

WWAG



Walton & Weybridge Advocacy Group
4A Church Street, Walton on Thames, Surrey, KT12 2QS
Tel: 01932 231918 Fax: 01932 232136
E-mail: wwag@wwag.org.uk
Website: www.wwag.org.uk

Current Services & Activities

WWAG

A local Charity in Surrey

Supporting Recovery & Improving Quality of Life for People with Mental Health issues

Providing

Therapeutic Groups, Social Activity, Training & Employment initiatives, Advocacy,
24 hour crisis/befriending telephone line, Support & understanding, Service User Involvement

WWAG's Mission:

To support people that have used or do use the mental health services & their carers by identifying and creating a variety of opportunities and activities which encourage personal development and ultimately improve quality of life.

WWAG's Aims:

- To improve the quality of life for our clients through support, encouragement and empowerment which ultimately builds self confidence and skills enabling individuals to take responsibility for their own wellbeing and long term recovery.
- To represent member's views and campaign for an improved mental health service in our region by attending & managing forums, strategy and steering groups thus influencing health and adult mental health services in their planning, policies and service provision.
- To promote, provide and support people with training and employment opportunities, which encourages personal development and provides necessary work skills.
- To grow and develop our services in response to clients needs. **WWAG** is what our clients want it to be.

WWAG Activity Centres

All services are delivered from or organised from the following Activity Centres:

Walton Activity Centre, 4A Church Street, Walton on Thames, KT12 2QS:

Monday to Thursday 10.00 am - 4.00 pm

Friday Closed (however staff can be contacted by telephone)

Acorn Club Activity Centre, St Peters Church Hall, West Molesey, Surrey:

Wednesdays 12.00 noon - 4.00 pm

Joseph Palmer Activity Centre, 319A Walton Road, West Molesey, KT12 2QG:

Saturday 10.00 am - 2.30 pm

WWAG Current Services & Level of Activity

✓ **THERAPEUTIC GROUPS:**

- **Art classes** an average of three 10-week sessions per year. Current tutor has previously used the mental health services.
- **Drama therapy** courses average of 3 per year from a qualified drama therapist.
- **Positive Involvement / Personal Development & Self Esteem** building courses. Average of four per year.
- Aromatherapy classes
- Creative writing
- Promoting healthy lifestyles - Walking Club, Healthy eating groups

✓ **SOCIAL ACTIVITIES, which encourage empowerment and social inclusion:**

Trips:

- An average of four Theatre trips per year
- Day Trips including Coast, France, London, museums and boat trips - one per month

Clubs, Groups & In-house social activities:

- Walking Group - monthly
- Cinema evenings – monthly
- Music appreciation group
- Parties; New Year, Summer BBQ, Karaoke, Christmas
- Christmas Meal - one at Saturday JPC lunch and one in the evening at a local pub - 35 to 40 clients

Sport:

- Bowling, weekly Badminton, Five aside Football, Ice Skating
- Chess club free to clients (pending)
- Quiz Club evenings held locally (pending)

✓ **TRAINING**

In-house computer training

- In-house computer training for up to 12 clients is available each Monday. Approved Centre for OCR qualifications (optional). End of course assessments are optional. 12 clients each Monday, with some clients' taking assessment's
- Internet & E-mail training is available on a one to one basis
- Tech it up visits via Surrey Community Action provides mobile computer training at **WWAG**

Training Programmes

- Many clients are able to participate in a variety of external courses sponsored by **WWAG** (a nominal charge is made to gain further commitment)
- These have included: Cookery, Keep Fit, French, Computer Training, Basic Internet, IBT I & IBT 2, Internet technology, Reflexology, Pottery, Photography, Gym classes, Woodwork,

✓ **EMPLOYMENT INITIATIVES**

Employment Support

- Many clients have returned to full time employment.
- Ongoing support is always available and so important for the continued maintenance & well being of our clients once back at work.
- **WWAG** has built up strong personal relationships with the Disability Employment Agency. This gives our clients the best employment opportunities.
- **WWAG** has had major successes with clients returning to work following long periods of illness & unemployment.
- **WWAG** has contact with Employment initiatives in Surrey. Richmond Fellowship, Employment Development

Employment support & opportunities through training

- One member has done a CIW Foundation and Web Site developer course and passed and is now on a J E B Teacher Training Diploma. This has been achieved with a lot of support and the use of **WWAG** facilities
- Another member has gained a diploma in Psychodynamic Counselling and is now on the third year leading to degree status. This again with **WWAG** support and use of **WWAG** facilities
- Another works full time as an activities assistant in a local care home

Work experience that empowers & builds self-esteem & self confidence

- General office work & administration. Working to give office cover when short staffed
- Office cleaning
- Assisting the Acorn Club manager
- Tutoring other clients for one to one internet / e-mail training
- Clients are paid a small expenses allowance for all of the above work, adding value & appreciation.

✓ **ADVOCACY, Befriending Support & Self help Counselling Groups**

Clients are accompanied to medical assessments, hospital appointments and A&E departments, G P appointments, Psychiatrist's assessments and Care programme Reviews.

- Some member's have house visits' if needed
- **WWAG** staff have good relationships with the local CMHT & CREST teams.
- The CMHT/CREST teams see their clients at **WWAG** when appropriate.
- New workers/trainees from the CMHT/CREST visit the **WWAG** office as part of their induction*.
- CMHT phone when they are looking for their clients/need to know where they are.
- **WWAG** phone the CMHT if needed on behalf of clients.
- Many hours per day are spent talking to clients, helping with paperwork, filling in forms & making appointments.
- The C A B from the local psychiatric hospital (the ACU) hold fortnightly clinics in **WWAG's** Walton Activity Centre which means that clients have much needed & appropriate local support. The demand here outstrips the provision.
- **WWAG** staff have emergency numbers for this CAB when clients' are desperate for advice & support.
- The **WWAG** coordinator attends regular CAB steering group meetings.
- **WWAG** works with the mental health resettlement officer of Elmbridge Housing department.
- Ongoing support is always available and so important for the continued maintenance & well being of our clients once back at work.

✓ **24hr CRISIS / Befriending HELPLINE Support for its Clients (currently 175).**

- Crisis support & 24 hour access means providing all clients with an emergency helpline to trained **WWAG** volunteers. **WWAG** co-ordinator & administrators man a 24 hour on call support service. These workers are fully equipped with professional service contact numbers and opening times. However the contacts are equipped to support the client in time of crisis by being a user or ex-user of the services themselves. In the event of an emergency call volunteers are trained to take appropriate action & have access to all local professional services.
- This is currently filling a gap in the local services & is most effective because people in crisis are being helped by people with total understanding. People on the scheme know that the **WWAG** team will handle their need differently because they know the individuals personally & have trust.
- During office hours this service is managed through the **WWAG** office address & telephone number. Out of hours volunteers use **WWAG** mobile phones. This has been successfully running for 5 years.
- The purpose is to provide people in crisis when extremely vulnerable with early intervention and understanding with an effective and efficient support mechanism. Thereby alleviating the likelihood of a minor crisis turning into a major crisis. This helps to avoid admission or re-admission to hospital.
- All calls are recorded on log sheets as used by the health authority & follow up support is there so crucial to the continued maintenance of the individual. This then leads onto regular contact, user involvement, engagement and empowerment through the other activities and services provided by **WWAG**.

✓ **Service User Involvement & Representation (to all providers of Mental health services)**

- **WWAG** has provided: Management of the West Elmbridge MH Forum. Organised transport and encouraged clients to attend. Chair for User Involvement Strategy Group for the local NHS Trust.
User representation -Local Implementation Team. User representation on Community Planning Groups.
Local CMHT monthly business meetings
- **WWAG** Trustees & managers are Partners with Surrey & Borders Partnership NHS Trust
- **WWAG** is in a position to encourage & provide very active involvement for key events, workshops and many steering groups all related to mental health. (REFER TO AIM AT START)

✓ **FUNDRAISING**

- Sponsored swimming, walks
- Dog show fund raiser. clients volunteer their help & come as spectators

✓ **Information**

- The Walton Activity Centre provides an information centre for diverse and varied enquires relating to mental health issues.
- Leaflets, internet & telephone sources are available.

✓ **Joseph Palmer Activity Centre:**

- Art classes an average of three 10-week sessions per year. Current tutor has previously used the mental health services.
- Drama therapy courses average of 3 per year from a qualified drama therapist.
- Self esteem building courses. Average of four per year.
- Aromatherapy classes
- Lunch
- Table tennis
- Snooker
- Garden Games

✓ **Acorn Club Activity Centre:**

Includes:

- Walking group
- Quizzes
- Board games & bingo
- Lunch
- Discussion group