



Wired

Putting You First

**Wirral Information Resource for
Equality and Diversity**

Contents

About Us.....2

Wirral Carers Health and Wellbeing Service.....3

Wirral Health and Wellbeing Connectors.....4

Wirral Mobility Scooter Hire and Shopmobility.....5

Wirral SEND Partnership.....6

Wirral Mediation Service.....7

Wirral Direct Payment and Payroll Service.....8

Wirral Personal Assistant Register.....9



About us...

WIRED is a Wirral based charitable organisation that was established in 2003. WIRED delivers a range of early intervention, prevention, well-being and financial related services through a blend of local authority grant funding and commercial income. Today we operate under the name Wired which stands for Wirral Information Resource for Equality and Diversity.

WIRED's core values are...

- The promotion and development of a society in which disadvantaged people can lead full and independent lives fully participating in society and reaching their potential
- To promote the equality, dignity and independence of disadvantaged children, young people and families and keep them safe from harm
- To support children and young people to be ready for school, work and adulthood

WIRED cascades these core values into service delivery through a number of key organisational principals;

- Empowerment – people should have control over their own lives
- Consultation – involvement in service planning by disadvantaged people and carers
- Information – clear and easily available
- Participation – in local, regional and national communities
- Autonomy– the freedom to make decisions about life
- Person Centred – to ensure that all audit activity follows the journey of the client through our services
- Outcome Based and Qualitative: – focussing on the how the service has improved people's lives
- Fair – equality and diversity issues are taken into account when developing and undertaking quality assurance activity
- Transparent – to deliver clear messages about the purpose and benefits of service to encourage openness and willingness to participate
- Ethical – always endeavour to respect participant's privacy and confidentiality
- Social value – wider financial and non-financial impacts of activity, including the wellbeing of individuals and communities, social capital and the environment

The above key organisational principals are embedded within service delivery through their integration into WIRED business planning, staff and volunteer recruitment, casework, staff supervision and organisational management and governance.

Our Services

- Wirral Carers Health and Wellbeing Service
- Wirral Health and Wellbeing Connectors
- Wirral Patient Advice and Liaison Service (PALS)
- Wirral Mobility Scooter Hire and Shopmobility
- Wirral SEND Partnership
- Wirral Mediation Service
- Wirral Direct Payment and Payroll Services
- Wirral Personal Care Assistant Register



Wirral Carers Health and Wellbeing Service

The Wirral Carers Health and Wellbeing Service provides free support to unpaid Carers to improve the quality of life for Carers in Wirral, supporting them to sustain their caring role and enhancing their ability to enjoy a life outside of their caring role.

Services available for unpaid carers...

Carers information, advice, support & activities –

Information, advice and support for Carers provided via telephone, email, E-News, social media, website and face to face appointments including signposting to local services, benefits advice, support groups, leisure activities, emotional support and counselling.

Carers Emergency Contact Service – Carers are issued with a unique identifier number and a central telephone number which operates 24 hours, 7 days a week. In the event of a Carer having an emergency such as being involved in an accident and unable to provide care to the cared for, back up support can be triggered through contacting the central telephone service.

Carers Counselling – We offer counselling to all adult carers and former carers who would like to speak confidentially about their situation.

Adult Carers online assessments – Support for Carers, where appropriate, to complete an On-line Adult Carer Assessment.

Carers training – A flexible training programme for Carers that includes understanding the role of a Carer, Carer's rights, power of attorney, local Carer support services, managing stress/building resilience and food energetics.

Carer awareness training for professionals – Training sessions for professionals that promote Carer awareness. This also included working with GP's and the NHS to identify Carers and to improve support for Carers health and wellbeing.

Dementia Carer Support – The Dementia Carer Support Service is for Carers who care for a loved one who has dementia. We run our Carer Support Service to help take some of the strain with both practical and emotional support.

Carers Groups – Groups meet at a variety of accessible local venues across Wirral and free refreshments are provided. Group activities to include meet and greet, crafts, information and advice.

How to access our services...

Carers can contact our services directly or they can request to be referred to WIRED by a GP, a local organisation or any other professional.



Wirral Independent Living & Carers Resource
Centre, 5 St John Street, Birkenhead, CH41 6HY



0151 670 0777



cws@wired.me.uk



Monday - Friday, 9am-4:30pm



Wirral Carers Health and Wellbeing Service
or **SCAN** the **QR CODE** to take you to our Facebook page



Wirral Health and Wellbeing Connectors

The Wirral Health and Wellbeing Connectors service is jointly delivered by AGE UK Wirral, WIRED and Wirral Mind. The service provides a number of connector roles that work across teams within adult social care to assist in promoting and connecting people to the services provided within Wirral Health and Wellbeing CIC and also to other health and wellbeing services available in Wirral, complementing and supporting statutory health and wellbeing provision.

How does it work?

Once a referral has been received a Wirral Health and Wellbeing connector will speak to the individual and make arrangements for a home visit. At this initial meeting a Wellbeing Assessment will be completed to help provide a person specific action plan, this will then be discussed with the individual as to how they want to proceed. Referrals can be made to the team via the Integrated Front Door, Integrated Care Co-ordination Teams, Multi-Disciplinary Team meetings, GP Community Matrons or a self/carers referral.



The support we offer...

The range of support offered can vary from going to community groups or supporting individuals to correctly utilise services such as opticians, pharmacists, occupational therapists and psychological therapies.

The connectors enable individuals to improve their physical and mental wellbeing and build social connections that will provide long term support, in order to prevent future crisis and re-referrals to Social Care.

How to access our services...



0151 522 7990



3rdsc@wired.me.uk



Monday - Friday, 9am-4:30pm



Wirral Health and Wellbeing Connectors

or **SCAN** the **QR CODE** to take you to our Facebook page



Wirral Mobility Scooter Hire and Shopmobility

What is Shopmobility?

The Shop mobility services hires manual and powered wheelchairs and powered scooters to members of the public who have limited mobility. These can be used to shop or visit leisure, commercial and hospital facilities in the surrounding area.

Who can use Shopmobility?

Anyone with limited mobility. So whether you have a permanent impairment, have broken your ankle or are pregnant these services are available to you.

Memberships

A membership scheme is in operation at both Centre's. Casual users are welcome and are charged for each visit.

Joining Fee: £30.00

Annual Renewal Fee: £25.00

Membership Hire: £5 per hire

Non Membership Hire: £9 per hire

- Long Term Wheelchair Hire: £18 per week (deposit required)
- Long Term Scooter Hire: from £30 per week (deposit required)
- Scooter service and repairs undertaken, please ask for details



Locations

Birkenhead - Wirral Independent Living and Carers Resource Centre, 5 St John Street, Birkenhead, Wirral, CH41 6HY

🕒 Mon-Fri 9am-4:30pm
Saturday 9:30am-4pm

Liscard - Liscard Shopmobility, Liscard Crescent, Wallasey, CH44 1AE

🕒 Tue & Thurs 9am-4:30pm

New Brighton - Marine Park, Kings Parade, New Brighton, Wirral, CH45 2NY

🕒 Sat & Sun 9:30am-4:30pm

How to contact Shopmobility...



0151 647 6162



contact@wired.me.uk



Wirral Mobility Scooter Hire and Shopmobility
or **SCAN** the **QR CODE** to take you to our Facebook page



ShopMobility UK

Wirral SEND Partnership

Wirral SEND Partnership (SEND IASS) provides free and confidential impartial information, advice and support to disabled children and young people, and those with SEN, and their parents. Wirral SEND Partnership also covers other issues related to special educational needs/disability (SEND) such as health and social care issues.

Wirral SEND Partnership offers:

- Face-to-face meetings
- Contact by telephone, email or social media
- Support in meetings with other professionals
- Help with letter writing or form-filling
- Appointments at a place to suit you
- Information about other services



Who can use this service?

- Parents or carers of children aged 0-25 and young people age 16-25 with special educational needs and/or disabilities
- Young people (aged 16-25) can ask for support separately from their parents/carers if they wish
- Information is available in a range of languages and formats if needed and Information, advice and support can be about any issue related to special educational needs or disability. You can self-refer or can ask someone else to refer on your behalf

Wirral Local Offer

Wirral SEND Partnership also help parents to navigate Wirral's 'Local Offer' of services. The Local Offer provides information on what services children, young people and their families can expect from a range of local agencies, including education, health and social care as well as information about other local support services.

Knowing what is out there gives you more choice and therefore more control over what support is right for you and your child. Go to <https://localofferwirral.org/> to find out what services are available in Wirral for children and young people aged 0-25 with special educational needs and disabilities.

How to access our services...

Parents or young people can contact our services directly using the telephone number or email address below. Professionals can also contact Wirral SEND Partnership in the same way.



0151 522 7990



ias@wired.me.uk



Monday - Friday, 9am-4:30pm



Wirral SEND Partnership

or **SCAN the QR CODE** to take you to our Facebook page



Wirral Mediation Service

Disagreement Resolution

Disagreement Resolution is for young people or parents of children with special educational needs or disabilities. It allows parties to come together to discuss issues and explore possible solutions in a respectful, constructive way.

It can be used to resolve disputes between parents, young people, education providers, health services and local authorities in an amicable way by both parties.

During the meeting a neutral facilitator ensures that both parties have the opportunity to explain their points and listen to what the other party has to say.

The aim of the meeting is to:

- Improve the channels of communication and understanding between the parties
- Reach realistic, practical solutions that meet the young person or child's needs
- Avoid the need to go through appeal or complaints procedures which can be time-consuming, costly and distressing

Participating in a disagreement resolution meeting does not affect your right to pursue further routes of appeal or complaint.

Mediation

Mediation is a confidential process (except in cases where there are safeguarding issues) and is conducted in a safe, neutral environment that allows for both parties to be listened to.

Young people or their families who have, or who have requested an assessment for, an Education Health and Care plan (EHCP) have the right to ask for mediation if they are unhappy with the local authority's decision about an EHCP.

Issues which can be discussed in mediation before going to appeal include:

- The Local Authority's refusal to carry out a needs assessment
- The Local Authority's decision not to issue an EHCP following assessment
- The description of the young person or child's special educational needs
- The extra help that is required to meet those needs
- The Local Authority's decision to cease to maintain an EHCP

Young people and families will be asked to consider mediation before registering an appeal, they also have the right to decline it if they so wish. This decision will not affect the outcome.

If the disagreement only concerns the name of the educational establishment then the case can proceed straight to appeal without the need for mediation. There are separate appeal processes for challenging the health and social care parts of the plan.

How to contact our service...



0151 522 7990



mediationadmin@wired.me.uk



Monday - Friday, 9am-4:30pm



Wirral Direct Payment Payroll Service

WIRED'S payroll team provide a payroll service specifically designed to meet the needs of funding providers and clients who receive funding from the local authority, the NHS or from an alternative source to employ a personal assistant or care assistant to work for them in their home. We are here to help and support our customers and remove the worry of paying staff correctly and remaining compliant with the ever-increasing burden of payroll legislation.

Work place pension

With the introduction of pension reforms there is now a legal requirement for every employer to offer a workplace pension. If you employ at least one person, you have a duty to help them save for retirement. All employers need to undertake Automatic Enrolment duties. Wired Payroll Service is well placed to help you with the Auto Enrolment process, having already helped many companies comply with the new regulations.

Our Services...

- Helping you select a payroll package that meets your needs
- Making sure your employees are paid accurately and on time
- Setting up and managing your pension scheme
- Registering you with HMRC and acting as your agent
- Processing your payroll data and making submissions to HMRC
- Providing printed or electronic payslips and reports
- Calculating your HMRC tax and NI liability and forwarding payments to HMRC on your behalf
- Setting up and manage your pension scheme, and guiding you successfully through your Auto Enrolment legal duties as soon as you employ your first member of staff
- Paying your employee's via Bank transfer if required
- Payroll support telephone helpline open (Mon–Fri 9am to 4:30pm)



This is not an exhaustive list of our services and tailored packages of support are available upon request.

How much does it cost?

The WIRED Payroll service offers a range of different options, dependent on the needs of the employer, for a fixed fee with no hidden charges. **Contact us for a free, no obligation quote.**

How to access our services...



0151 522 7990



wiredpayroll@wired.me.uk



Monday - Friday, 9am-4:30pm



Wirral Direct Payments and Payroll Service
or **SCAN** the **QR CODE** to take you to our Facebook page



Wirral Personal Assistant Register

The Wirral Personal Assistant Register is a free service to connect employers with personal assistants in Wirral.

How does it work?

Employers, Direct Payment recipients or individuals funding their own support who have a vacancy for a personal assistant, can register with the Wirral Personal Assistant Register by visiting our website www.wired.me.uk. Head to our Independent Living tab and click on 'Find A Personal Care Assistant Wirral'.

Personal assistants seeking employment opportunities register with the Wirral Personal Assistant Register using the link that is on the same page. Please note that the link for employers and the link for personal assistants are separate, and clearly labelled on the web page. WIRED will then email employers who have PA vacancies the name and contact details of personal assistants that match that particular employer's needs, enabling the employer to contact the personal assistants directly and make arrangements for interviews etc. WIRED will not share employers details with personal assistant candidates.

Personal Assistants

A personal assistant is someone you can employ using your direct payment to help you with a wide range of tasks at home, at work or when you are out and about. Some examples of the tasks a personal assistant can help you with include:

- Personal care – such as getting dressed
- Making meals
- Taking medication
- Tidying up
- Helping with work or education
- Using transport and getting about
- Going out, such as shopping or taking part in social activities.



A Personal Assistant does not need to have a nursing or social care background. It is up to the person who is going to employ them to decide who the right person is, and what sort of tasks they need to be able to do, and to train them to do these tasks.

How quickly do you hear back after registering?

We will run a matching process each week on the system, if there is a personal assistant that matches the needs of an employer, the employer will be contacted and will be provided with the contact details of the personal assistant. Additionally, we will periodically filter through all of the employers registered on the system and the personal assistants and make contact with them to check if employers still have a vacancy and if personal assistants are still looking for employment as a PA. You can change the criteria on your registration by emailing us.

How to contact us and sign up...



wirralparegister@wired.me.uk



www.wired.me.uk

Get intouch...



Head Office - WIRED, St James
Centre, 344 Laird Street, Birkenhead,
CH41 7AL



0151 522 7990/0151 670 0777



contact@wired.me.uk



www.wired.me.uk

Wired
Putting You First

Who we work with...

