



Herefordshire Disability United Network News

October 2022

What's the Connection?



We welcome articles from individuals and organisations to promote their stories or interests.
Please contact the Editor..... details on the back page.

Editorial:

Well, it does seem such a long time ago that HDU actually put on an event in Hereford. In fact the last planned event on care assessments was pulled as Covid hit in March 2020.

We've taken longer to begin again, as lots of families are still cautious, being that someone in their midst has extra medical needs. We feel the time is now right, with new leaders and other initiatives in place, to gather together again.

One topic for today is the huge rise in Community Hubs, a useful resource for local people to initiate support for those around them and their village or town. For some residents, they have always looked out for each other, and their support during Covid was paramount for survival. For others during 2020/2021, the fact that they helped each other, has led to the rise in mutual clubs/ groups with new sets of friends emerging from the crisis.

However, it is here I'd like to quote a local resident from Lea, the village on the edge of Herefordshire where I live.

She said:

" We are helping each other to help ourselves, and I don't want our Lea Café (Coffee Mornings), to be considered part of Lea Community Hub".

In fact as of the beginning of this month, October, it will be celebrating its fifth birthday!

The coffee morning was set up, when its leader moved to Lea around six years ago, and felt there was little being done to welcome new residents into the village.

Her initiative, kick started other things, and built up friendships across the village.

So we must be careful not to alienate others who have strived and succeeded in bringing together people from all walks of life, without the title "Community Hubs".

Others find the term "Hubs" a difficult concept to understand, but see page 16 To understand more.

In June the temporary Interim Director of Adults & Communities moved on and we welcomed a new face at Hereford Council, Hilary Hall. Her official title is " Corporate Director Community Wellbeing", which does include the statutory role of Director of Social Services. Hilary will be speaking to us today, and you can find a brief synopsis of her on page 3.

Another new initiative is something called a "Health & Well Being Portal". I know, more strange words and concepts to grasp, and you feel tested as to what is meant! This is part of an NHS and social care joint initiative for Hereford & Worcester, aimed at getting health/ care details in one place. Treatments, medications, Xray results, doctors letters, and care plans all in the same place for you to view. You will be able to decide what others involved in your care/ life have access to. It will be entirely up to you if you use it, but its hoped it will simplify information being held about you, without having to wait for officials to answer the phone whilst you sit on "hold", trying to discover what's going on, or when appointments are booked. So much more too.

I hope the day brings you up to date with new things happening here, and you enjoy the magazine.

The Editor

HDU newsletter contents and information

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Are you feeling vulnerable?
Do you need to talk to
somebody now?



If you are experiencing
feelings of distress or
despair, including those
which could lead to suicide,
you can call
[the Samaritans](https://www.samaritans.org).

CALL FREE ON

116 123

Herefordshire Disability United (HDU) is an organisation that has developed to voice the concerns of disabled people, and to provide a platform where disability issues can be raised and policies developed.

HDU is run by people with disabilities for people with disabilities. It was started in January 2011, and has grown to be an acknowledged organisation representing service users, and their families fighting for a better future and understanding.

HDU take part in consultations to highlight issues that affect persons with disabilities.

Our networking is effective with representation via public sector officialdom, providers and the third sector, local and national businesses to improve their practices and policies.

We are a democratic, non sectarian, non party political organisation, stimulating discussion to improve outcomes for disabled people.

Editorial or advertising queries:

Contact the editor on 07817 473813 or email : info@hdu.org.uk

Contact:

Herefordshire Disability United welcomes any feedback on Network News, or any of the services it provides.

Disclaimer:

The views expressed in Network News are not necessarily those of Herefordshire Disability United.

New Corporate Director

Hilary Hall

I am the Corporate Director Community Wellbeing at Herefordshire Council and hold the statutory Director of Adult Social Services function. In my role, I am responsible for leading all the council's activity to improve community wellbeing, including adult social care, all age commissioning, housing, public health and community development (Talk Community).

I am really excited by the opportunities that this role gives me to work across all areas of community wellbeing and my aim is to strengthen the links between them all for the benefit of all residents. I have a wealth of experience in relation to commissioning, performance management, policy development, transformation and quality assurance, having worked in a variety of roles across local government.

I previously worked for the Royal Borough of Windsor and Maidenhead where I was the Executive Director for Adults, Health and Housing. As well as being directly responsible for public health and housing, I was the lead commissioner for adult and children's services in the borough – children's services being delivered through the council's jointly owned company, Achieving for Children, and adult services through its jointly owned company, Optalis. It was my job to hold both organisations to account to ensure that they delivered all the statutory and discretionary functions for the local authority.

As a Herefordian, I am delighted to have rejoined the council and look forward to working with you all. I want to develop and deliver a clear vision and direction for adult social care in Herefordshire, one that delivers positive outcomes for all residents and that is sustainable. I want a service that communicates well and works closely with everyone for whom we provide care and support and their carers. I want strategies that deliver real benefits for people and are not just documents that gather dust on the shelf. With the financial climate, I also know that I have to manage expectations and there will be difficult choices to make but I am committed to ensuring we deliver the very best that we can.



Hilary Hall

Integrated care System (ICS)

The ICS Integrated Care systems has its origins in the Kings Fund. The King's Fund was formed in 1897 as an initiative of the then Prince of Wales to allow for the collection and distribution of funds in support of the hospitals of London.

Its initial purpose was to raise money for London's voluntary hospitals, which at that time offered the only health services available to poor people in the capital. It also ensured that the contributions raised flowed towards those hospitals in greatest need. Fast forward to 2022!

Following the passage of the 2022 Health and Care Act, ICSs were formalised as legal entities with statutory powers and responsibilities.

Statutory ICSs comprise two key components:

- ♦ integrated care boards (ICBs): statutory bodies that are responsible for planning and funding most NHS services in the area
- ♦ integrated care partnerships (ICPs): statutory committees that bring together a broad set of system partners (including local government, the voluntary, community and social enterprise sector, NHS organisations and others) to develop a health and care strategy for the area.

Integrated care systems (ICSs) are partnerships that bring together NHS organisations, local authorities and others to take collective responsibility for planning services, improving health and reducing inequalities across geographical areas.

Each ICB must prepare a five-year system plan setting out how they will meet the health needs of their population. In developing this plan and carrying out their work, the ICB must have regard to their partner ICP's integrated care strategy and be informed by the joint health and wellbeing strategies published by the health and wellbeing boards in their area. In addition, the ICB and its partner NHS trusts and foundation trusts must develop a joint plan for capital spending (spending on buildings, infrastructure and equipment) for providers within the geography.

In addition to these national accountabilities, ICSs also have the potential to nurture different forms of oversight to drive local improvements in care. This is because ICSs are partnerships in which local organisations exercise collective leadership and work towards developing a sense of mutual accountability for resource use and outcomes. This may take the form of peer challenge and support from partners within an ICS, drawing on local data on performance and outcomes.

Importantly, to really understand whether their work is making a difference, ICSs will need to use insights from local people including patients, service users and families. The best way to understand whether integration is delivering results is through the eyes of people using services.

For full details check out the Kings Fund website:
<https://www.kingsfund.org.uk/publications/integrated-care-systems-explained#what-are-icss>

The Care Act 2022

Please note information below is taken from this website, where you will find more in depth information. I have extracted the “short answers”. to six key questions <https://www.kingsfund.org.uk/publications/health-and-care-act-key-questions#main-changes>

1. What are the main changes brought about by the Act?

Answer: The main purpose of the Health and Care Act is to establish a legislative framework that supports collaboration and partnership-working to integrate services for patients. Among a wide range of other measures, the Act also includes targeted changes to public health, social care and the oversight of quality and safety.

2. Is this an unnecessary top down reorganisation?

Answer: The Act introduces significant changes to how the NHS in England is organised to promote integrated care, building on existing work to join up services and remove barriers that were getting in the way of this. The legislation is deliberately flexible to enable local discretion.

3. Will the Act lead to greater involvement of the private sector in delivering and planning clinical services?

Answer: The Act does not have any particular implications for the involvement of the private sector in delivering clinical care in the NHS. By reducing the role of competition and relaxing current procurement rules, it will release the NHS from complex competitive tendering requirements.

4. Does then Act give more power over the day to day running of clinical services?

Answer: The Act gives the Secretary of State more powers to intervene in decisions about changes to local services and to direct NHS England.

5. Will the Health & Care Act make any difference to patients?

Answer: By putting the emphasis on integrating care, the Act should lead to improvements in population health and patient experience, particularly for those living with multiple conditions. In practice, this will take time and depends on how effectively leaders and staff work together in implementing the changes.

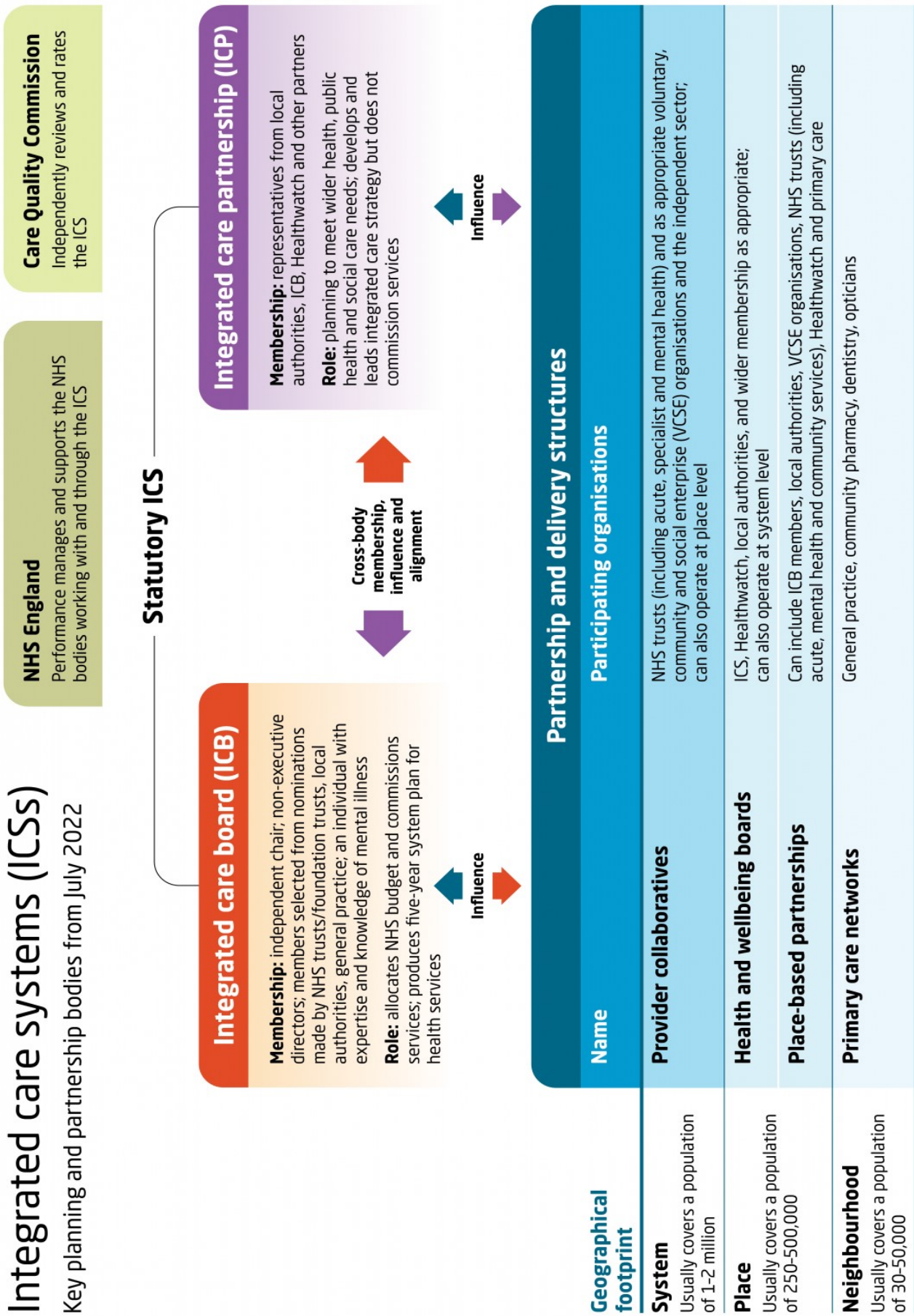
6. Does the Act tackle the big challenges the health and care system currently faces?

Answer: In the long term, the changes introduced by the Act are key to improving services for patients and delivering ambitions to improve population health and reduce inequalities. However, it will not tackle the immediate pressures facing the health and care system.

Integrated care System (ICS)

Integrated care systems (ICs)

Key planning and partnership bodies from July 2022



PIP extensions

There is a terrific delay in PIP reviews currently, and consequently a message has been issued by the Department of Work & Pensions (DWP)

The DWP say that from 6 September: 2022

'We will automatically be extending existing claims awaiting review by up to 12 months and will do this 35 days before their end date. The longer extension provides greater certainty for claimants and in particular helps with continuing to access other support for example a blue badge.'

The DWP also plan to issue a letter confirming the length of the continuing award to help with difficulties with blue badges and other services. Letters will be sent out automatically to claimants from 31st October.

However, the DWP also say that:

'Anyone needing a statement before 31 October can contact the helpline: 0800 1214433 and we will issue a statement.

Otherwise, claimants do not need to contact us unless their circumstances change.'

If awards have still not been reviewed by the new end date they will be extended again.

Details from the benefits & Work website, which you can subscribe to:
<https://www.benefitsandwork.co.uk>

From the Express website, this information is also available:

In addition, PIP also acts as a gateway benefit to 10 other benefits and freebies that could save people thousands of pounds.

These extra benefits have the potential to lift thousands of people out of poverty, and below is a full list of things that people on PIP can get for free or for a reduced cost.

- ◆ Free prescriptions (depending on illness)
- ◆ Free or reduced council tax bills
- ◆ Capped water bills
- ◆ Reduced price bus or rail fares
- ◆ Motability scheme
- ◆ £140 Warm Home Discount Scheme
- ◆ Cold Weather Payments
- ◆ Blue badge in England and Wales
- ◆ Vehicle tax discount of up to 100 percent
- ◆ Disabled Facilities Grant (up to £30,000).

Cheaper phone/ broadband offers



Ofcom advise there are social tariffs which can provide a safety net for customers who might be struggling to afford their broadband or phone services.

The government is making it easier for people on benefits to apply for discounted broadband, and packages are available if you are in receipt of **Pension Credit, Universal Credit, Jobseekers Allowance and Income Support.**

A new system began on 22nd August run by the Department of Work & Pensions (DWP). This allows broadband and phone providers to check with the DWP, if you are eligible. The DWP state "the will only information it would share with providers is whether a customer is entitled to a benefit, that qualified them for a discount".

BT also provide cheaper voice-only landline tariffs to eligible households. Details of these are available from BT.

Other support might be available to customers who cannot get online. If you're struggling to pay your mobile phone or broadband bill, speak to your provider as soon as possible to see how they can help.

Anybody can face circumstances that lead to them becoming vulnerable – temporarily or permanently. This might include physical or mental health problems, specific characteristics such as age or literacy skills, or changes in personal circumstances such as bereavement, job loss or changes in household income.

Check this link below to see the different options on offer, plus there are tips in helping to keep costs down and which benefit you might be in receipt of, and therefore available to you.

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs>

If you're having difficulty paying a bill, don't ignore it. Talk to your phone provider as soon as possible. They might be able to help.

Ask about:

- ◆ **moving to a cheaper package;**
- ◆ **paying the debt over time;**
- ◆ **reducing the monthly payments to an affordable rate;**
- ◆ **waiving part of the debt if you pay the remainder within a certain time;**
- ◆ **changing the payment date or switching to direct debit;**

My Health & Wellbeing Portal

At our event you will hear details from the official source. Below are my thoughts.

So to begin, what is this Portal and why would I use it?

In simple terms, it is an internet based site (in this case within the NHS), which collects information from different sources, and brings them into one place where you can see details which are all about your health and well being.

As part of the integrated care system (ICS see pages 4-6) it is another initiative to unite health and care in this area. At least two years of progress has been undertaken by Mindwave, which is one of the leading, NHS approved, Personal Health Record/ Patient Portal developers in the UK, currently working with 8+ Trusts and 2 ICS regions.

Complex working with the public during this time has taken place where, clinicians, user groups, carers, patients and those whose complex accessibility needs have all been involved. Our thoughts have been listened to as the portal was tweaked to include our criticisms.

Examples of this are:

- Ensuring the portal has been designed so that all users can use it successfully.

User story: As a person using a screen reader, I would like content to be labelled to help me access the portal with ease and find what I need.

- Ability to easily view progress in health and wellbeing for both patients and clinicians.

User story: As a clinician, I want to be able to see all my contacts and messages in one place, so that I don't need to waste valuable time looking in two different areas.

- Ability to identify, communicate and share experiences with members of the clinical team.

User story: As a patient, I want to be able to clearly identify who the clinician/admin is and what trust they 'belong to', when they sent me a message or recommend resources, so that I can clearly understand who sent it to me and I can feel reassured.

My Health & Wellbeing Portal

The Portal is expected to be launched late in 2022, with the intention that you can access personal data held about you by health & social care professionals and the NHS alike.

This might include Care Plans, so that all staff can keep up to date with your progress, medical provision, support, and care.

BUT, if there are details of a care plan that you might want withheld from certain members of your support team/ family to be unable to view, then that's where you can make those decisions.

- Ability to set preferences and share accurate information
- Ability to trust the platform and provide consent to personal health information to whomever it may concern.
- To have a digital functionality capable of identifying the right people to provide access to patient data in case of an emergency.
- Relevant, easy to use information displayed with content tailored specifically to the user.

User story: As a user, I would like to have a personalised portal so that I have access to relevant information that suits my individual needs.

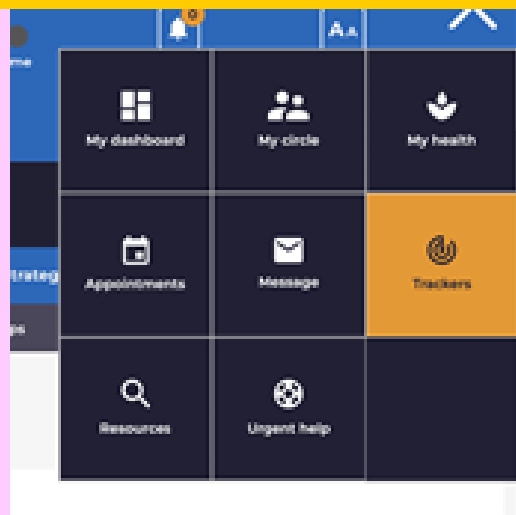
As a member of one of the participant groups in the development of this portal, I know just how much work has gone into the evolution of where we are now.

As critical friends we were used to pull apart the work by Mindwave, and see improvements made. Certainly lots of work has gone into accessibility for, all people, old and young and especially those with disabilities.

In fact I know we have broadened the understanding of sight loss and accessing the internet for Mindwave employees. One major problem being that PDFs are commonly used across many organisations, BUT PDFs are NOT easily accessed by those with sight loss and screen readers.

One thing which was established from the word go, was that all information on the portal is input by professionals from data bases already in place. However, if you find an error or something you disagree with, then please report it. Only the professional can change data to maintain accuracy of the portal.

I'm sure we will hear more about this initiative as the portal is rolled out across our area. Don't forget that if you visit GPs/ hospitals and clinics outside of Hereford & Worcester, that information will be included in your portal to maintain full details of your health and wellbeing.



The Editor

Get involved Hereford & Worcester ICS

Are you aware you can get involved in feedback to Hereford & Worcester NHS network?

They are looking for interested people who may be patients, carers or involved families, that have experienced services, both good and bad to provide details for improvements to services. Details which follow come from their current newsletter:

Welcome to the NHS Herefordshire & Worcestershire Involvement Network update

- [Stroke Services – Join the conversation and have your say](#)
- [Share your NHS patient experiences](#)
- [Orange Button Scheme – Suicide Prevention – Herefordshire and Worcestershire](#)
- [Local Health Campaigns and News](#)
- [Local Health News Links](#)
- [Engagement Links](#)

Stroke Services – Join the conversation and have your say

Across the Herefordshire and Worcestershire Integrated Care System (ICS) and with partners in Powys, Wales, organisations have been working together to consider the sustainability of stroke services.

We want to hear what you think about stroke services and the issues discussed in the Stroke Issues Paper or Presentation. You do not have to have had a stroke or know anyone who has to complete this survey, we would like to hear from a wide range of people.

Stroke Issues Paper – The Stroke Issues Paper can be found https://www.hwics.org.uk/application/files/3416/6333/0870/Issues_Paper_September_2022_FINAL.pdf

If you would like any of this information in a different format or posted to you, please contact hw.engage@nhs.net or call 0330 053 4356 and ask for the engagement team.

Survey - The survey can be found [on the website below](#) and should take approximately 10 minutes to complete.

Long link:

<https://www.surveymonkey.co.uk/r/strokeservices2022>

Please complete this survey by 9am, Friday 11 November 2022.

Share your NHS patient experiences

We think it is important that people can share their experiences of the NHS in their own words. There have been lots of changes and challenges happening in the NHS due to the ongoing Covid-19 pandemic since March 2020. It is now more than ever, important for the ICB to get an understanding of what impact these changes have had on people and where improvements need to be made.

By sharing your experiences of the NHS since March 2020, you can help health care professionals and the ICB to understand what was good, what was bad and what would have made your experience better.

There are various ways you can share your experiences.
Please see below:

- Online form - You can tell us your about your NHS experience by following this [link](#) to a short survey. The full survey link: <https://www.surveymonkey.com/r/PExNHS>

- By telephone or video call - Contact the engagement team at hw.engage@nhs.net to arrange to speak to someone on the telephone or by video call.

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Orange Button Scheme – Suicide Prevention - Herefordshire and Worcestershire

Whenever you see someone wearing an #OrangeButton it means they are trained and happy to discuss suicide and signpost towards support.

People who are having thoughts of suicide can now have a conversation and find support when they see someone wearing a distinctive orange badge.

If you have recent suicide prevention training, use your skills to join the Orange Button scheme and tackle the stigma around suicide.

Got suicide prevention training? Use your skills and knowledge to be visible, apply for the Orange Button and help someone to see their life is liveable.

For more information, please visit: www.healthyminds.whct.nhs.uk/nwtsuicideprevention

Local Health Campaigns and News

- Local ICS health campaigns and news can be found here:

<https://www.hwics.org.uk/news/latest-news>

Engagement Links

- **Current Engagement opportunities:** <https://www.hwics.org.uk/getinvolved>

The Engagement Team can be contacted be emailing: hw.engage@nhs.net

Deep meaning from the Editor!

A thought for the day!

I took this picture on the last day of August this year when visiting Berkley Castle, in Gloucestershire with my friend Penny.

Now You see, I “don’t do Dahlias, Roses, Hydrangea or Chrysanthemums”, preferring unusual blooms, but this one caught my eye due to its variegation.

To me it epitomises how we should see ourselves. No matter what diversity we offer, we can still be beautiful in a world where as one in harmony with each other, we can achieve so much more.

Now those that know me might think, “That’s deep for her”, but my brain rarely switches off, and it was whilst out walking in my village for exercise this morning, that the thought came to me.



Dementia support

Hereford Community Farm ‘Friendly Faces’

We invite you to join us for our free drop in sessions for older people and we particularly welcome those living with **Dementia** and their family carers.

Tuesday 25th October

Make a garden bird feeder from scrap wood

Tuesday 8th November

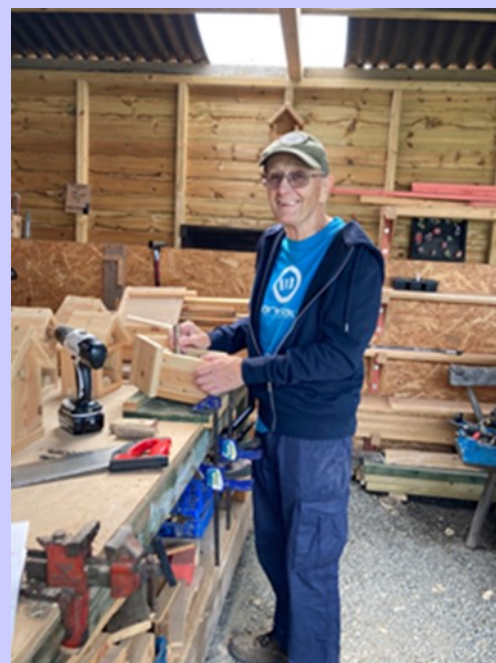
Apple pressing to make juice

Tuesday 22nd November

Make a Greenwood Christmas Gnome (or a Reindeer)

Tuesday 6th December

Make a Christmas garland from nature
All sessions are from 1.00-3.00pm:



We are located 1 mile from the city and wheelchair accessible – if you require support with transport we may be able to help. Light refreshments provided

For more information please contact; Email: herefordcommunityfarm@gmail.com

Tel: John 07791026880 or Julie 07971423817

With thanks to Herefordshire Council Community and Personal Resilience Fund for supporting this project.

Cogan's Syndrome

I'd never come across this condition until watching a serious ITV programme featuring John Bishop, the comedian. It was when John was busiest, becoming noticed for his humour, and doing gigs all around the country that the condition hit, not for John but his then 15 year old son Joe, who is now 28.

The programme, Life after Deaf, brings a different view of John, who can be seen talking about how his son is affected, what it has meant to the family, and the difficulties they have encountered.

The exact cause of Cogan syndrome is not well-understood. It is thought that the syndrome is caused by an autoimmune response that causes the immune system to attack the tissues of the eyes and ears. Cogan syndrome is not known to run in families, and for Joe, he woke up one morning feeling unwell, and unable to hear.



(Photo from entertainment.co.uk)

Joe's lost of hearing was profound and increased, making everyday life difficult. It dramatically came when John was away so much working, lost out on his son's teenage years, just when Joe needed that extra support.

In recent years they have explored life together and are slowly working their way to better understanding of how deafness affects them. They talk about how initially they both tried to avoid acceptance, but that in fact it was like a bereavement which they needed time to get over.

Seeking therapy, together, and taking the giant step to embrace his new life, Joe felt he would discover what opportunities were on offer in London where he was living. Therapy gave him an opening into the deaf social scene, something he knew nothing about, and going into a pub with other similar young people, he felt at ease warming to new friends.

We watch as both Joe and John learn sign language, and due to their commitment succeed in gaining greater satisfaction of togetherness and understanding. John is then coached by deaf comedians to understand how making jokes and delivering them to a non hearing audiences brings on further problems. He has to reconfigure some in bridging the gap between the two worlds.

Finally, a further documentary was made where John is the last performer at a "deaf gig", for which he had to practise exceedingly well, to achieve the perfection required and get the laughs he deserved.

If you didn't see the original documentaries in September this year, why not check them out on the ITV hub.

There is a signing version too.

The Editor

<https://www.itv.com/hub/john-joe-bishop-life-after-deaf/10a2217>

Community Hubs

What is a Community Hub? According to an internet search here is the answer!

A community hub is a building or space that is; open and accessible to the local community; providing services that the local community wants and needs; where formal decisions about running and managing the hub are taken by people who come mainly from within the local community.

But when I search for the same in Herefordshire it's a slightly different answer.

Our Talk Community Hubs are located across Herefordshire and provide a safe place where people can access up to date wellbeing information and signposting to local and national resources. They also connect people to services, groups and activities, either within the local area or across the county, which can help them support their own wellbeing and independence.

The hubs also help bring people together and build friendships, whilst further strengthening our local communities, which are the beating heart of Herefordshire.

Each Talk Community Hub is unique, as it's a reflection of its local community. A hub might be developed within an existing setting, which already operates in the community, such as a community centre, church or café or it can be something completely new.

Our hubs are run by amazing staff and / or volunteers from the local community, in partnership with Herefordshire Council.

That's why some residents find it difficult to differentiate!

In this county successful community halls in towns and villages have for many years interacted with their residents to provide activities and support for the local people. This might be for paid for services, leisure activities, group interaction around hobbies, or just friendship. Some of those who run or steer these services are finding it difficult that Hereford Council are now headlining success with their Talk Community Hubs, when this has been going on quietly already.

Leaders and chairs of organisations are saying, " But I run the village hall with the management committee, and I don't want that independence to be overtaken by the council".

Some residents have a distrust of councils, and refuse to be involved by anything council led, so we do need to get a better understanding of the overall picture.

Yes, I know that Talk Community Hubs have becoming a great success story for Herefordshire Council, with over 60 established to date, and it seems that "divine intervention" during Covid has assisted their status with their expansion, but don't forget the many who have led the way in other guises.

The Editor

Be Police Aware!

Details taken from a letter, after careful consultations, with action expected in the next few months

West Mercia Police receive approximately 700,000 calls for service each year and this figure is set to continue to rise, driven partly by the changes COVID brought about, by a change in the type of demand we face and by advancements in accessibility to policing services. It is critical that the force is able to adjust our operating model and policies to ensure we continue to respond to emergencies, priority response incidents and other police related matters. Over the last 24 months, West Mercia Police have undertaken an analysis of the nature and quantity of calls for service to inform our resourcing requirements to provide an excellent service to our communities.

As a consequence, West Mercia Police propose to adopt the policy of Most Appropriate Agency (MAA), which is already operating in several other forces nationally. Fundamentally it ensures the consistent assessment of the risk for incidents reported to the police, accompanied by an assessment of which agency has statutory responsibility for leading the response. Naturally some incidents will continue to require a multi-agency response with clearly defined parameters of the police function within. This type of practice is routinely seen within child protection strategy discussions and provides clear and auditable decision making in how to manage an incident.

To support this our Public Contact together with the Strategic Vulnerability Department will be embedding a Safeguarding Advice Team (SAT) from October this year to ensure the effective triage of high-vulnerability and complex incidents, supported by wider supervision at the first point of call. Following assessment most appropriate agency will be signposted to or directly engaged with by the team to progress the strategy and effective resolution to the call for service.

In making this adjustment to operating procedures, I acknowledge that some agencies will need to undertake a gap analysis to ensure that in situations where there is an absence of any identified policing purpose or when police are not the lead agency, that the community continue to be able to receive the response they require and the help they may need as soon as possible. There is a risk that members of our public may come to harm since the provision within the appropriate agency may not yet be able to assess the impact of this change. I am keen to understand what partners perceive these risks to be and how they may be mitigated as far as possible.

Head of Public Contact - Superintendent Damian Pettit, is leading this workforce education over the coming weeks. Agencies may start to encounter a change in language with other agency calls for service receiving greater scrutiny around what the request is, what the envisaged policing purpose is and the legislation that is being utilised in any deployment. This is initially likely to involve scrutiny around agency-to-police for 'welfare checks', attending some episodes of reported absconders from care or hospital establishments and in the attendance at mental health matters. It remains critical to keep close scrutiny of this matter so that we may share the findings and continue to work together to adjust our partnership work to meet the risks and service users' needs. Naturally, should an adverse incident occur, we will work with partners to learn the lessons to ensure the public remain as safe as possible.

Driving Forwards by Sophie L Morgan

Do you want to be inspired? Do you think that becoming disabled at 18, would ruin your life ahead?

Well, it seems that Sophie Morgan had other ideas, when she was paralysed from the waist down after a car crash on her A Level results day.

Since then, Sophie decided that she had two birthdays, the first around 37 years ago (in 1985), when she was born, and the second on that fateful day when life changed forever.

Sophie has written a book about her life now, which actually doesn't read like a sob story, but that of an inspirational woman who still gets the most out of life.

Its called **Driving Forwards**, a journey of resilience and empowerment after life-changing injury. Its available on Amazon, hardback and paperback.

(Obviously other good booksellers are available)

You may have heard her name on TV as she has covered three Paralympics for Channel 4, but also achieving so much more. After the accident, she learnt to drive and has been skimobiling in Canada. Sophie also studied for a Fine Arts Degree at Goldsmiths Art College in London.

Sophie has taken part in the first BBC series of Beyond Boundaries, where she joined 10 people with disabilities on a 220-mile expedition across Nicaragua.

You may have seen Sophie on Loose Women. As she "didn't carry any fear after the crash" and wanted "the feeling of freedom" vehicles give her, she "very quickly got back into a car", and is now spending her free time travelling around on her three-wheeled Ryker motor-bike, when she's not busy presenting.

(<https://uk.style.yahoo.com/loose-women-sophie-morgan-crash-disability-114202909.html>)

Other highlights in Sophie's life are:

Co-hosting Crufts alongside Clare Balding.

Also, this the link to the Channel 4 programmes, made in August 2021

<https://www.channel4.com/programmes/living-wild-how-to-change-your-life>

Sophie has videos on YouTube, so why not check out more.

<https://www.youtube.com/watch?v=k4Zn06pOhfs>



(Photo from Daily Mail site)

Support Just Giving please



Let me introduce you to Maggie Matthews who is raising money as a way of celebrating being 80 next year. The three charities she is raising money for are all organisation she has been grateful for, during her adult life:

- **Hereford Mind**
- **Homestart**
- **Hereford Carers**

Following regular career jobs, Maggie needed to change direction when her son Trevor was diagnosed with Schizophrenia. Maggie became involved with carers, and running Carers in Mind for many years, plus a paid fundraiser for Herefordshire Mind. Trevor was happy to be included into this community. On retiring, Maggie volunteered with Homestart, feeling their training was excellent and the charity superb, but knew too that Herefordshire Carers (HCS) had done much to support her and all carers in the county.

Two recent events have focused Maggie's mind into this fundraising event. Unfortunately, Trevor took his own life on 3rd October 2020, a huge challenge for Maggie to deal with, and we continue to offer our support to her.

Secondly, after a replacement knee operation, Maggie has focused on achieving better fitness again, and feels the Just Giving idea will help not just her, but others too.

She has given herself the 12-month challenge which will consist of:

- **800,000 Steps**
- **80,000 Meter Swim**
- **800 Km Cycle Ride**

Maggie has already started the challenge, which will finish on her 80th birthday and the funds raised will benefit the 3 local charities in Herefordshire: Mind, Home-start and Herefordshire Carers.

Please find this page on Facebook or via the internet to support her with donations

The Just Giving link is here:

[https://www.justgiving.com/crowdfunding/maggie-matthews80challenge?](https://www.justgiving.com/crowdfunding/maggie-matthews80challenge?utm_source=Facebook&utm_medium=Yimbyprojectpage&utm_content=maggie-matthews80challenge&utm_campaign=projectpage-share-owner&utm_term=arqZ4XbBw)

[utm_source=Facebook&utm_medium=Yimbyprojectpage&utm_content=maggie-matthews80challenge&utm_campaign=projectpage-share-owner&utm_term=arqZ4XbBw](https://www.justgiving.com/crowdfunding/maggie-matthews80challenge?utm_source=Facebook&utm_medium=Yimbyprojectpage&utm_content=maggie-matthews80challenge&utm_campaign=projectpage-share-owner&utm_term=arqZ4XbBw)

The Editor

Useful Contacts

NHS Herefordshire

Patient Advice and Liaison Service (PALS)

The County Hospital, Hereford

Mon-Fri 8.30-4.30

Office Tel No: 01432 372986

Mobile Tel No: 07825 681801

Email:

makingexperiencescount@wvt.nhs.uk

NHS Direct Tel: 111 (free service)

Wye Valley NHS Trust

The County Hospital

Union Walk

Hereford

HR1 2ER

Tel: 01432 355444

Equality and Human Rights Commission

Freepost RRLL-GHUX-CTRX, Arndale House,

Arndale Centre, Manchester, M4 3AQ

Tel: 0808 800 0082 Website:

www.equalityhumanrights.com

Wye Valley NHS Trust Community Health

Vaughan Building

Ruckhall Lane

Belmont

Hereford

HR2 9RP

Tel: 01432 344 344

RADAR, now at Disability Rights UK

12 City Forum, 250 City Road, London, EC1V 8AF

Tel: 020 7250 3222 Minicom: 020 7250 4119

Email: enquiries@disabilityrightsuk.org

Herefordshire Council and NHS Herefordshire

Social Services Adult Duty Desk

Office hours 9am - 5pm

Office Tel No: 01432 260101

Out of hours: 0330 1239309 adults

01905 768020 children

**Herefordshire Disability United will continue to
Organise further events
Please share our details (below)
if you'd like to be included in our contact list.**

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