiltshire CIC* strongly believes that there is a need for more joined-up decision making and action so, no matter what the problem, not one person ‘falls through the net’.

Funders will only need to approach one organisation for the delivery of a range of services and the subsequent reporting of outcomes.

Each charity within the *Wiltshire CIC* remains independent and will retain its own distinctive identity. However as part of the *Wiltshire CIC*, each charity can make improvements to its efficiency, the use of funds and most importantly, the delivery of services to the people of Wiltshire.

The *Wiltshire CIC* also believes that working together on public education awareness and campaigning on behalf of the people that each represent will have a greater impact.

WILTSHIRE CIC – The WIDER PICTURE

The *Wiltshire CIC* is committed to helping all those that its member charities serve. It will look at ways to achieve more in the future by exploring all opportunities to work in collaboration and closer partnership with other like-minded organisations. An important aspect of this will be providing low-level preventative initiatives.

Customer centric approach

Members of the *Wiltshire CIC* will continue to make sure that their services and activities are designed to meet the needs of their customers. Understanding these needs will be of paramount importance to all. A collaborative approach to working will allow for the sharing of ideas and expertise that will ultimately result in a more holistic approach to the types of services available and their delivery.

Understanding the need for partnership working

Individually, each of the members of the *Wiltshire CIC* cannot provide every service that their customers require. Whilst each of the charities has a history of developing added value partnerships in order to enhance its range of services, the formation of the *Wiltshire CIC* will further increase the opportunities for working more closely with other organisations offering complimentary services. The *Wiltshire CIC* is keen to discuss the benefits that its individual members can provide in terms of preventative services and in working with health professionals in the provision of added value service delivery. The *Wiltshire CIC* would welcome an opportunity to discuss the benefits with General Practitioner surgeries and/or consortia.

Bringing a different perspective to problems

Urban solutions to service delivery are not always appropriate in a predominantly rural county. The *Wiltshire CIC* will seek to find cost effective solutions that enable those within the community to access services across the whole of the county.

Recognition that services need to change to meet demands

The needs and aspirations of people change with each succeeding generation and change is also driven by demographics and social policy. Members of the *Wiltshire CIC* will continue to ensure that services are developed in-line with changing needs.

The Wiltshire CIC knows that every client is different

The staff and volunteers of each charity know that not every person has the same needs. Therefore, each person is approached from an individual perspective and options identified that are tailored to their needs. Collaborative working will add value to a more holistic approach to delivering services to those with more complex needs.

The Wiltshire CIC knows quality matters to clients

Each member of the *Wiltshire CIC* delivers services to appropriately recognised quality standards and trains all its staff and volunteers to understand the needs of the client and how they can best be served. At the same time they always want to know if they can do better. All services carry out a client satisfaction survey each year and through the active involvement of service users report regularly to their respective Boards of Trustees.

The Wiltshire CIC comprises Wiltshire based charities

Each member of the *Wiltshire CIC* is based in Wiltshire. They have been operating in the county for many decades and have a comprehensive and detailed knowledge of the area and of its people.

WILTSHIRE CIC MEMBERS – The SERVICES

An overview

Each member of the *Wiltshire CIC* provides a wide variety of services and activities. Whilst it is not the purpose of this document to provide a detailed and comprehensive description of each of these, the main service offerings are summarised within the following paragraphs. A quick reference guide to the various services available from each member of the *Wiltshire CIC* is provided within the last pages of this document.

Information and advice

Members provide information and advice services. These are delivered by telephone, to callers and by e-mail on a range of subjects of particular relevance to the beneficiaries of each member charity. Community based advisors and in certain situations, caseworkers also provide home visiting services. The outcome for service users is they are able to make informed decisions and exercise rights and entitlements.

Befriending

Certain members have been offering home and telephone befriending services for many years to people who would otherwise have very little social contact. A feature of the service is that the whole needs of a person are assessed, allowing for referral to other appropriate services delivered by other agencies. The focus is upon what outcomes people hope to achieve in terms of mental and physical wellbeing and is there to offer additional help and support at times of crisis. The outcome for befriending service users is an increased sense of social inclusion and an improvement in mental health and quality of life.

Home Visits

Members are able to visit vulnerable people at home for assessment of financial and safety needs pertaining to their disability. In addition to providing support and advice where they may have particular needs regarding physical or socially needs.

Physical activity programmes

There is a range of physical activity programmes facilitated by certain members of the *Wiltshire CIC*. These promote and encourage the participation of service users in different types of physical activity – specifically tailored to meet their needs and abilities. The outcome for service users is improved health and well being, examples of which include a reduction in falls and improved mobility.

Public education and campaigning

In addition to providing support to individuals, certain members of the *Wiltshire CIC* reach out to as many people as possible to make them aware of the issues that might affect them. Teams of volunteers regularly give around 40 talks a year to community groups covering such subjects as distraction burglary, fire safety and good nutrition. Newsletters are produced that feature news from *Wiltshire CIC* members and other organisations in the county and provide updates on legislation and local services. Members of the *Wiltshire CIC* regularly contribute to local newspapers and radio on issues affecting their beneficiaries.

The outcome for service users is increased personal health and safety, and greater awareness community of the needs and wishes of more vulnerable people

Other service examples

Nail Care

The need for a simple toenail cutting service was highlighted for many years before funding for the same was secured. Clinics are held in 12 sheltered housing premises across the county. Nail carers are trained by the Podiatry Service to deliver the service at weekly clinics in 14 towns and major villages. The service currently offers 1,400 appointments a year.

For service users the outcome is mobility and good foot health can be maintained.

Technology Clubs

A Technology Club managed by Age UK Wiltshire is supported by students from Devizes School who attend on Friday afternoons to act as mentors to older people who are using computers, email and the Internet. Sessions on digital cameras, mobile phones and digital TV are also available. People attending are able to identify their own learning and support needs. Sessions run for 6-8 weeks and there is currently a waiting list of about 30 people

For service users the outcome is increased contact with friends and family through email and increased inclusion in society through the Internet and other technologies.

WILTSHIRE CIC MEMBERS – RESOURCING of ACTIVITIES

Wiltshire CIC members know staff and volunteers are their greatest resource

Without the commitment that each of the members of the *Wiltshire CIC* receives from its staff, volunteers and supporters they would not be able to carry out the work they do. All members of the *Wiltshire CIC* follow clear and impartial selection procedures for both staff and volunteers to ensure that skills and abilities are matched to the work. All staff and volunteers are fully supported – this is demonstrated by the provision of regular training, support and supervision across each of the member charities.

WILTSHIRE CIC – SUMMARY COMMENTS

It is well documented by the Charities Commission and other sector experts, analysts and commentators that the future of the third and charitable sector will be reliant upon the merger or collaborative approach taken by many individual charities. It is generally accepted that the current and likely future economic climate and the impact(s) upon traditional funding sources will cause significant problems for many organisations regarding their ability to maintain the requisite levels of financial security.

The *Wiltshire CIC* and its constituent member independent charities are committed to the ideal of collaborative working. This will strengthen the position of each of the charities concerned and, most importantly will present a more comprehensive and holistic range of services to those users that each charity exists to support.

WILTSHIRE CIC – SUMMARY of MEMBER SERVICES

Service Provider →	Age UK Wiltshire	Age UK Salisbury	Age UK Swindon	Wiltshire Mind	Wiltshire Blind	Elizabeth House	Stroke Assoc.	Action for the Blind
Services/Information ↓								
Geographic Coverage								
Wiltshire	Y			Y	Y		Y	Y
Swindon	Y		Y		Y		Y	Y
Salisbury District	Y	Y		Y	Y	Y	Y	Y
General								
<i>Client Age Range</i>	<i>50yrs+</i>	<i>50yrs+</i>	<i>50yrs+</i>	<i>All</i>	<i>All</i>	<i>All</i>	<i>All</i>	<i>All</i>
Membership	Y	Y		Y	Y	Y		Y
Client – Personal								
Information & Advice	Y	Y	Y	Y	Y	Y	Y	Y
Befriending – Home	Y	Y	Y				Y	Y
Befriending – Telephone	Y	Y	Y					Y
Medical/Health					Y		Y	Y
Counselling				Y	Y	Y	Y	Y
Nail Care	Y*	Y*	Y*					
Personal Care								Y
Transport to Hospital					Y			Y
Benefits/Tax Advice	Y	Y	Y	Y			Y	Y
Housing Choices								Y
Wills & Legal	Y*	Y*	Y*					Y
Advocacy								
Grants					Y			Y
Client – General & Social								
Domestic Assistance		Y					Y	Y
Gardening		Y*						Y
Activities/Activity Clubs	Y	Y	Y		Y	Y		Y
Day Centre Services	Y	Y	Y	Y	Y			Y
Prevention Advice	Y	Y	Y		Y	Y	Y	Y
Day/Respite Care				Y			Y	Y
Luncheon Clubs	Y*	Y*	Y*		Y	Y		Y
I.T. Training/Clubs	Y	Y	Y		Y	Y		Y
Leisure & Holidays					Y	Y		Y

WILTSHIRE CIC – SUMMARY of MEMBER SERVICES *continued*

Service Provider →	Age UK Wiltshire	Age UK Salisbury	Age UK Swindon	Wiltshire Mind	Wiltshire Blind	Elizabeth House	Stroke Assoc.	Action for the Blind
Services/Information ↓								
Client – Assistive Aids								
Assistive Technologies					Y			Y
Mobility Products	Y*	Y*	Y	Y	Y			Y
Disability Aids	Y*	Y*	Y		Y			Y
Personal Alarms	Y*	Y*	Y		Y			
Education & Campaigning								
Talk Teams	Y	Y	Y					
Public Awareness	Y	Y	Y	Y	Y	Y	Y	Y
Traders List	Y	Y	Y					
Products								
Insurance Products Range	Y**	Y**	Y**					
Funeral Plans	Y**	Y**	Y**					
Equity Release	Y**	Y**	Y**					
Annuities	Y**	Y**	Y**					

Notes:

- *Certain services may be provided by the use of established and quality assured third party organisations or partners.*
- *Those services marked * and ** might be subject to the payment of an appropriate charge by the client.*
- *The sale of certain 'Products' are controlled by and regulated by the Financial Services Authority (FSA) and will be subject to costs to the client as appropriate to advertised charges.*
- *Full detail of the terms & Conditions associated with these sales are available from the Devizes office of Age UK Wiltshire.*



Wiltshire Collaboration Of Independent Charities



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Wiltshire CIC - Improving Services by Working Together