



Horsham
District
Council

Community Link Alarm Service

Annual Report April 2020 – March 2021



Welcome to our Annual Report April 2020 - March 2021

We hope you have managed to stay safe and happy and are enjoying some sense of normality. We are pleased to present this year's annual report.

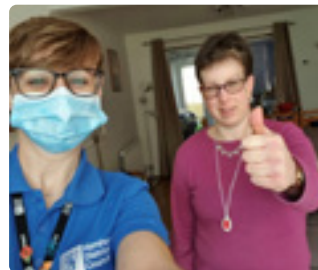
According to our figures to date, we are enabling **1,725 customers** across **205 square miles** of the Horsham District and a third of Mid-Sussex to stay safe and independent in their own homes, by providing them with a variety of telecare equipment, known as TEC (Technology Enabled Care).

We would also like to welcome the new **252 customers** who have joined the service in the last year. We thank you all for your continued support in spreading awareness of our service. Our main provision remains the lifeline unit and pendant. However, we supply a variety of TEC to meet our customer's needs. These include (but are not limited to): fall detectors, bed occupancy sensors, motion detectors, extreme temperature sensors, medication dispensers and the Footprint GPS device.

Each case is assessed with the individual person at the centre of all decisions, during an appointment with one of our advisors. We consider carefully what outcomes are desired for that person, and how we can meet those needs.

Service update

We are pleased to say that aside from a few minor changes, our service remains unaffected by Covid-19 and we are still carrying out home visits.



You will notice that when booking a visit, you will still be asked some questions about whether you currently have any of the main symptoms of Covid-19 – a high temperature, continuous cough,

or loss of smell/taste. This is our standard risk assessment. You can also be assured that whilst Covid-19 is still in circulation, our team will still be wearing PPE (a mask and gloves) when visiting your home to keep everyone safe. All staff are taking lateral flow tests twice a week.



Our team are still mainly working from home so you may hear the odd dog bark if we speak to you on the phone! Due to our transition into the digital world, we have accepted some of the changes as permanent:

- Our incoming calls will be answered by the customer service team in the office. This is to make sure your call is answered promptly and can be dealt with efficiently if the team are out making visits.
- We have also adopted a 'triage' policy where we will try to diagnose any issues on the phone and gather as much information as possible before making a visit, so we are in your home for less time to minimise any risk to you or us.
- We will be operating a 'hybrid' way of working, which means that we will be able to work both from home and the office in a flexible way.

Mole Valley life

Mole Valley Life provide you with the 24 hour a day, 52 weeks of the year response service to all your calls, when you press your button.

Mole Valley Life has over 30 years' experience of managing call handling contracts and are accredited to the TSA (Technology Enabled Care Services Association). This means they are regularly audited, on a yearly basis and have



met all the standards through a Quality Standards Framework to offer our customers an exceptional service.

Our working relationship with Mole Valley is going from strength to strength and we have been really happy with the seamless transition.

Simon Gilder is the new TEC Business Development Manager for Mole Valley Life (MVL) and manages their Technology Enabled Care (TEC) services which includes overseeing the Installation and Admin Support team and MVL's Alarm Receiving Centre (ARC).

We meet with Simon regularly to review our calls and he was more than happy to introduce himself:

“My background – I previously worked as a Police Officer with Sussex Police for 16 years and started with Eastbourne Lifeline as a telecare installer and contact centre operator in 2002. Following the merger between Eastbourne Borough Council and Wealden District Council to form Wellbeing I supported the delivery of telecare services as an assessor working within East Sussex. I progressed further to become Operations Manager for the contact centre in 2012 and Head of Contact Centre in 2014, later overseeing the operation for a second contact centre based in Norfolk and monitoring a total of 75,000 alarm connections. I started as TEC Services and Transformation manager with Mole Valley District Council in February overseeing the technology enabled care services in the contact centre and community.”

Do I need a key safe?

A key safe is a robust metal box that is screwed into brickwork outside your home. They are a secure option to have a spare key available to whoever you choose to have access to your home, via a code you have chosen. They are weatherproof too. It is much safer than leaving a key hidden outside.

Key safes are ideal for allowing immediate access to the emergency services if you have fallen, are injured or are unwell and unable to answer the door.

If you have a key safe installed, you do not have to get multiple keys cut for your nominated key-holders, carer, or family members. They would only need the code to access the key to gain entry to your home.

Community Link highly recommend having a key safe. You can purchase them in hardware stores, or we stock two different types that are available for purchase. We offer delivery and a 12-month Warranty on both.



Police-approved key safe £50



Defender key safe £30

Please contact the Community Link team on **01403 215230** for further information and advice or to purchase one of our key safes.

If you choose to purchase your own key safe please ensure you call us on **01403 215230** to provide us with your key safe code so this can be passed on to the emergency services in an emergency.

Keyholders and nominated contacts

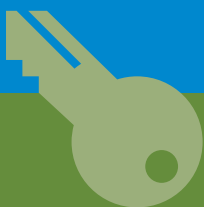


Nominated contacts may be asked to:

- Respond to a call from the control centre to give access to your property
- Enter your property to assess the situation if the alarm has been activated and the control centre cannot get a response from you

Nominated contacts will not be expected to give first aid or pick you up if you have fallen.

Please do not leave your keys in the doors or use door bolts and/or chains as your nominated contacts may not be able to gain access.



Keyholders ARE asked to:

- Hold appropriate keys to your property, and/or be aware of the key safe code.
- Respond to any call where you have activated the alarm, but the monitoring centre operator is unable to get a verbal response. This may mean checking your home to ascertain where you are and if you require assistance. If you do, they will need to activate the lifeline unit by either pressing your pendant or the help button on the main unit. The monitoring centre will be able to assist your call.



Keyholders are NOT asked to:

- Pick you up off of the floor if you have fallen. This is because there is the potential of injury to them, or further injury to you.
- Administer any first aid – Unless they are trained to do so or are assisted by a medical professional.
- Attend calls during the night, unless they are happy to do so.

Fire safety

We are very lucky that our partners at West Sussex Fire and Rescue offer a free Safe and Well check to all our customers.

They will assess risk and may install a linked-in smoke detector to your alarm, install a 10-year standalone alarm, fit a deaf alarm, or change batteries in existing smoke detectors. They will give advice on smoke detection, planning an escape route, kitchen fire safety advice, advise on electric blankets, smoking related fire prevention; using paraffin based creams; advice around alcohol consumption relating to fires (you are 3 times more likely to be involved in a fatal fire if you've had a few, and 4 times as likely to be injured!); provide a 'do it yourself' fire safety checklist; advise on carbon monoxide alarms, which is a service where they can install a smoke detector programmed to work with your community link alarm, sending a message to the control centre if your smoke alarm is activated. The monitoring centre will speak to you through the unit to check it wasn't accidental (a kitchen disaster for example!) and if it wasn't, they will despatch the fire service. If you would like a safe and well check please contact the Community Link Team who will be happy to complete a referral for you. If you do already have adequate smoke detectors, please make sure you test them once a month along with your pendant.



Did you know?

We were lucky enough to have some training from Tania who is a Community Fire Safety Officer from West Sussex Fire and Rescue. We were shocked to realise that two of the biggest fire risks at home, were things we were all guilty of:

- Not emptying the crumb drawer in the toaster regularly
- Leaving a phone or tablet charging on the bed / Leaving a charger on with nothing attached to it

Hopefully highlighting these two things will help keep everyone safe and reduce the risk of a fire at home.

Staff update



Lisa Brown

Operations & Coordination Officer

"I have thoroughly enjoyed the last year, finding my feet in my new role. I love that it still enables me to make visits, as interaction with service users is still my favourite part of the role. The biggest challenge I have faced this year has been planning for the digital change, whilst maintaining a high standard of service delivery. I am looking forward to being able to move the service forward in line with industry changes and all that our new technology can bring."



Kerry Killner

Quality & Contracts Officer

Kerry has just completed 5 years' service for the Community Link team and is enjoying her job as much as the first day she started.

"My role has changed slightly but my passion hasn't. All of us in the team strive to help in every way we can to keep our service users living in their own homes for as long as possible. My personal goal is to ensure that all areas of the service are delivered safely, and act on all aspects of feedback from our users." In her spare time Kerry plays bass guitar in a work band and has enjoyed becoming a budding gardener since lockdown.



Phil Mockett

Projects & Partnership Officer

"I have really enjoyed testing new innovative technology. This has helped us make the right decisions to be able to offer our Service Users the best equipment to keep them safe in the future looking towards the move to a digital service. I was also really pleased to be able to meet some of our Service Users at the Wellbeing Centre in the town centre which will be a regular monthly slot. I met with a Service User last week who told me the link alarm had saved his life on at least five occasions and this really brought it home how very proud I am to be able to help deliver such an important service."



Penny Marsh

Principal Environmental Health Officer

"It is great to be part of this team, where everyone cares so much about their service users and getting the right solution for each person. I am looking forward to the next couple of years and our switch to new technology, with the opportunities that will give us all."



Sarah Brown

Community Link Advisor

"Wow I can't believe we are coming to the end of 2021 already, I am looking forward to 2022, fingers crossed lockdown will be a thing of the past and we can live a new normal. Personally, I would like to thank all of the customers I have spoken to in the last 18 months since I joined the team. Hearing your stories and your zest for life has really kept me going through lockdown, and I have thoroughly enjoyed many conversations with you. Surprisingly chatting is one of my strengths, along with rainbow colour coding spreadsheets. I look forward to next year visiting you with our exciting new technology!"



Cathie Connolly

Community Link Advisor

"I have thoroughly enjoyed my first year in Community Link and all of the people I have met along the way. I have learned so much about the service that we can provide across the district and beyond. I am really looking forward to our new technology and how it can add to what we can give as our service moves to a more digital one."

You and your carer's experience

Every year we will send you a survey to complete, to gain feedback on our service. This year it is included within this Annual Report.

It is important for us to know how you feel and if there are any areas where improvement could be made and to bring you the best quality of Technology Enabled Care.

Question	Response
1. How did you hear about Community Link?	Family and friends received the highest response
2. How did you find the manner / attitude of the staff handling your initial enquiry?	Excellent / Good 100%
3. Was it made clear to you when the advisor would be able to visit?	Yes 100%
4. a) Did the advisor arrive at the appointed time?	Yes 100%
b) If not, did they keep you updated?	N/A
5. Was the equipment installed as quickly as you would have liked?	Yes 97.8% No 2.2%
6. Did the advisor refer you to any other services e.g. Age UK	Yes 74.71% No 25.29%
7. How did you find the staff members' manner / attitude during the visit?	Excellent / Good 100%
8. How helpful did you find the information given to you at the time of the Triage / Installation?	Excellent / Good 94.51% Fair 5.49%
9. Overall, how satisfied with the quality of the service you received, and do you think it is good value?	Excellent / Good 100%
10. How strongly do you agree with the following statement? "The advisor listened to my concerns fully and offered a service tailored to my needs."	Strongly agree / Agree 95.65% Neutral 4.35%
Covid Specific	
11. Do you feel your needs were met efficiently considering the Covid-19 situation?	Yes 100%
12. Does our service make you feel safe reassured in the current Covid-19 situation?	Yes 85.29% No 14.71%
13. Do you feel our advisors' PPE offered adequate protection for you?	Yes 100%

Your feedback

Here are some of the wonderful compliments that the team have been really grateful to receive:

“ You don't just provide alarms; you go above and beyond as a service and open many avenues for people in need. ”

“ Thank you for being such a caring team ”

“ I would like to take this opportunity to thank the personal alarm team. Not once, but on 6 occasions you have come to my mum's rescue when nobody else was there. You have helped her and had she not had her alarm, the outcome would have been tragic. What a wonderful service giving security to both the wearer and the family. Thank you again ”

Complaints

As a team we are very proud of the service we provide for our community and have not received any official complaints this year.

We are continually looking for ways to improve and value all the feedback that we receive. If you would like to talk to us about the service you are receiving, please call us on **01403 215230** or email communitylink@horsham.gov.uk. Alternatively, you can write to us: **Community Link team, Parkside, Chart Way, Horsham, RH12 1RL.**

A number of comments from the survey highlighted issues that customers wanted addressed, we always directly contact those that make these comments to address their issue. These are listed below:

My smoke alarm is beeping; how do I stop it?.

Contact us on **01403 215230** and we will send a referral to West Sussex Fire & Rescue who can come and change the batteries for you. We understand that regular testing of smoke alarms is not always easy due to their location, however it is very important. To support this, we test smoke alarms during all our service calls and advise that you ask any visitors to help you test them on a monthly basis.

My phone line is not working; can I still press my button?

The Community Link alarm is a telephone-based service. If your telephone is not working, you need to contact your supplier either on a mobile phone or ask a family member or friend to call on your behalf. Your supplier will check the line for faults. If no obvious fault is found, you should contact us on 01403 215230 and we will visit within one working day. Where possible, we will leave you with the “Ownfone” mobile device that will contact the monitoring centre remotely by pressing the assistance button.

BT customers may be entitled to register for a free priority fault repair. Any customer who has a telephone supplier who uses BT Openreach as their contractor should explain when reporting the fault that the customer has a lifeline alarm and ask if you can be passed to the engineers as a ‘welfare case.’ The engineers may then be able to prioritise your line problem and get it repaired quicker.

Your feedback continued

I thought you would come over to tell me about the alarm

From March 2020 the global Coronavirus pandemic has meant that Community Link has had to rethink service delivery. For service user and staff safety, all triage calls explaining about the equipment and the service are predominantly carried out over the phone. This is explained to new customer at the enquiry stage to avoid confusion.

Advisors, where possible, should only spend a maximum of 30 minutes within a property and always wear the appropriate PPE.

I would like to know when my device is charging or has charged

We understand that in the case of the Footprint device, to know it needs charging, a mobile number needs to be saved to the device as the 3rd contact. Most of the time, this 3rd contact is a family member.

We are constantly reviewing new equipment that can be trialled by our service users. We have recently obtained the 'Ownfone' device that tells the user that it is charging – both by voice and by illumination. This is perfect for those that do not require a GPS function.

Wrist worn remote devices are currently under review.

How did we do?

Every year the independent body TSA (TEC Services Association) audits us using robust “Quality Standards Framework” to evaluate how safely and effectively we are delivering our service.

A little about the framework

The Quality Standards Framework (QSF) has been developed as an independent audit and certification programme for the Technology Enabled Care industry. QSF is available to all organisations in the sector - service providers, suppliers, associations, emergency response services and third sector organisations.

The QSF offers Technology Enabled Care (TEC) service providers and suppliers a way of demonstrating safety and quality and it offers commissioners much needed assurance in an otherwise unregulated industry.

The QSF has been shaped by many organisations including the TSA, representatives from our UK nation states, Carers UK, NICE (National Institute for Health and Care Excellence), BSI (British Standards Institution), DHACA (Digital Health and Care Alliance) and telecare and telehealth service providers.

The QSF is fresh and thought-provoking - supporting the development and continuous improvement of TEC organisations. TEC Quality's aim is to ensure that 'quality and safety' is at the heart and centre of everything within the TEC sector.

We are very proud to say that for the Fourth year in a row we received the highest score possible, with no improvements required and have exceeded the criteria required.

Audit Summary

The auditor stated that:

“With the evidence provided and through discussions with the team, it is evident Community Link are committed to ensuring that the customer experience is at the centre of what they do.”

“There appears to be strong leadership within the Management Team, who have a proactive approach to quality assurance.”

The full audit report can be found on the Horsham District Council website:

www.horsham.gov.uk/community/community-link/community-link-audit-report

Standards Modules

Module	Rating	Improvement need
User and Carer Experience	Compliant	No
User and Service Safety	Compliant	No
Effectiveness of Service	Compliant	No
Information Governance	Compliant	No
Partnership Working and Integrated Services	Compliant	No
The Workforce	Compliant	No
Business Continuity	Compliant	No
Ethics	Compliant	No
Performance and Contract Management	Compliant	No
Continuous Improvement and Innovation	Compliant	No

Service Delivery Modules

Module	Rating	Improvement need
Assessment of and Installation of TEC	Compliant	No

Response times for emergency calls

Between April 2020 and March 2021:

Mole Valley received **17,343 calls** from our customers, with **99%** of those calls being answered under a minute, the average being **11 seconds** from the pendant being pressed.

Out of Hours

Please don't forget our advisers are on call at weekends and on bank holidays should you have any difficulties with the equipment malfunctioning in any way. Please phone the monitoring centre on **0300 123 7718** to report a fault at the weekend or bank holidays and an adviser will phone you to arrange to visit. Our pledge is we would never leave you without your Lifeline for more than 24 hours and usually our advisers would be with you on the same day. Most of our reported faults turn out to be problems with the telephone line and it would be your telephone provider that would rectify the problem for you. Please remember to look after your red button as we do have to charge £50 for a replacement if it is lost.

Importance of testing your pendant

We are always really pleased to hear that you are testing your pendants once a month, as it is exceptionally important for us to identify any potential faults before emergencies happen.

This year **91%** of you have regularly tested your pendant, this is a **13% increase** on last year, so we thank you for continuing to test.

Testing your pendant helps to extend its lifespan, helps you to understand the process of calling through to the Monitoring centre and ensures the pendant is functioning correctly from month to month.

Remember to mark your test day on your Community Link calendar!

Please don't worry if you forget to test the pendant. All you need to do is press it and when the call centre answer on the Lifeline just let them know that you are performing your monthly test. Our advisers will change your pendant and back up battery in the rear of the Lifeline every 5 to 7 years. We regularly check to ensure we are visiting clients long before the life expectancy of the pendant and back up battery expire. The backup battery is there in case of a power cut and will last for up to 40 hours (it also recharges itself once it has mains power).

**IMPORTANT:
ALWAYS
WEAR YOUR
PENDANT AS
THIS WILL
ENSURE YOU
CAN CALL
FOR HELP IF
YOU NEED TO.**



How are we improving?

The Community Link team are passionate about continuous improvement, ensuring the service we provide is exactly right to meet our customer's needs, and more – we like to ensure we are always going the extra mile.

Over the last year Community Link have been working hard to design a plan for the digital switchover that keeps our service users at the heart of our service. We have had meetings with lots of different suppliers, scrutinised their offerings and undertaken robust training of each device, in our own homes!

We have been able to attend meetings now restrictions have eased, which has been hugely beneficial to building partnerships with other agencies. We have been able to return to delivering presentations to user groups about the benefits technology can bring.

Our database is finally complete, which has allowed us much more flexibility in the way we work – we have already noticed a reduction in time spent completing paperwork, allowing us to spend more time on our mission which is working together to provide services that make Horsham district a great place to live, work and visit.

We are excited about the coming year and all the improvements the digital technologies will bring to people's lives to enhance independence and keep people safe and happy in their own homes.

Looking to the future

Going digital

To 'future-proof' the country's communications infrastructure the national phone network is being upgraded. By the end of 2025, all traditional analogue telephone lines will have been switched off and replaced by digital lines.

What does this mean for my lifeline alarm?

Your lifeline alarm currently works by connecting you to the telephone network, through an analogue phone line. However, once your telephone network is upgraded to digital, your lifeline alarm will no longer work through your analogue phone line.

Your network provider (BT, Sky, Talk Talk etc.) will contact you to let you know that your network is being upgraded. Please do not worry.

For peace of mind that help will still be available at the touch of a button (even if there is a power cut) we have a range of SIM based digital lifeline alarms which can help to support you (please visit www.molevalleylife.co.uk/digital-lifeline-alarms for further information). These devices do not plug into a phone line and instead have on-board SIMs, which transmit alerts to our Monitoring Centre. (A SIM is a microchip which connects devices to mobile phone networks).

What are Community Link doing?

We will be visiting all our service users from January 2022 and replacing all alarms with digital equipment, either a like for like Lifeline alarm or another digital device depending on your circumstances and wishes.

Will it cost more?

We have been fortunate to not have increased our prices for over 10 years! However, as we will be investing in the digital service, costs will need be increased.

From 1 July 2022 your monthly charge will increase to £20 per month for your Lifeline unit.

We have considered how to be cost effective and embrace the digital change, without compromising the high standard of our service, especially in terms of speed and efficiency. We have endeavoured to delay the price increase for as long as possible.

Eventually the full cost of the new service will be £25 per month, but we want to protect you from this for as long as we can. We will keep the service at the lower price for as long as possible and give you plenty of warning about any further changes.

From 1 July 2022 your monthly charge will increase to £20 per month for your Lifeline unit.

If you only use your landline for the alarm, the digital switch may save you money in the long run as you will no longer require an analogue connection.



Looking to the future continued

Your feedback

Due to Covid-19 we were unable to hold our usual User Forum, but we managed to engage with the user group by conducting a written survey to gather views using user experience. This survey was based around the impending Analogue to Digital switch. Your opinions are important to us and were at the heart of all decisions made:

77.78% of users could benefit from a dual system that allows the user to have lifeline protection both inside and outside the house. **100%** of users asked would be willing to pay between £16 to £25 per month. The team will not exceed this cost.

The benefits of a digital lifeline alarm

- Lifeline alerts from a digital alarm are received much quicker than an analogue lifeline alarm
- A digital alarm has a 'true roaming' SIM built into it. Meaning it will always connect to the strongest mobile signal, to ensure that you remain connected wherever you are
- No matter how many alerts are sent, all charges are covered within the weekly digital alarm charge (Unlike with an analogue lifeline alarm where the call charges are incurred by the landline bill payer)
- A digital alarm does not need to be plugged into a phone wall socket, just a standard power socket, meaning it can be plugged in closer to you, wherever you would like – allowing you to communicate to our monitoring centre more easily through your lifeline alarm.

What is different from my current alarm?

- Your new pendant will have an extended range of 300 metres
- You can have a 'home and away' option where we can install a pendant which will work both in the home and outside. This type of pendant can also be spoken in to
- The back-up battery will now last for up to 70 hours in the event of an extended power failure
- The alarm will remind you to complete your monthly pendant check
- There is a bigger choice of peripherals for example, fall detectors, heat sensors, flood detectors
- The alarm completes a periodic full system check to ensure user safety
- During the night, the alarm warnings eg, 'low battery' will be silenced until morning – I am sure some of you who have experienced night-time power cuts will be thrilled to hear this!
- Pendants have more wearing options including a chain style lanyard around the neck, a more robust wrist strap, and brooch and belt clip options.

If you would like to discuss a package price to include either a fall detector, key safe or the 'home and away' option please contact one of the team.

We also have a vast catalogue of other digital devices – please contact us if you would like a reassessment of your needs to see if there is another suitable option to enhance your independence.



Excellent service from Community Link

Community Link offer much more than just the provision of equipment. We are a service that offer numerous support options.

This includes a sign-posting service to other partner agencies such as Age UK and WSFR. We are able to support you with financial difficulties – whether this is through a benefits advisor at Age UK, or a means test for funding options. If you have any problems, we will always do our best to help you, or direct you to an agency that can assist you.

Community Link are excited by the changes, and the opportunities the digital transformation will offer. We remain competitive. The service and all the additional benefits offers great value for money.

If you are an existing lifeline alarm user and you are contacted by your communications provider (BT, Virgin, Sky, Talk Talk, etc.) about upgrading your network connection from analogue to digital before we have visited you, please contact us and we will arrange to change your alarm. Additionally, to find out more about our digital lifeline alarms please call **01403 215230** or email **community.link@horsham.gov.uk**.

Ofcom have provided more information on the Digital Switchover 2025 at **www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/future-of-landline-calls**.

Annual Customer Satisfaction Survey

Feedback

We love to hear your thoughts about our service, so we would be really pleased if you could take a moment to fill in this satisfaction survey and return it to us.

1. **Have you tested your pendant this month?** (We advise that the pendant is tested monthly to check the batteries)

- Yes No

2. **(a) Have you had to use the alarm in an emergency?**

- Yes No

(b) If yes, how did you find the response from the control centre?

- Excellent Good Fair Below expectations

Comments

3. **How do you find the Horsham District Council Community Link Alarm staff?**

- Excellent Good Fair Below expectations

Comments

4. **(a) Do you have a key safe?** (key safes are good if you have few or no keyholders)

- Yes No

(b) If no, would you like details sent to you about a key safe?

- Yes No

5. **Do the Community Link Alarm team have all the correct up to date information for you?** eg keyholders, and next of kin contact details, key safe code and position. (Please inform of us of any changes by phoning us on **01403 215230**)

- Yes No

6. **Does our service give you peace of mind?**

- Yes No

7. **(a) Do you have a smoke alarm?**

- Yes No

(b) Do you test it regularly? (We advise that the alarm is tested monthly to check the batteries)

- Yes No

8. **Would you be interested in joining our user forum?** (Where we meet several times a year, to discuss a how you are finding our service, have a slice of cake, a hot drink and find out what we can do to make it even better)

- Yes No

9. **We are always looking at ways to improve our service based on our client's feedback. Is there any further support, advice or technology we could provide to assist you to stay safe and independent in your home?**

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Come and see us!

Need a new neck cord? Want to refer a friend? Want to find out about other products or services? Or just come and say hello!

After the success of our monthly guest slot at the Wellbeing Centre in Horsham town centre, we are pleased to say this will now be a regular slot, and we will be in the Centre on the following dates in 2022:

Thursday 13 January
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Thursday 10 February
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Friday 25 March
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Thursday 14 April
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Thursday 12 May
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Friday 24 June
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Thursday 14 July
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Thursday 11 August
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Friday 30 September
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Thursday 13 October
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Thursday 10 November
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Thursday 15 December
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Please pop in if you are passing, we would love to see you!

You can find the Horsham District Wellbeing Centre at Unit 4a The Forum, Lower Tanbridge Way, Horsham, West Sussex RH12 1PQ.



User Forum

We have really missed our annual opportunity to see you all with the added bonus of coffee and cake!

We are super pleased to announce we plan to hold an 'in person' user forum in 2022. We really value your input and would be really happy to answer any questions you have about our service. We have listened to your feedback and found offering a choice of sessions was much more inclusive, so we have planned for a session in central Horsham, and one in Storrington in the hope you can make one.

Tuesday 1 March 2022
10.30am – 12pm
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OR

Wednesday 2 March 2022
10.30am – 12pm
.....

Tuesday 1 March 2022 will be at The Wellbeing Centre in the Forum, Horsham Town Centre (next door to Blacks) at 10.30am – 12pm

The second session in Storrington on Wednesday 2 March 2022 will be held in The Chanctonbury Room, The Parish Hall, Thakeham Road, Storrington, RH20 3PP at 10.30am – 12pm.

We look forward to meeting as many of you as possible, please contact the Community Link team on **01403 215230** to register for attendance specifying which session you would prefer.



Community Link

Telephone: **01403 215230**

Email: **community.link@horsham.gov.uk**