

Ambitious agenda for tough times

NEW ways of providing essential services are on the way with getting more for taxpayers' money at the heart of an ambitious agenda.

Technology will play a leading role as we aim to realise budget efficiencies of £50 million over the next two years.

That's on top of the annual £40 million already saved over the last few years thanks to an internal efficiency drive - money that's allowed us to maintain front-line services, invest in areas under pressure and helped deliver the lowest ever percentage council tax rise this year since the system started. The impact of the recession, public spending cuts nationally and the need to keep council tax increases as low as possible, are all key factors behind major changes between now and 2011.

West Sussex continues to be underfunded. If we got the average settlement for a County authority we could knock 15% off council tax.

"It's important to stress that we are not talking about doing away with much-loved services but finding modern, more efficient ways of delivering them," said West Sussex Leader, Henry Smith. "Value for money will be very much the key. We can be a leaner organisation as we strive to do more for less."

For example:

- Residents will find us open for business 24/7 with more services or advice available via website improvements.
- Our Contact Centre will be a local call 'one-stop shop' for many more enquiries.
- There will be personal support and advice for people whose needs are



One step beyond!

Our new improved West Sussex Music Service has been judged as one of the best in the country.

The aim behind the revamped service is to introduce the delights of music to as many of our school pupils as possible.

You don't have to be a violin virtuoso to enjoy one of the Music Centre sessions, which

more complex.

Home care is one area that will see major changes aimed at giving more people an independent lifestyle.

West Sussex has been a national pioneer of 'personal budgets' for people entitled to social care support - giving them the power to decide what support they want to meet their care needs.

Older people being

discharged from hospital will be offered intensive care packages led by occupational therapists so they can get back on their feet and resume day to day living much more quickly.

We're looking right across the board to make sure that we are spending your money where it's most needed and effective.

The County Council will be working in partnership with the

caters for beginners upwards to enjoy playing music together or trying out a new instrument. The report, by the Department for Children, Schools and Families (DCSF), said the service was excellent in many areas including support for pupils, value for money, and teaching skills.

More info: email music@westsussex.gov.uk or call 01243 642361.

voluntary sector and a wide range of public sector organisations like the NHS. It is also strengthening partnership working with the seven district and borough councils to ensure value for money.

Henry said a continuing drop in central government grants for services, was also expected.

"Times are tough for

public services, but they are tough as well for our residents and the business community.

West Sussex gets £124 per resident compared to a national average of around £190.

That's why people rightly expect us to lead by example, and ensure we do all we can to make every penny count."



This service is fired up to help you!
See page 3



Letting them know that the drugs don't work
See page 4



Keeping you safe at Halloween
See page 18

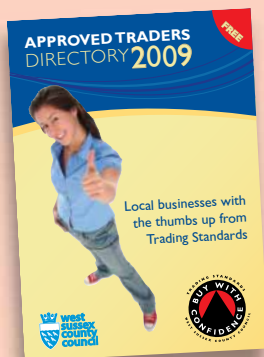


A special type of education
See page 17

★★★★★
Keep West Sussex working
turn to page 6 for an update on ways we're helping residents and businesses through the recession plus a report on spending and work to balance the books.



BWC is a list of approved traders vetted by our Trading Standards Service and is designed to protect both consumers and businesses against unfair practices.



If you would like to become a BWC trader, or want to find one, call

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Get a copy of the **Buy With Confidence** Directory of local traders at your library, Help Points, by ringing **01243 642124** or view it online at www.westsussex.gov.uk/tradingstandards
The next issue will be out in Jan 2010.

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Free electric blanket tests are being held by our Fire and Rescue Service.

Firefighters urge all electric blanket owners to look out for:

- Signs of wear and tear.
- Scorch marks.
- Loose connections.
- Any damage to the flex.

"An electric blanket is more likely to be a fire risk if it is over three years old and should be checked.

"However, new electric blankets can also become dangerous if used or handled incorrectly" said Jackie Boyle, the Fire and Rescue Service's Community Safety Officer.

Tests are taking place between 9.30am - 1pm and 1.30pm - 4.30pm at:

- Crawley Fire Station**, Ifield Avenue - Thursday October 15.
 - East Grinstead Fire Station**, London Road - Monday October 12.
 - East Preston Fire Station**, North Lane - Wednesday October 7.
 - Haywards Heath Fire Station**, Mill Green Road - Friday October 16.
 - Horsham**: Lavinia House, Dukes Square, Denne Road - Wednesday October 14.
 - Midhurst Fire Station**, New Road - Thursday October 8.
 - Shoreham Community Fire Station**, Stoney Lane - Tuesday October 13.
 - Worthing Fire Station**, Ardsheal Road - Friday October 9.
- Book in advance on 01243 642124**

FIRE FACTS:

★ Each year there are about 1,000 fires in the UK caused by faulty electric blankets, and around 20 people are killed and 250 injured in these fires.

★ Last year in West Sussex 629 blankets were tested and out of these 39 were found to be dangerous and 35% failed due to other faults.

SWINE FLU INFORMATION

Many of us will get bad colds or flu in the coming months. As winter approaches, with swine flu also present in the community, it is important to do all we can to stay well and to prevent infection spreading. For up-to-date information on swine flu, its symptoms and what to do if you are unwell, check our website - www.westsussex.gov.uk

There is also advice on how to stay protected, and links to other websites including the Department of Health. Alternatively, call the Swine Flu Information Line on **0800 1 513 513**.

CONTACT US:

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REDUCE THE RISK

HALLOWEEN, November the Fifth, Diwali, the festive season ... There's plenty of scope for fun and partying in the months to come. But it also means an increase in the risk of fire in the home.

So be wise this winter and follow the common sense home fire safety guidelines drawn up by our Fire and Rescue Service. They cover:

Smoke alarms:

Just ask Brian Whitman, 64, of Shoreham, about the value of smoke alarms.

A smoke alarm installed by our firefighters alerted him about a blaze in his flat.

Brian, who has impaired hearing, was able to put out the fire using buckets of water after being woken by a vibrating pad alarm under his pillow.

He was led to safety by firefighters and given oxygen before being taken to Worthing Hospital. Brian said: "There is no doubt about it - this device saved my life."

Top tips:

- Fit smoke alarms on every level of your home.
- Check the battery once a week.
- Replace the battery every 12 months.

Fireworks:

Make sure your party goes with the right kind of bang on 5 November.

Top tips:

NEVER:

- Put fireworks in your pocket.
- Return to a firework after it has been lit - it could explode in your face.
- Throw fireworks.

ALWAYS:

- Read the instructions carefully, using a torch or hand lamp.
- Light fireworks at arms length using a taper or a firework lighter.
- Stand well back.
- Ensure all children with fireworks are well supervised.
- Keep all pets and animals indoors.
- Put the hot end of finished sparklers down in a bucket of water.

Christmas:

Over Christmas and New Year people spend more time at home, usually with a lot more guests.

"While people are relaxing with friends and family, everyday fire risks increase. People are more likely to be distracted and more vulnerable to accidental fires," said Jackie Boyle, Community Fire Safety Officer.

DO:

- Plan your escape route in the event of fire and ensure all your guests know where the door and window keys are kept.
- Check the maximum amps that can be handled by the fuse in the plug.
- Replace bulbs if they blow.
- Put candles in proper holders so that they cannot fall over.
- Keep decorations, cards and wrapping paper away from candles, open fires and heaters.

DON'T:

- Be distracted when cooking.
- Leave fairy lights switched on when you go out or to bed.
- Let bulbs touch anything that can burn easily like paper or fabrics.
- Leave candles unattended.



Janine, centre, with Linda on the sofa behind her

Charity starts at home

For Janine life would not be the same without Linda, her Home-Start volunteer.

The 34-year-old single mum of five from East Preston has nothing but praise for Linda.

Janine said: "She is an amazing lady who has helped me build up my confidence and self-esteem."

Linda offers Janine and her family practical help with daily routines. She also takes part in fun activities with the whole family such as going to the park or for a coffee. Linda has even helped Janine search for jobs to get back into working life.

Home-Start is the country's leading family support charity with 330 schemes across the UK and several in West Sussex, including Arun. Home-Start volunteers offer both practical and emotional support to families that are struggling to cope for whatever reason, including post natal depression, isolation, illness, disability or bereavement. Support is confidential and non-judgmental and all volunteers attend a preparation course and must have an enhanced criminal records bureau check before they are matched to their first family.

Home-Start Arun is partly funded by the County Council, and partly through grants and fundraising activities. They work in partnership with our children and family centres - the centres family support workers go to Home-Start family groups to work with the families there, and, in turn Home-Start families are encouraged to use the

services the children and family centres provide.

Linda, who started volunteering in 2001, said: "Volunteers must be prepared to listen and be non-judgmental, always remembering you are being invited into people's homes to help them."

"It can be tough and hard work to build up trust with

the family sometimes, but it is rewarding when they reveal their stories and you can help them. There is also fantastic support from Home-Start for volunteers. They are always at the end of a phone for you."

If you are interested in becoming a Home-Start Arun volunteer - either as a home visitor like Linda, a

trustee or a fundraiser email arunhomestart@ukonline.co.uk or phone **01243 869611**.

For volunteering opportunities or enquiries for the rest of West Sussex and nationally, call **0800 0686368**, or visit www.home-start.org.uk



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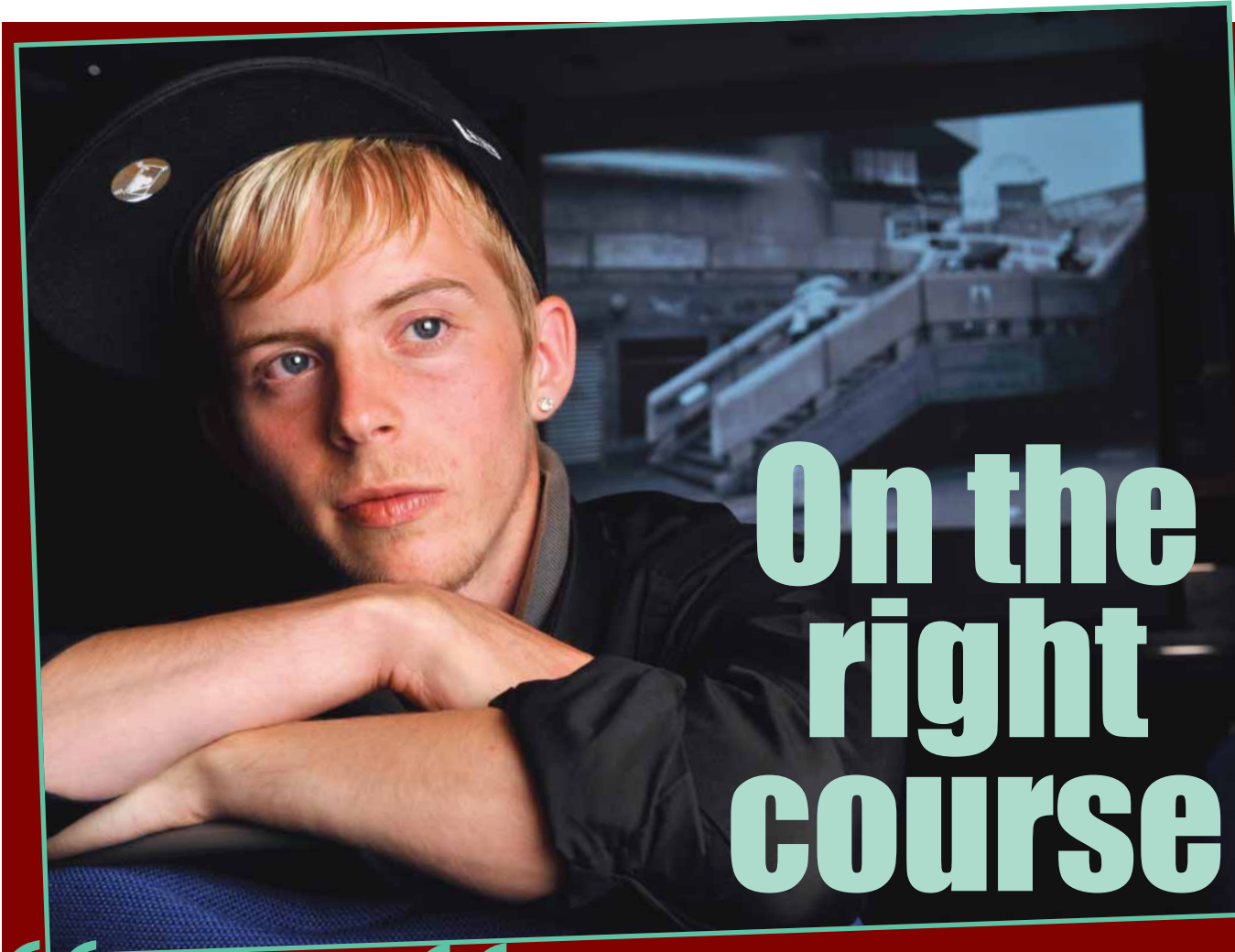
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"Although I was apprehensive about leaving my own home, it is a wonderful change to come to this peaceful haven in historic Chichester. And it has given me affordable comfort and companionship."



On the right course

An intensive programme of multi-media activities aimed at repeat young offenders was held by West Sussex Youth Offending Service to help them get a job or move onto further education.

The programme took six weeks to complete and included computer game design, photography, art studies, music and numeracy and literacy sessions.

The young people also ran a workshop that enabled them to share their newly-acquired skills with other young men and women.

They all now have a formal arts qualification and have had one-to-one consultations with Connexions, the young people's advice service, about moving on to college or taking part in related courses.

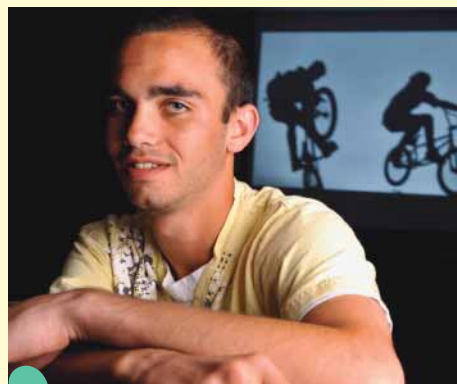
Luke O'Keefe, Sports and Activities Coordinator, Youth Offending Service, said: "As well as raising aspirations and self-esteem, the project also challenged negative attitudes and behaviour, which is linked to criminal behaviour."

"Projects like this have an important role because a young person in education or employment is far less likely to commit crime."

Here three young people who went on the course talk about how it has helped shape their future:

"I had recently got out of prison for street robbery and affray when they put me on this course. "I have learned things I didn't think I would ever learn. "This kind of thing stops you just hanging around on the streets 24/7 because you are doing something. "It's a good course and it does make you think. It has helped me towards more positive things and it gives you something worth the same as a GCSE at the end. - **Kyronne Kanning, 17.** (pictured above)

"It wasn't an easy five weeks. Everyone had to get straight to work every day. We've made new friends and we have made new decisions on the course. "All of us had gone down the wrong path. But by doing this course we have taken a step forward and realised there is much more to life than crime. "It has made me think about my life and I'm back studying now. "I want to follow a career in photography and I am helping out a professional photographer. I'd thought of doing this before but never really did anything about it until the course. "When I came out of jail, I was determined to fix my life up. But without this course I would probably have carried on what I was doing. It has opened my eyes to change. - **Dean Lynch, 18.**



"I was out of prison on licence when I did this course. It has really made me get up and go because usually I would just sit indoors. "I'm now about to start a college course - something I wouldn't be doing if I hadn't gone on the course - **Ally Phillips, 17.**



You said - we did



A recent e-panel survey showed that recycling is a hot topic in West Sussex. Residents said they wanted more information on recycling, and more feedback from councils about what happens to the recycled waste.

The survey gave valuable information on different views people have about the environment and how we can work together to protect it. E-panel members said the public wants to be kept more informed about our environmental policies and planning for the future.

The results have also encouraged the County Council to do more research about environmental issues as well as on many other issues in the county, such as schools of the future and the fire service.

See the results of surveys or join the residents e-panel and find out what consultations are taking place and get involved at www.westsussex.gov.uk/haveyoursay

Josh Prince is set to become a valuable volunteer with the West Sussex Youth Offending Team.

There's his CV for a start: a 19-year-old ex-drugs dealer who has done time.

Combine that with the bling and the street smart clothes and he's got the kind of cred kids on the cusp of turning to crime are going to take notice of.

Josh was 17, his partner seven months pregnant, when he was arrested for possessing Class A drugs and because of the seriousness of the offence, he was refused bail.

Two months later, he was sentenced to 18 months in Feltham Young Offenders Institute, where he served eight months.

"That meant I missed the birth of my daughter and more or less the first year of her life," said Josh.

He did not waste his time inside. He gained GCSEs and also accepted help from a drugs misuse worker.

When Josh was released a year ago, he received help and support from Mandy Locks and Sandra Cook, of the Youth Offending Team.

There was a time, Josh admits, when the choices facing him were stark.

"But now I live in a nice flat and I've got a fabulous daughter. Although I've got a regular job as a store cleaner, I'm now aiming to start my own online clothes and fashion accessories business," he said.

Josh will be working with the Youth Offending Team, talking to young people at school and college open days, working with crime prevention teams in West Sussex and talking one-to-one with potential young offenders.

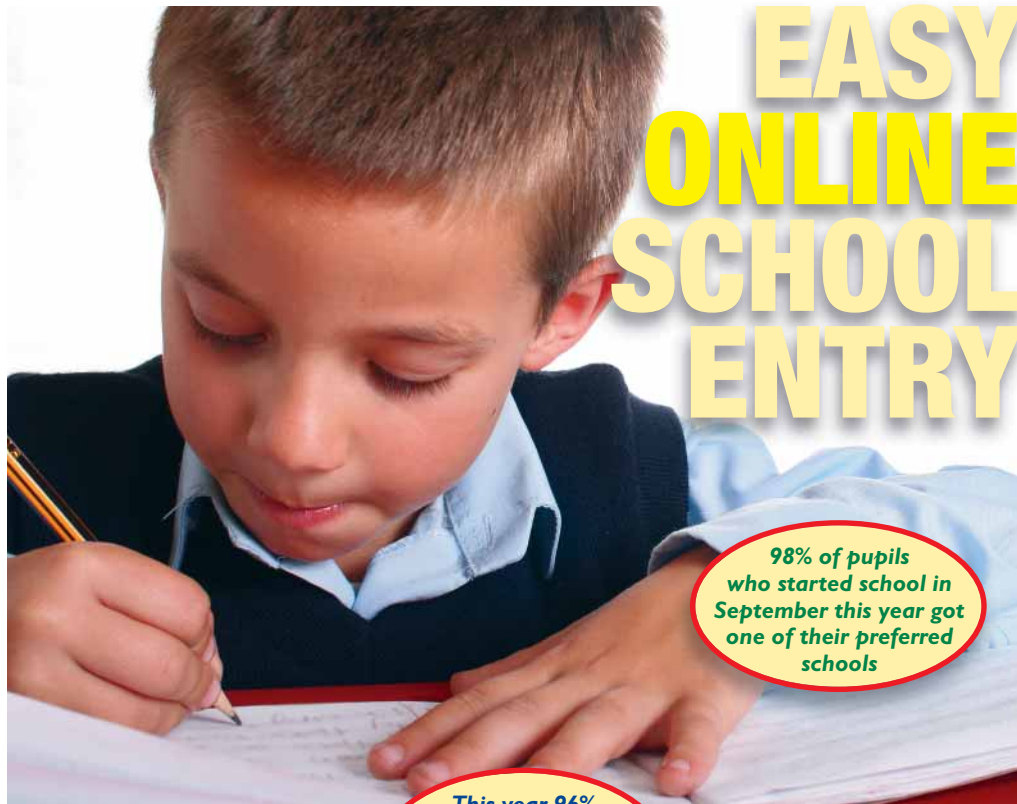
He said: "I think I will be good at it. Because let's face it, when it comes to crime, I've lived it, got the T-shirt."

The Youth Offending Team already arranges for young people to visit Lewes Prison to hear first hand from convicted criminals.

"But they tend to be of a different and older generation. That isn't the case with Josh. He's of a similar age so young people will be able to identify with him. We're sure he'll be a valuable asset," said Mandy.

The drugs don't work





EASY ONLINE SCHOOL ENTRY

98% of pupils who started school in September this year got one of their preferred schools

This year 96% of pupils transferring to secondary school were offered one of their preferred schools

You need to take action now if you have a child about to start school or move to the next stage of their education, as the deadline for applications is fast approaching.

96% of children transferring to Junior or Middle school this autumn were given their first choice.

It's easier than ever to apply for your chosen school, as it can now be done online at www.westsussex.gov.uk

Go to Education on the home page and then click 'Admission to School' - select 'Applying online for

starting school and transfers', and this will take you to the eAdmissions website. It is simple, convenient and time saving and you will receive an instant acknowledgement confirming your application has been received.

Application packs have been sent out to the home addresses of all children who are due to start school in September 2010. If you haven't received a pack call 0845 075 1007.

Those who are transferring to senior school will have already been given packs by their current school.

SCHOOL TERM DATES

Autumn Term:

Finishes on Friday 18 December.

Half Term: Monday 26 to Friday 30 October inclusive.

Spring Term:

Starts Monday 4 January and ends Thursday April 1 2010.



We're in!

Join the 'in-crowd' this term and enjoy delicious nutritious hot school dinners from just £2 a day.

There are 7,000 primary school students at 102 schools across West Sussex already tucking in, with 47 more schools in the lunch line to take Steamplicity meals from early next year.

But don't just take our word for it - here's what one Year 5 boy had to say:

"The dining hall smelt lovely and the broccoli and cauliflower with my shepherd's pie were just right. The pie was amazing because the mashed potatoes were mixed with cheese and it also had cooked tomatoes in it."

Teachers are happy too! Headteacher Gillian Miles said: "Since the introduction of Steamplicity meals to our school we have seen improved attendance, behaviour, table manners and increased awareness among the children that they need to eat their 'five a day'. We are delighted."

Tempted your tastebuds? Then visit www.mealselector.co.uk 0845 6037998 or contact lynda.mayor@compass-group.co.uk



EAT

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Chartwells

Admission deadlines:

For children starting school - Midday 6 November 2009.

Children transferring to Secondary/Intermediate school - Midday 23 October 2009.

Children transferring to Junior/Middle School - Midday 26 February 2010.

If you have any queries about any of the above processes ring 0845 075 1007.

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Q. Who, What, How, Will?

Who will inherit YOUR Estate? What happens to your family home and savings after you've passed away? How will those you care about be looked after? Will your assets be protected for generations to come?

These are issues we do not like to dwell upon - indeed statistics widely indicate that up to 70% of adults don't have a Will. It's as if the whole question of inheritance is too taxing to contemplate!

People put off making a Will for a variety of reasons, either believing that those they would wish to inherit will automatically do so, or because they don't think it is relevant to them at this particular time.

The reality is that you can put off making a Will until it is too late and this poses all sorts of problems for the people left behind and could mean that some or all of your inheritance either goes to the wrong person or to The State.

Who needs to make a Will?

In particular, anyone with dependent relatives; that is, children under the age of 18, elderly relatives or relatives with a disability who have special needs. In fact, everyone who owns property or has any type of assets which they would wish their relatives, friends or charities to benefit from needs a will.

"But won't everything go to my husband, wife, civil partner, parents, children or grandchildren automatically?"

This is a common misconception and depending on the size of your estate, there are set rules which The State has provided, to

determine who inherits and how much, if you do not make a Will. This may not be what you would have wished for and in the worst case scenarios where relatives cannot be traced, your assets may be taken by The Crown.

"We've made a Will...leaving everything to each other and then to the children"

Sounds familiar doesn't it? But your children could end up with very little or nothing at all. There are many reasons why events in your life may conspire to disinherit - divorce, remarriage, creditors and bankruptcy...

Affordable Peace of Mind

Making a Will and perhaps a Trust, provides you with peace of mind and enables you to plan exactly what will happen to your home and savings following your death. This ensures that those you would like to benefit actually do so, in accordance with your wishes and at the same time avoiding any possible disputes between relatives.

Making a Will is a long term plan to care for those nearest and dearest to you and all family situations differ, so if you think you may be affected by any of these issues it's always best to find out from the experts how a tailor made Will may help you.

For further information or a free initial home consultation please call Michael Doctors on 01273 236 036.

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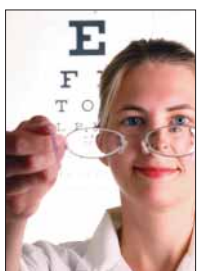
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Where there's a Will... there's a way to protect your family home and savings

Have you made your Will yet? Even if you have, will it achieve what you would wish for? Create a Will and Family Trust and ensure events do not conspire to disinherit your true intended beneficiaries

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Kim's 'Wilde' about recycling

KIM WILDE, 1980s pop star and now a gardening expert and author, opened our flagship plant that is revolutionising the way recycled rubbish is handled in the county.

Called a Materials Recycling Facility (MRF), the plant, at Ford Airfield near Arundel, sorts the wide variety of products left in kerbside recycling bins. It is one of the most advanced in the UK and has the capacity to sort 100,000 tonnes of mixed recyclable materials collected from all West Sussex households each year.

Keep West Sussex working!

Keeping the county working...

There are small signs nationally that the worst of the recession may be over, but many of us are still feeling the pinch in West Sussex.

The County Council has come up with a number of measures as part of a £500,000 package to help the county's businesses and residents during the recession.

Action taken so far includes:

- £100,000 to the Citizens Advice Bureaux to help West Sussex residents who need debt and other counselling.
 - £80,000 to Business Link Sussex to provide up to 240 business improvement reviews and advice to West Sussex businesses.
 - £110,000 to the West Sussex Credit Union to fund, with partners, budgeting, and debt advice workers.
 - Supporting a fuel poverty coordinator to help residents develop affordable bill payment plans and negotiate better deals with energy suppliers.
 - A price freeze on many Adult and Community Learning Courses. Now is the perfect time to sign up to a course to develop your skills or help you re-train.
 - £15,000 to libraries to provide hundreds of new books advising on employment and business, to help guide people through the downturn.
 - A pledge to take on 200 apprenticeships over two years with 70 in the process of being recruited.
 - Putting a bid for funding under the Government's "Future Jobs Fund" to help those 18-24 year olds who have been out of work for around a year.
- For details of free environmental reviews for businesses, call **01243 777348** or visit www.westsussexsbp.org.uk
For other ways to get help and advice visit the 'Keep West Sussex Working' pages on our website.

How have we spent your money?



The Financial Report and Accounts is where we show you how your money has been spent over the last 12 months to provide the 80 per cent of local government services for which the County Council is responsible.

The accounts for 2008/09 were approved by our Regulation, Audit and Accounts Committee and are at the time of publication awaiting sign off by our auditors.

They show that revenue spending for 2008/09 was £878 million. The budget for the year included £15m of efficiency savings from the Fundamental Service Review, part of our ongoing programme to improve services to our customers while securing major savings for West Sussex tax payers.

Final spending for the year was £4.2 million, or 0.5 per cent less than we budgeted for. Of this, some £5.7 million came from underspending by services. The County Council had £12.9m invested in Heritable Ltd, a UK-regulated bank, in September 2008, when Heritable's Icelandic parent company failed. We estimate that £2.6m of this money will not be recovered and have written that off in the 2008/09 accounts; however, investment returns in the first part of the year were so healthy that the budget was exceeded by £4m. Even allowing for Heritable, therefore, we made a surplus of £1.4m on our cash management for the year.

When the County approved its 2008/09 budget it had planned to take £4m from balances to invest in generating savings from

the Fundamental Service Review. Because of services' good financial management in delivering an underspend, however, this contribution has not been needed. This means that general balances remain at a healthy £13m which acts as some insulation against the difficult financial times ahead.

The table below shows how the underspending is made up in more detail.

We have also spent £121m on capital schemes such as road improvements, refurbished school buildings, new residential homes for older people and the new Crawley Library and office buildings. Some £10m was spent on the new Bognor Regis Community College which will open in 2010.

In future years it is clear that public finances will come under ever-greater pressure as the costs of managing the current recession mount. The County Council is well-placed to meet this challenge, having delivered an underspend in 2008/09, retaining a prudent level of balances and investing in the Fundamental Service Review.

This report can only provide a snapshot of how we spend your money as effectively as we possibly can on the services you rely on.

The complete financial statements can be found at www.westsussex.gov.uk/accounts08-09

Revenue Spending 2008/09	Latest budget for year £m	Net spending £m	Variation £m
Adults' Services	186.8	186.2	-0.6
Children and Young People	536.3	536.5	0.2
Libraries and Communications	11.1	11.2	0.1
Deputy Leader	2.2	0.8	-1.4
Environment and Economy	6.1	6.0	-0.1
Finance and Resource	11.7	9.0	-2.7
Public Protection	44.6	44.2	-0.4
Strategic Planning and Transport	102.2	101.4	-0.8
Spending by services			
Capital Financing and Investment	-10.6	-12.3	-1.7
Planned Changes to Balances	-6.3	-0.7	5.6
Loss on investment in Heritable Bank	0.0	2.6	2.6
Investment income	-7.3	-11.3	-4.0
Contingency	1.0	0.0	-1.0
TOTAL NET SPENDING	877.8	873.6	-4.2

BALANCING THE BOOKS

The report above shows what services your council tax paid for last year. This financial year has brought extraordinary financial pressures for us all.

Like every private saver we have been hit by the fall in interest rates and need to plug a hole in the budget of some £2 million as a result.

Like other councils up and down the country we are dealing with more child protection work with a big

increase in the number of children referred to social services in the wake of the Baby P case. This has meant a significant increase in spending to support these children and their families. This is an area that simply has to have top priority and not one where we can cut costs.

As a result we face a projected overspend of just over £5 million by the end of the year unless we reduce or freeze spending in other

areas. All services are being asked to reduce spending to keep us in the black.

This is entirely separate from the new ways of providing services highlighted on the front page which will help us to work better and smarter in the future.

Short term measures to trim expenditure in order to balance the books will be chosen to have the least possible impact on front line services.



recent conference included 'time banking', which is a new project for people with a mental health problem, starting in the Southwick area. People who sign up for the scheme work for credits rather than cash, which can be exchanged for services from other members. For example, if you love gardening but hate cooking, you could spend some time tidying up a member's

to Change, an organisation which campaigns to end the discrimination faced by mentally ill people. Among their initiatives are beermats which blast away myths such as 'People With Mental Illness Can't Work'. In fact figures show that most people work alongside someone with mental illness.

The County Council works with many organisations in West Sussex to challenge the stigma that is still

people with mental health problems in the county, as less than a quarter of them

interviews made him nervous and uncomfortable. Paritas helped him through



Mental health problems are far more common and widespread than most people think or would like to admit.

In fact one in four people in West Sussex is likely to suffer a mental health problem at some point during their lifetime.

In the workplace one employee in six will suffer from depression, anxiety or problems related to stress. There is also evidence that more people are seeking help for mental health problems caused by the current recession.

If you break an arm or a leg you will be treated sympathetically by most

people. But if you suffer from mental illness you are still likely to be shunned by a large section of the population.

A generation ago people used to talk about cancer in hushed tones and were frightened to talk openly about the illness. Now most people feel free to talk in public about the problems they face.

Sadly mental illness remains the final taboo. But now a number of initiatives are underway in the county to educate people about the reality of the illness and help put an end to the discrimination many mentally ill people face.

Subjects covered at a

garden, while they bake a cake for you! But you don't have to do a direct swap on tasks – you can build up your credits and use them with any member of the project at any time.

The conference formed part of Get Moving Week (October 3 - 11) run by Time

associated with mental illness. It also has a number of schemes in place to support people experiencing mental distress and to help with their recovery.

Paritas is one of these organisations. It acts as a recruitment agency specialising in employing

are employed. But since the organisation was launched last year it has supported 131 people and of these the County Council has recruited 31.

Paritas goes far beyond the traditional role of a recruitment agency and promotes diversity and wellbeing in the workplace. It provides mental illness awareness training to employers and opportunities to promote equality.

Colin is typical of the kind of people Paritas has helped. It managed to find him employment within two weeks. He suffered from a lack of confidence when speaking, and attending

the recruitment process.

Colin has now had the same job for nearly a year and his employers are delighted with his progress.

The County Council is playing a major role in bringing the way we behave towards people with mental health illness into the 21st century. You can play your part. If you know of someone with the illness be there for them and don't cut them out of your life or workplace.

Look out for a poster display in our Libraries and Help Points throughout October. More information is also available on our website at www.westsussex.gov.uk/mentalhealth or www.paritas.org.uk

Breaking the final taboo

Telecare Caring technology



Technology is helping West Sussex people remain safe and sound in their own homes.

Telecare will soon be available countywide and is an extension of the community alarm scheme. It uses all sorts of equipment to aid vulnerable residents.

Different devices can detect environmental risks such as smoke, flooding and gas leaks, will call for help if you've fallen over, and can even remind you to take your pills!

Telecare is for anyone who might be vulnerable, including older people who live alone, people with an ongoing illness such as a heart condition, people with dementia or those who have recently been discharged from hospital. It also provides reassurance to concerned friends and relatives.

There are many different scenarios



which can be improved thanks to Telecare.

Here is just one successful case study: 'Miss D', 85, lives alone and suffers from dementia. She has Meals On Wheels delivered but likes to cook her own vegetables. But sometimes she gets distracted and leaves the gas on. Her life was saved after she had a gas detector fitted.

The call centre alerted her neighbour who found Miss D, just in time, on the floor and the flat full of gas.

To find out more visit our website or call Neil Pettitt on **01243 382053**.



Royal Bay Claremont Gardens - Assured Retirement Living

Companionship? Independence? Security?

For Sale - individual properties

Show Cottage open for viewing

- Royal Bay Guaranteed Purchase Plan
- Contact us to learn more about 'Try Before You Buy'
- 20 Linked Garden Cottages
- Independent living with like minded people
- House Manager to offer support
- Fine dining cuisine in restaurant setting



For a detailed colour brochure or appointment to view the cottages please ring Charles Peck on 01243 816666 or visit our website www.claremontgardens.co.uk

Claremont Gardens and Claremont Lodge both situated at Fontwell Park, Eastergate, West Sussex PO20 3RY. Between Chichester and Arundel just off the A27 on the A29.

Claremont Lodge - Care Home

- FREE NURSING CARE entitlements
- Arguably West Sussex's finest Care Home
- For full time or respite care by professional staff
- Social and activities programme
- Colour coordinated interior designed rooms
- Landscaped gardens and grounds

Please call **0845 125 6166** or visit our websites www.royalbay.co.uk www.claremontlodgcarehome.co.uk



Now with Nursing Care

Firefighters spent an afternoon at The Place Youth Café, Worthing, teaching young people about fire safety using art forms like graffiti to hammer home the message.



The writing's on the wall

School Rule

Would you like to have a say in the way your local school is run?

Then become a school governor and join 4,000 other ordinary people from many areas of society who devote time to getting to know the school well and support it.

You don't need any formal qualifications to become a governor but you do need an interest in and a commitment to the education of children.

They work with head teachers to make decisions about how a school is run from its finances through to staff recruitment and disciplinary procedures.

Julie Burnett-Kirk knows more than most about how worthwhile the governing body of a school can be, as she comes from Australia, where there is no such thing.

She said: "I first became a governor when my daughter was at school, and it was a way of contributing as a full-time working mum. I had never been able to go to the school and listen to readers or go on trips with the class so this was a way I could support my child's school.

"After she left it was a way of being able to represent the community view and to give an 'outsiders' viewpoint through my questioning or comments. Trying to describe why I love being a governor is quite challenging but I find it an extremely satisfying way to be involved in what can make a difference to a child's chances in life."

To find out more about being a governor visit our website, or call 01293 423501 (north) or 01903 839244 (south).



What Carers Want



Did you know that around 10% of West Sussex's population is made up of unpaid carers? We therefore want to make sure the 78,000 voices are heard and their needs are met in the future.

More than 100 people attended a West Sussex Carers Conference, organised by the County Council, West Sussex Primary Care Trust and West Sussex Carers Support Services.

The conference was an opportunity to discover what carers really need and want. Here are some of the things carers told us they would like to make their

lives easier:

- A short break from their caring responsibilities, free from guilt and anxiety
- An increased range of emotional support available to meet individual's needs
- Working carers want to be able to ask for information about their rights and to be better supported by employers through flexible working practices

- Better access to information and advice on medical issues and greater support and advice at the time of diagnosis
- Improved access to information that is timely, accurate and adapted to suit the individual carer's needs.

We are continuing to consult with our carers. If you would like more information, or to have your say, visit our website.

ZERO TOLERANCE ON ABUSE

We've all heard about child protection but how often do we consider adult protection?

The County Council wants to ensure vulnerable adults are kept safe and make it clear that adult abuse will not be tolerated. We believe each person has a right to be respected and not threatened, harmed or put at risk.

A 'vulnerable adult' is a person aged 18 years and over who because of disability, age or illness may not be able to take care of themselves or protect themselves from harm or exploitation. We are asking you as a neighbour, family member or friend to make it your business to keep a lookout for vulnerable people and make sure they are safe.

National figures reveal that up to 8,000 older people living in their own homes in West Sussex could be experiencing some kind of abuse and it's up to us to be alert to the signs.

Abuse may not be easy to detect but signs could include a change in behaviour with a person becoming more cowed, unkempt, dressed inappropriately or in extreme cases bruised or injured. You may see someone verbally or physically abusing a vulnerable person, touching them roughly or inappropriately, humiliating them or spending their money.

Be a responsible citizen, remain vigilant, and let us know if you are concerned, then we can enforce a zero tolerance of adult abuse in West Sussex.

For further information on the different types of abuse and how to report a concern, visit our website.

BETTER TOGETHER

Selling advertising to offset the cost of producing this newspaper is one example of the way the Council is always looking for ways to provide more value for money. We are delighted that the PCT has teamed up with Connections to share the cost of communicating with residents. (See back page for PCT news.) In the months to come we aim to deliver more examples of how by joining up with partners we can work better together.

- Our pull out and keep Guide to Essential West Sussex Services opposite is another example of us working in partnership and has a range of contacts for the many other organisations we work with.

Learn to drive like the experts

on the Young Drivers' Skills Course

Aged between 17-25?

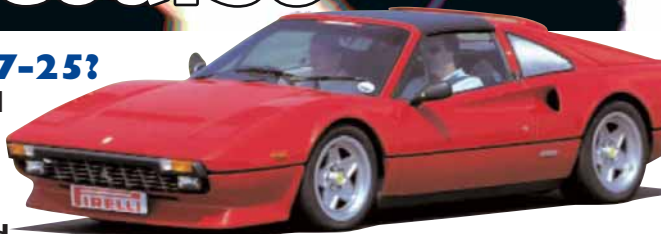
You could benefit and improve your driving skills and awareness through this on-road course with Advanced

Driving Instructors - run by West Sussex County Council in partnership with 'Skid-Control' on the skid pan at Goodwood Motor Circuit.

Plus, you will be offered the opportunity to drive a Ferrari! The course, which is subsidised by West Sussex County Council, costs just £75.00 or £150.00 when including the Ferrari drive.

Our Gift Vouchers, which are valid for a year, make a great present, especially when choosing the exciting Ferrari drive option. This will give you the chance to drive 3 laps (app. 7 miles) of Goodwood Motor Circuit at the wheel of this prestigious car! The only place you can speed is on a racetrack!

For information call 08452 600 650 or visit www.westsussex.gov.uk



Calendar important dates

OCTOBER 2009

S	M	T	W	T	F	S
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4	5	6	7	8	9	10
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18	19	20	21	22	23	24
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NOVEMBER

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29	30					

DECEMBER

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JANUARY 2010

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FEBRUARY

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28						

MARCH

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APRIL

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MAY

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JUNE

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JULY

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AUGUST

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29	30	31				

SEPTEMBER

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26	27	28	29	30		

Key: ■ School Holidays ■ Bank Holiday ■ Sussex Day

Other Useful Contacts

In an emergency call 999 and tell the operator which service you require (Police, Fire, Ambulance, Mountain Rescue or Coastguard)

- Sussex Police (non urgent calls) ... 0845 60 70 999
- Crimestoppers ... 0800 555 111
- Floodline ... 0845 988 1188
- Childline ... 0800 1111
- Animal Cruelty (RSPCA) ... 0300 1234 999

TRAVEL

- Traveline (for all public transport timetable enquiries) ... 0871 200 22 33
- National Rail enquiries ... 08457 48 49 50
- Highways Agency ... 0845 750 4030
- Stagecoach Buses ... 0845 121 0170
- Metrobus ... 01293 449191
- Compass Travel ... 01903 690025
- National Express ... 08717 818181
- Gatwick Airport ... 0844 335 1802
- Shoreham Airport ... 01273 467374

HEALTH

- NHS Direct ... 0845 4647
- West Sussex PCT ... 01903 708400
- HELPLINES**
- Samaritans ... 08457 90 90 90
- Domestic violence ... 0808 2000 247
- Hate Incidents ... 0845 075 1021
- ICIS (info about health and social care) ... 0800 859 929

All dates and contact numbers were correct at time of going to press.

YOUR PULL OUT AND KEEP GUIDE TO...

Essential West Sussex Services 2009/10



HIGHWAYS



SCHOOLS



SOCIAL CARE FOR CHILDREN AND ADULTS



LIBRARIES AND HELP POINTS



WASTE DISPOSAL



COUNTRYSIDE MANAGEMENT



FIRE AND RESCUE SERVICE



EMERGENCY MANAGEMENT



ECONOMY AND JOBS



YOUTH SERVICES



RECORD OFFICE



TRADING STANDARDS



PLANNING



REGISTRATION SERVICE



RIGHTS OF WAY

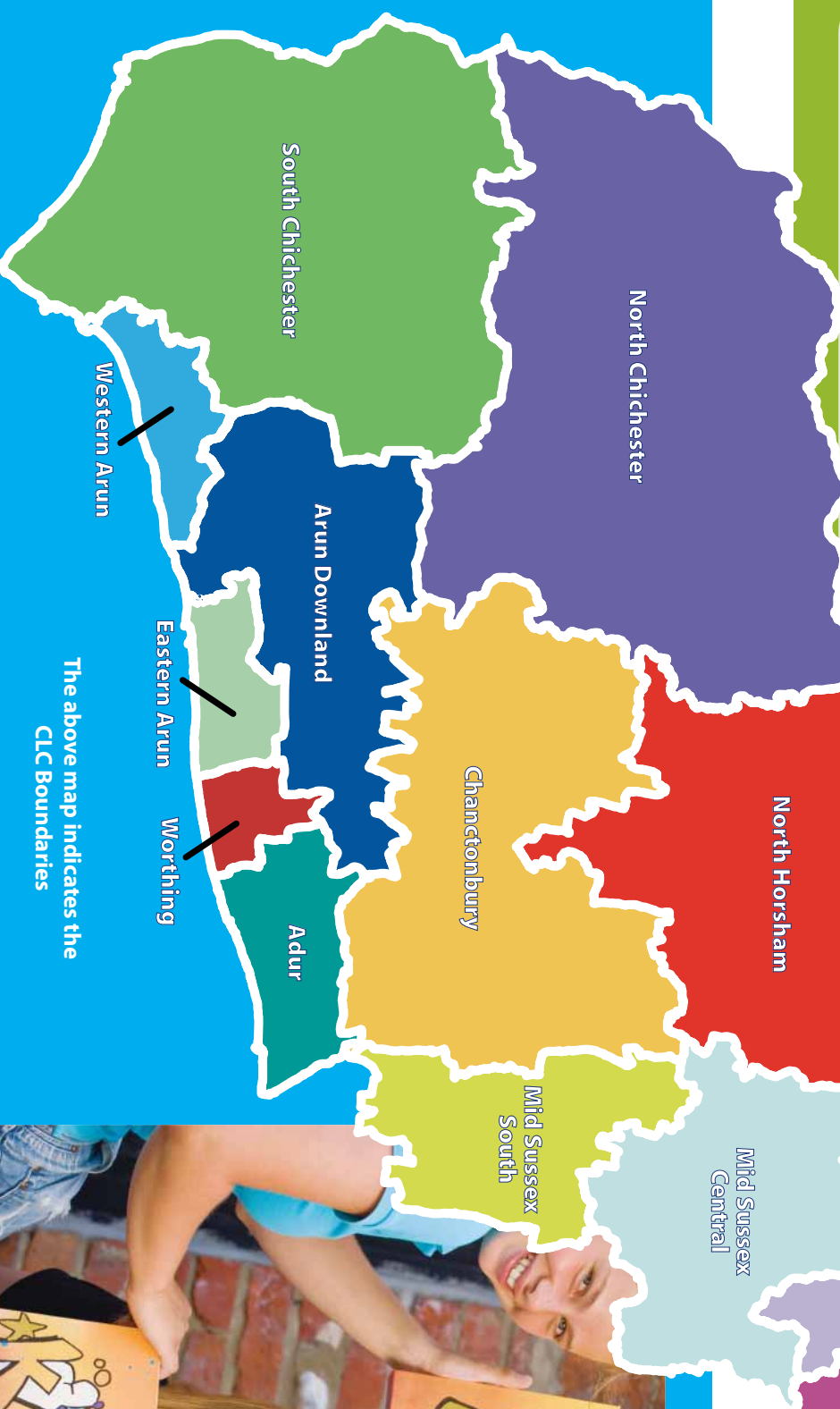


COMMUNITY SAFETY



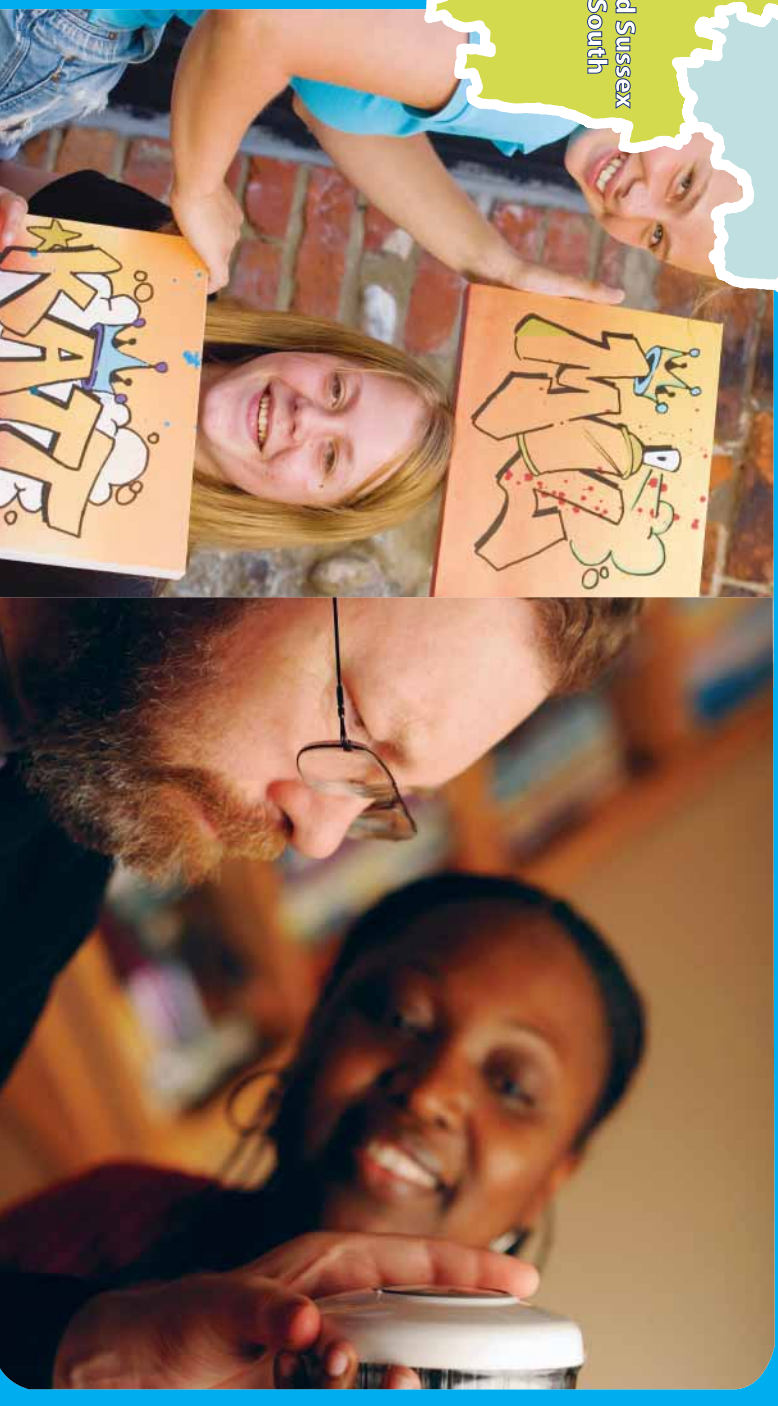
west sussex county council

www.westsussex.gov.uk



The above map indicates the CLC Boundaries

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REAL DECISIONS. REAL MONEY. REAL LOCAL.

Think council meetings are all boring and don't affect you? Well think again.

Your County Local Committees (CLCs) give you the chance to raise real issues that concern you and your neighbourhood, to influence real decisions and see real cash granted to local worthy causes.

There's a network of 14 CLCs covering every square inch of West Sussex. These committees, comprising your local county councillors, each hold up to six public meetings a year at varied venues throughout their area, and you are welcome to attend and have your say.

It is at these meetings, for example, traffic management decisions, including parking, speed limits and street trading bans, are made, and local authority school governors are elected.

They've also given the go-ahead to lorry bans, speed monitoring in built up areas, successfully urged bus companies to change routes to suit local needs and re-position bus stops.

Many of the community groups that play a vital role in improving the quality of life in their neighbourhood could be eligible for a grant from their County Local Committee.

The County Council has allocated funds to each of its Committees to assist local community projects.

In these credit crunch times, they want to help as many organisations as possible and encourage them to continue making their valuable contribution to their community.

Any community group, including voluntary organisations, can apply for funding.

For more details about the Community Initiative Funding, contact the CLC team on 01243 752727.

You don't have to wait until the next meeting of your County Local Committee to make your views known.

All you have to do is go to your Committee's pages on 'talk with us', which can be found on the front page of the County Council website: www.westsussex.gov.uk

talk with us
everybody has something to say





SORTED!

When it comes to recycling, we've got it sorted in West Sussex.

Indeed, we're UK pacesetters – our recycling rate is 40 per cent of household rubbish, which is above the national average. That means we're on target to hit 45 per cent – or more – by 2015.

With the opening of our new multi-million pound Materials Recycling Facility in Ford plus the radically reducing the amount of waste that goes to landfill.

By working in partnership, West Sussex local authorities will reduce landfill by being leaders in waste prevention and recycling and by using the remaining rubbish as a resource.

To help you help us to maintain our trailblazer status, here's a simple guide to what you can – and what you can't – recycle.

You can put into your recycling bins:

- ✓ Aerosols.
- ✓ Corrugated card.
- ✓ Drinks cartons and liquid food cartons.
- ✓ Foil.
- ✓ Glass bottle and jars – except in Chichester.

✓ **Paper** – including newspapers, magazines, junk mail, brochures, directories, greetings cards and envelopes.

✓ **Plastic bottles.**

✓ **Steel and aluminium cans.**

What you can't put into the recycling bin is:

- ✗ **Shredded paper** – it's too small to be recognised by automatic sorting equipment.
- ✗ **Plastic food trays, yoghurt pots, margarine and ice cream containers** – there's not much of a market for these at the moment.
- ✗ **Plastic film and carrier bags** – again there's a limited market. Please don't wrap or bag your recycling – it makes it difficult to sort.



West Crawley

24/7 ONLINE

You're only a couple of clicks away from a wide variety of online County Council services when you visit our 24/7 website – www.westsussex.gov.uk

It's also your direct line to a massive range of round-the-clock up-to-the-minute information, from take off times at Gatwick Airport to current roadworks.

Here's just some of the ways you can be click on the draw with our website.

Library Service: Your local Library is a one-stop shop for CDs, DVDs and games. You can search the Library Service's catalogue, renew and reserve books and join online.

Registration Service: You can book an appointment to register a birth or death with the Registration Service and order copy certificates online.

Record Office: The guardian of our county's rich heritage, the majority of the Record Office's catalogue is available online, along with the Family History Resources guide to help you trace your family tree.

Report it: You can help the County Council's highways team by reporting anything from potholes to overgrown vegetation, as well as faulty streetlights and illuminated signs.

Journey planner: Extensive travel information, including local bus and rail timetables, departures from local airports, taxi details, school buses, and travel for disabled passengers, can all be viewed online. There's also an interactive map with up-to-date information on roadworks and latest travel news.

Have your say: You can help shape how the County Council delivers services to meet your community's needs through our website. It includes an email Hotline to the County Council Leader, your chance to vote in our latest Quick Poll, and an opportunity to give your views on a variety of topics from health issues to traffic regulations.

What's On: There's always something going on in West Sussex – as a visit to our What's On webpages will show.

Shop around: Armchair shoppers can buy a wide range of West Sussex branded goods including ties, pens, badges and clocks at the County Council eshop.



East Crawley

Mid Sussex North

Essential Numbers: Top 20

County Council

WSCC Switchboard 01243 777100	Library Renewals 01243 642110
For general enquiries not covered by the numbers below, or to speak to a Councillor or named member of staff	To renew your library books, DVD & CDs by telephone
3-in-1 Card 01243 777330	Planning 01243 642118
For information on how to apply for a 3 in 1 card (cheap bus fares) for students aged 5-19	For all planning services within the County Council including Structure plans, Minerals & Waste plans and all Minerals & Waste matters
Adult and Community Learning 08450 751009	Public Rights of Way 01243 777620
For information on a wide range of Adult & Community Learning courses, including 'Skills for Life' courses in literacy, numeracy and English for speakers of other languages	For information about Public Rights of Ways in West Sussex: where they are, annual maintenance and rights of way queries
Blue Badges 01243 777653	Record Office 01243 753600
For information, advice and guidance on Disabled Blue Badges, which offer parking concessions	To access records on the heritage of West Sussex held from Anglo-Saxon times to present day
Children's Information Service 01243 777807	Registration 01243 642122
Everything you need to know about Early Years provision, childcare for children up to 14, (18 for children with disabilities) and other services for families	To register births and deaths, book civil ceremonies, order copy certificates and for general enquiries about the Registration Service
Environment 01243 642119	Social Care 01243 642555
For advice on environmental matters including wildlife conservation, climate change and heritage and historical environments	For information on all social care services for both adults and children, or to speak to your nearest social care team or Occupational Therapist
Fire & Rescue Service 0800 328 6487	Schools and Youth Services 08450 751007
To request a free home fire safety check	For a range of information, from school admissions and transport arrangements, to special educational needs and the Youth Service
Highways 01243 642105	Student Support 01243 642141
To report all highways faults from broken streetlights or fallen trees to cracked paving slabs, road defects and many more	For calls relating to grants and loans available to students in their 2nd year onwards who are resident in West Sussex and Portsmouth
Jobs 01243 642140	Trading Standards 01243 642124
Call to request information and application details for all vacancies within WSCC	For West Sussex businesses needing advice on Trading Standards legislation. (For consumer advice call Consumer Direct on 08454 04 05 06)
Library Enquiries 01243 642111	Waste Management 01243 642106
For general information including opening hours and individual library services	For enquiries on household waste and recycling, including site opening hours, landfill activity, waste recovery and mobile waste disposal services

Write to us at:

West Sussex County Council, County Hall, West Street, Chichester, West Sussex PO19 1RQ

The County Council

at a glance

West Sussex County Council serves over 780,000 residents providing around 80% of local government services for people who live and work in the county or come to visit. We work in partnership with seven district and borough councils who provide more localised services including waste collection, environmental health, leisure services, housing and determining local planning applications. We also work closely with many other organisations including the police, health, voluntary sector and parish and town councils to improve the quality of life for all our communities. The figures below provide a snapshot of some of the things we do.

- Run 28 fire stations. The Fire and Rescue Service also deals with road traffic collisions and other emergencies such as flooding;
- Deal with around 415,000 tonnes of your household waste;
- Look after 2,480 miles of road;
- Maintain 62,000 street lights and 1,000 illuminated traffic signs;
- Work hard to ensure the environment of West Sussex is managed sustainably – including maintaining 2,500 miles of public rights of way and cycle routes;
- Provide 36 libraries, 3 mobile libraries, 2 Early Years book buses and support for 23 Help Points;
- Provide social care to around 19,000 adults and older people annually, including about 46,000 hours of home care each week;
- Provide social care for vulnerable children;
- Provide education for over 103,949 children and young people aged 4 to 19 in 287 schools;
- Provide free transport to school for 1,000 children and alternative options for another 100,000;
- Support over 400 children and young people with severe disabilities;
- Support over 600 early education and childcare settings in the maintained, private, voluntary and independent sectors; and over 1,100 childminders;
- Supports a growing network of children and family centres throughout the county in partnership with other statutory and voluntary organisations;
- Trading Standards deals with over 30,000 requests for advice and assistance from West Sussex consumers and businesses
- Provide Occupational Therapy assessments and services to around 16,000 customers a year.

District and Borough Councils

ARUN DISTRICT COUNCIL Tel: (01903) 737500 www.arun.gov.uk	CRAWLEY BOROUGH COUNCIL Tel: 01293 438000 www.crawley.gov.uk	MID SUSSEX DISTRICT COUNCIL Tel: 01444 458166 www.midsussex.gov.uk
ADUR DISTRICT COUNCIL Tel: 01273 263000 www.adur.gov.uk	HORSHAM DISTRICT COUNCIL Tel: 01403 215100 www.horsham.gov.uk	WORTHING BOROUGH COUNCIL Tel: 01903 239999 www.worthing.gov.uk
CHICHESTER DISTRICT COUNCIL Tel: 01243 785166 www.chichester.gov.uk		

CLEANER GREENER BETTER!

The aim is simple - to stop so much rubbish going into the bin. We've got lots of advice and ideas to inspire you to halt the heaps of rubbish that end up in the dustbin and do your bit to make West Sussex a greener, cleaner place to live, as well as ways to save you money!

FOOD WASTE DIGESTERS

Food waste makes up approximately 31% of your dustbin, but there are two ways you can reduce your cooked food waste including meat, bones and dairy, from going in the bin - the Green Cone and the Green Johanna.

The two digesters are very different and may not suit all households, so check out the detailed information on installation & specification on the Green Cone website, but as a quick guide -

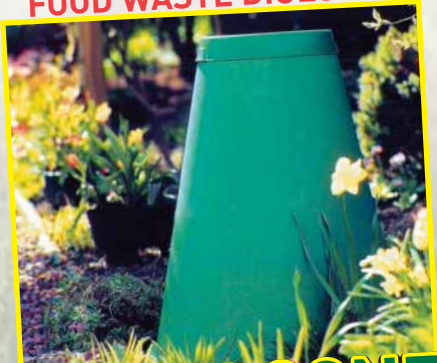
- Both Green Cone & Green Johanna take all food waste cooked & uncooked
- Green Johanna also takes garden waste which turns into compost
- Green Cone produces a minimal residue which soaks into the soil
- Green Cone needs to be placed in the sun on well drained soil
- Green Johanna needs to be placed in the shade and is suitable for all soil types



SPECIAL OFFER!

FOOD WASTE DIGESTER

FOOD WASTE COMPOSTER



GREEN CONE
at **£14.95**

Please note digging required to install the Green Cone



GREEN JOHANNA
at **£19.95**

Buy a Green Cone for just £14.95 or a Green Johanna for £19.95 including delivery. Offer ends 31st March 2010. Visit www.greencone.com or telephone 0800 052 0462.



BAGS OF TASTE

These roomy, environmentally-friendly jute bags are perfect to carry all your shopping!

Buy one of our 'Bags of Taste' for just £2.95 each or two for £5 plus 50p postage and packaging.

Call 01243 756842, visit www.westsussex.gov.uk/taste or email: taste@westsussex.gov.uk Quote code SCBD09 when ordering. Offer ends 31 March 2010.

FOR MORE INFORMATION ON ALL THESE SCHEMES VISIT www.bettertomorrows.org.uk

NAPPY TALK

Nappies are a big part of being a baby! New parents need to make the decision whether to use cotton, disposable or biodegradable nappies. Disposable nappies are convenient but make up approximately 5% of all household rubbish and in West Sussex we throw away a staggering 77,000 disposable nappies everyday. Perhaps a happy medium is to combine the two and use disposables when you are out and about, and cotton at home.



for details on how to claim your £100 of free cotton nappies - contact: 01243 642106 or www.bettertomorrows.org

KEEP A DIARY

We need volunteers to complete a food waste diary - when you return your completed diary we will send you a FREE recipe book. Telephone 01243 642106 for more details.

LOVE
FOOD
hate waste

AND SAVE MONEY TOO!

You probably don't think of yourself as a law-breaker, but the amount of food that is thrown away each year is almost criminal.

The Love Food Hate Waste campaign aims to educate people to use food wisely and so less is chucked away.

The average British household throws away about £600 worth of food each year. EVERY DAY in the UK the following food is thrown away:

- 1 million slices of ham
- 2.8 million tomatoes
- 1.2 million sausages
- 7 million slices of bread
- 5 million potatoes
- 1.6 million bananas
- 4.4 million apples

PLAN YOUR MENUS

Planning meals and constantly checking your fridge and food cupboards is the main way you can save money. It means you don't buy more than you need and by keeping an eye on dates you can use food before it becomes unsafe to eat.



For more tips and recipes visit www.lovefoodhatewaste.com

SIZE MATTERS

Getting your quantities right is often the key to waste-free cooking. Bread, rice, potatoes and pasta often end up in the bin because too much is cooked in any one go. Visit www.lovefoodhatewaste.com for easy ways to measure the amounts.



BETTER TOMORROWS

Creating better tomorrows, today

What's On

in West Sussex



Welcome to our new-style What's On pages, with details of some of the great family events that are going on this season. Find out below where you can go to be horrified at Halloween and ensure your Bonfire Night goes with a bang!

Spooks and Sparklers!

23 OCTOBER - 1 NOVEMBER: Shocktober Fest - Fright by Night; Tulleys Halloween Festival turns up the scare factor. The event is aimed at teenagers and adults and is not for those with a nervous disposition!

Attractions include a ride into the forest aboard the Haunted Hayride, experience your worst nightmares in the unbelievable Field of Screams and explore the corridors of the Haunted House.

Loads of awesome attractions, one terrifyingly entertaining night out! Check the website for times. £12.50- £16.50. Tulleys Farm, Turners Hill Road, Turners Hill, Crawley, RH10 4PE, 01342 718472, www.tulleyshalloween.co.uk

★★★★★★★★

24 OCTOBER: Fireworks Display and Bonfire; Enjoy an evening at the beach with a good firework display, bonfire,



BBQ, hog roast, tombola, lucky dip, glow lights and more, Pagham Yacht Club beach, Pagham, PO21 4SY. No charge, but donations welcomed. 7.30pm-9.30pm. Call Rhoda 01243 265014 or Lydia 01243 266694, www.arun.gov.uk/whatson

★★★★★★★★

24 OCTOBER - 1 NOVEMBER: Halloween Week, including Witch's House and Pumpkin Trail. Borde Hill, Haywards Heath, RH16 1XP, 01444 450326 www.bordehill.co.uk

30 - 31 OCTOBER: Halloween Fun for accompanied children, including a scary ghost train ride! Main event on 31 October. Amberley Museum and Heritage Centre, 01798 831370, www.amberleymuseum.co.uk

★★★★★★★★

31 OCTOBER: Fireworks and Bonfire; Littlehampton Bonfire Society presents an evening of entertainment including a torchlight procession, mammoth bonfire, seafront firework display and funfair. Littlehampton Town and Seafront, from 5pm.

www.lbs.me.uk

★★★★★★★★

31 OCTOBER: Frightfest Halloween Family Fun, including lantern carving and a face painting competition. There will also be games, pony rides, and a plant sale, plus refreshments such as pumpkin soup, pies, bread and scones. 2pm-7pm, Ferring Country Centre, Rife Way, Ferring, BN12 5JZ, 01903 245078, www.ferringcountrycentre.org

★★★★★★★★

31 OCTOBER: Halloween Trails and Tales; come along if you dare! Make lanterns, enjoy soup and stories and then head out on a candlelit walk. There will also be spooky storytelling. Be sure to wrap up warm, and bring a torch. Meet at Pagham

We cannot accept responsibility for events we publicise. Please phone venues beforehand to check information.

Harbour Visitor Centre, Selsey Road, Sidlesham, Selsey, PO20 7NE, 5pm-7pm. Booking required; tickets available from £3 per person or £10 per family (2 adults and 2 children), 01243 641508, email pagham.nr@westsussex.gov.uk or www.westsussex.gov.uk/paghamharbour

★★★★★★★★

31 OCTOBER: Screaming Success! Join a hair-raising, lantern-lit adventure through the grounds, and meet spooky characters along the way. Suitable for ages 8+; very scary. All children must be accompanied by an adult. Event starts from 6pm. £7 per person. To book call 01903 881530; Arundel Wetland Centre, Mill Road,

Arundel, BN18 9PB, www.wwt.org.uk

★★★★★★★★

31 October: All Hallows Eve at Buchan Park, Crawley 3pm till 5pm - Come and enjoy this special evening for all the family. Pumpkin carving, mask making and spooky stories. Adults must accompany children but get in for free. www.westsussex.gov.uk/buchanpark or call 01293 542088.

Visit www.westsussex.gov.uk for details of these and dozens of other exciting events right across the county!

Advertisement

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www.csa-theatreschool.co.uk

AMBERLEY MUSEUM AND HERITAGE CENTRE
Halloween Fun
 Saturday 31st October 5:30pm - 7:30pm
 Ride on the Amberley ghost train, take a lantern walk along our nature trail, visit the mad professor's laboratory & listen to our spooky story teller!
www.amberleymuseum.co.uk

COPTHORNE GANG SHOW
 The Hawthth
 21st November 09
 4pm & 7.30pm
 Box office 01342 712938

Halloween Week
 Sat 24 Oct - Sun 1 Nov
 • Spookfacular trail
 • Witch's house
 • Ghost tent
 BORDE HILL
 GARDEN - PARK - WOODLAND
 Haywards Heath 01444 450326
www.bordehill.co.uk

WIN!

Tickets to see *The Snow Queen*

One lucky person and four runners-up are in for a real Christmas treat worth over £300 thanks to Chichester Festival Theatre.
Our first prize package includes:
 ★ 2 top price tickets to 'The Snow Queen' on 21 December at 7.30 pm complete with signed cast programme and two ices in the interval
 ★ A 2 course meal with bottle of wine at The Brasserie in the Park at the theatre
 Four Runners-Up will also win two top price tickets for the same performance
The Snow Queen, by Hans Christian Anderson, is a timeless, enchanting tale for all ages. It is being brought up-to-date by Chichester Festival Youth Theatre in a new musical adaptation by Bryony Lavery and Jason Carr - the same creative team behind its acclaimed 2008's *A Christmas Carol*.
For the chance to win, all you have to do is answer the following question: Who is the creative team behind this year's production of *The Snow Queen*?
 Please email your answer and details to ce.competitions@westsussex.gov.uk or send to Theatre Competition, Communications Unit, 140B, County Hall, Chichester, PO19 1RQ by **16 November**.

CHICHESTER FESTIVAL THEATRE

Brasserie
 IN THE PARK

SEASONAL DELIGHTS

Bright and bracing autumn and winter days are the perfect time to visit our beautiful countryside. There's plenty to do at Buchan Country Park at Crawley and Pagham Harbour.

Here's some of the events you can take part in at each venue over the next couple of months.



Buchan Country Park:

Enjoy the 69 hectares of countryside, a haven for quiet recreation and wildlife. There are events for the whole family:

Volunteer Winter Work Programme - Saturday 10 October, Saturday 7 November, Saturday 12 December - Get your hands dirty and help wildlife on these practical conservation tasks. No experience necessary.

Upside-down fires & storm kettle - Saturday 28 November 10am till 1pm - Learn to build a fire that burns for three hours without touching it. No matches required! Tickets £4 per person, or £12 for a group ticket (four persons).

Buchan Christmas 'shop' - Sunday 6 and 13 December 10am till 3pm - Visit the local Buchan 'shop' for a range of locally made festive treats.

Solstice Stroll - Sunday 20 December 2.30pm till 5pm - A 2.5 mile walk on almost the shortest day of the year. Explore all four corners of the park, discover its history and learn about the wildlife. Return to the centre for mulled juice and mince pies. Price £4 per person or group tickets (four people) £12.

All events start at the Countryside Centre. For more information visit www.westsussex.gov.uk/buchanpark or call 01293 542088.

Pagham Harbour Local Nature Reserve: This is an internationally important site for nature conservation, featuring plant and animal habitats of global rarity.

Shark Egg Case Hunt - Tuesday 27 October, 11am - Spend the half-term holiday searching for tidal treasures. Find out which species they come from, and discover a wealth of other shoreline surprises. Booking essential.

Winter Birdwatching Workshop - Saturday 21 November, 9am till 1pm - A relaxed workshop aimed at those wishing to develop their birdwatching skills. Cost is £8 per person (£5 for friends of Pagham Harbour) and £2 for binocular hire.

Wildfowl and Wader Walk - Saturday 10 December 10.30am till 12.30pm - Join the warden for a two hour amble along the Reserve in search for migrant and overwintering wildfowl and waders. Binocular hire £2.

Binocular Sale - Sunday 20 December 10am till 4pm. For more information on all events at the Harbour, and to find out how to book, visit www.westsussex.gov.uk/paghamharbour or call 01243 641508.

Take a journey along the Downs Link

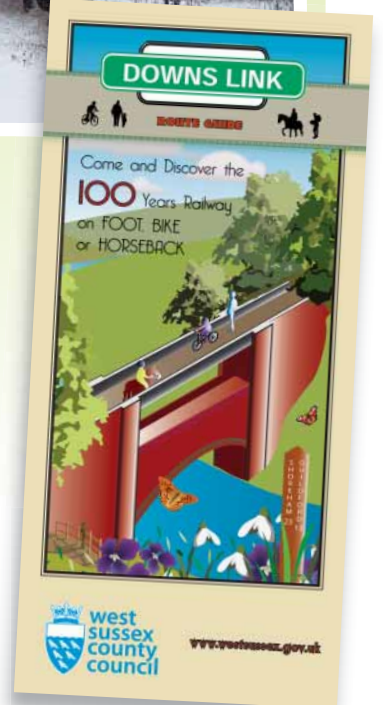
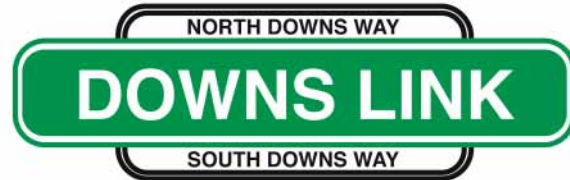
The new free Downs Link route guide is out now.

An easy-to-use leaflet, it displays a simplified main route for people wanting to explore this picturesque and historic trail.

Linking the North Downs Way and South Downs Way, this mainly flat route is 37 miles long and ideal for walkers, cyclists and horse riders. It's easily accessible from public transport, and you don't have to tackle the whole thing at once as the route can be explored in shorter sections.

It follows an old railway line, which was opened in the 1860s and was in use for over 100 years. The route passes through a number of pretty villages in Sussex and Surrey, and goes through ancient wooded countryside, farmland and across the flat coastal plain. Wildlife is abundant along the way, including stoats, foxes, butterflies and birds.

The guide is available from Tourist Information Centres, Libraries and Help Points and on our website, or call 01243 642119.



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*Please ask an advisor for details. Age Concern England and Help the Aged merged on the 1st April 2009. Together they have formed Age UK (charity No. 1128267), a single charity dedicated to improving the lives of older people. 50% of all stairlift profits go directly to the charity. Help the Aged working in partnership with Minivator Group.

Worthing's Two Pantomimes! Tickets from just £9
01903 206 206 | www.worthingtheatres.co.uk

Thurs 10th December 2009 - Sun 3rd January 2010
PAVILION THEATRE
Hammond Productions presents
CINDERELLA
the magic continues...
Starring **TODD CARTY** from EastEnders, The Bill and Dancing On Ice as Buttons
ANNA BINGHAM from Splash FM as the Fairy Godmother
LUCINDA KENNARD Worthing's Favourite and from the Dream Team as Cinderella
...plus a Live Band and The Starlight Shetland Ponies!

Thurs 3rd December 2009 - Sun 3rd January 2010
CONNAUGHT THEATRE
Presented by The Proper Pantomime Company
ROBINSON CRUSOE
Starring **TRACY SHAW** from Coronation Street as Robinson Crusoe
KATIE SHERIDAN from Nickelodeon TV's Genie in the House as Lucy Locket
CHRISTOPHER LILICRAP as Dame Mollycoddle Crusoe

EARLY BIRD OFFER - Buy before 31st October and get 10% off all tickets

Looking for childcare or ever considered working in childcare?

West Sussex Children's Information Service offers free, up-to-date and impartial information on:

- Registered childcare (direct from Ofsted)
- Free early years provision
- Help with childcare costs
- Other types of childcare provision
- Services for children and families

Children's Information Service

01243 777807

(Your calls may be recorded)

When ringing please quote Ref: C00112

childrens.info.service@westsussex.gov.uk



www.childcarelink.gov.uk
*(Not all our registered providers include their details on the website)



He was 14-years-old and quite emphatic... he wanted Lisa Bourne to foster him. The boy's mum - she was single and Lisa's best friend - had recently died, leaving a question mark about where he was going to live.

Lisa said: "He was quite determined so I agreed. I became his foster carer and in the end he stayed with me for more than four years."

That was in 2000. Since then, Lisa, who lives in Shoreham by Sea, has followed a career as a foster carer of teenagers. She chooses the word 'career' deliberately. "Because that's what fostering is. It has a career structure and there is considerable scope for progressing, gaining NVQ qualifications and even going on to help train others.

"This is all backed up by round-the-clock support, so you are never on your own," she said.

Lisa - who has a son, 15, living at home, and a daughter, 21, who recently made her a grandmother - is currently caring for a 15-year-old boy from Iraq and an 18-year-old girl, who has been with her for three years. The boy goes to a local school.

"We're learning so much from each other by sharing our different cultures and languages," said Lisa. The girl is now in her third year at college.

"Getting young people into education is one of the most rewarding aspects of fostering. You work with them. You plan with them," said Lisa.

"I accept there is at first some playing truant. But I know where they hang out and will personally take them to school. In the end, they're saying, 'Here she comes again'. But this persistence shows them I care."

Lisa particularly enjoys the challenge of working with teenagers.

"They come from a wide variety of backgrounds, which means you must be flexible - you must be able to adapt to their way of thinking.

"I've cared for pregnant teenagers and there have been teenagers who have been self-harming. I got them to write down their feelings to find out why they were self-harming. This helped them to stop.

"I aim to get onto their level and find out what they want without dictating to them.

"Working with teenagers isn't always easy - ask any teenager's mum and dad! But it is rewarding and satisfying as you help them to achieve and build the foundation for a positive future. She added; "This takes two people - the teenager and yourself working together."

A fostering career

For a free fostering information pack, call **0800 121 6508** or go to www.westsussex.gov.uk/fostering

● Some young people over 16 are also cared for in Supported Lodgings, which is what Lisa is now providing for the 18 year old girl.

For more information call **01403 246400**.

No limits to 'No Limits'!

Work on the No Limits campaign to recruit people to social work positions has new schemes in the pipeline.

These include the development of a 'return to practice' course for those interested in returning to children's social work. It is due to start later this year and is being developed with partners including the Children's Workforce Development Council (CWDC) who can be contacted on 0300 123 1220 for more details.

We are also part of the CWDC graduate bursary scheme and are sponsoring up to five Masters students to become social workers through Brighton and Sussex Universities.

People with experience of working in social care can study for the BA in Social Work through the Open University in a scheme to be launched later this year. Look for adverts in the local press and on the No Limits website for more information.

The website also features all current vacancies and has videos of social workers talking about their job. Visit www.nolimits@westsussex.co.uk

Advertisement



The West Sussex Adult & Community Learning Service, as well as offering an extensive range of Art courses, offers a full range of Craft courses including many Saturday workshops.

Get creative in time for Christmas!



Change your story - like Liz!

Having completed several adult education courses successfully Liz decided it was time to try something creative and last Autumn enrolled on the introduction to silver craft course. With a supportive tutor Liz quickly mastered many new skills in time to make some of her own Christmas presents! "I was surprised how quickly I was able to create things and made a ring for each of my children and another piece of jewellery for my niece. It was so lovely to be able to give a personalised gift I had made and learn a new skill at the same time." Following this success Liz also enrolled on a painting & enamelling course to further extend her creative skills.

If, like Liz, you'd like to get creative, why not try one of our one-day courses. These range from introductory taster sessions to 35-week courses that can lead to accreditation. Some of the new and exciting Saturday courses on offer this term include:

Course	Location	Date
Felt Making - Introductory Workshop	Chichester	24 Oct
Calligraphy - Write Your Own Greetings Cards	Steyning	24 Oct
Jewellery - Making with metal	Steyning	24 Oct
Everyone Can Paint - Autumn Colours	Crawley	31 Oct
Pottery - Creative Workshop	Burgess Hill	7 Nov
Needlefelt - Christmas Decorations	Petworth	7 Nov
Floristry - Christmas Festive Flowers	Storrington	7 Nov
Botanical illustration Workshop	Horsham	14 Nov
Printmaking for Beginners	Littlehampton	14 Nov
Silk Painting Workshop	Bognor Regis	21 Nov
Teddy Bear Making	Bognor Regis	21 Nov
Seasonal Landscapes for Cards	Burgess Hill	21 Nov
Floristry - Christmas Flowers for the home	Burgess Hill	21 Nov
Origami - Making Christmas Decorations	Crawley	28 Nov

For further information on these and other courses, please call **01403 261088**

WEST SUSSEX ADULT and COMMUNITY LEARNING SERVICE
www.westsussex.gov.uk/adulteducation

Designing a new spacecraft or talking about time travel are all in a day's lessons for students at Holy Trinity Church of England School in Crawley.

The school is one of eight in the county that has science specialist status. It means that alongside all the usual subjects science is given special priority.

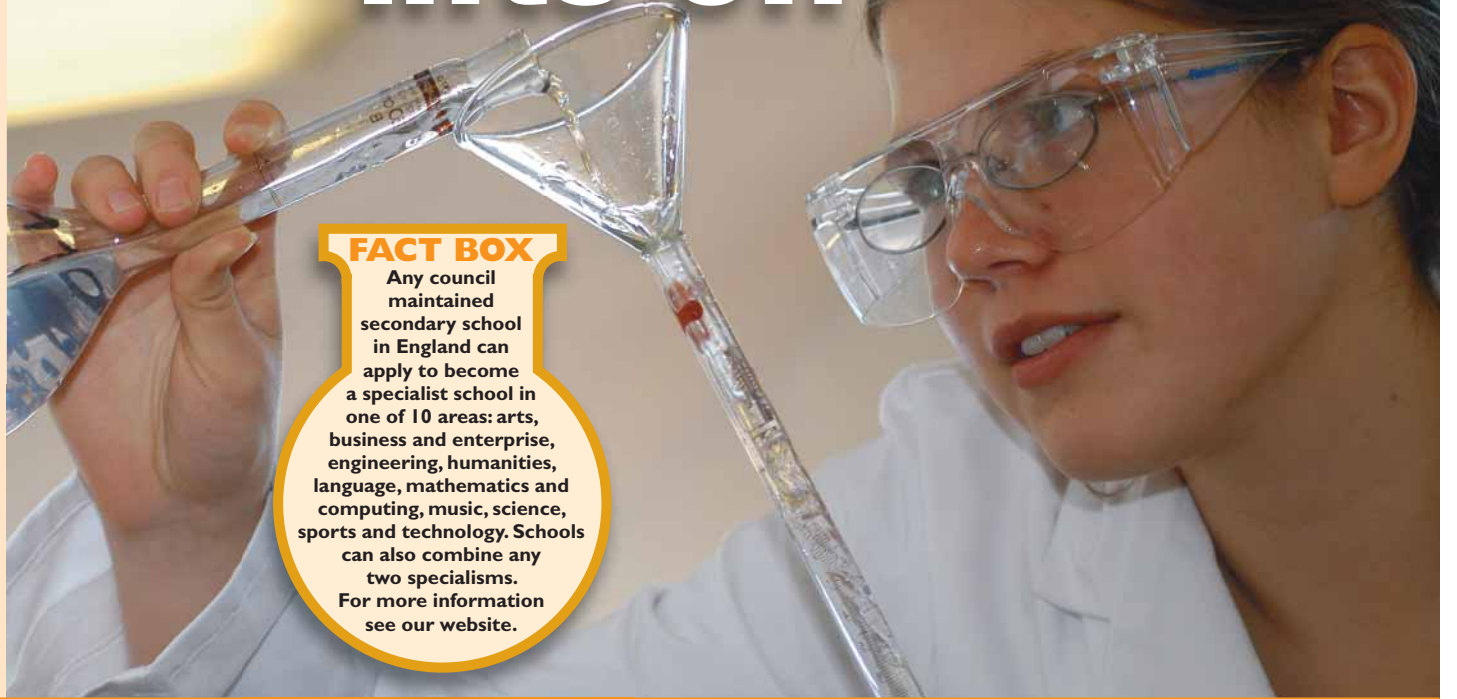
The aim is to give the children a good basic education, but in addition enhanced skills and knowledge that will help them to enter the world of science and technology when they leave school.

For pupils it means completing a series of special projects as part of their normal lessons. These include studying stories about space travel before using maths and scientific calculations to design their own spacecraft. In English and History lessons they study time travel before going to physics lessons where they investigate the possibility of making a time machine in the future.

Headteacher Peter Wickert said: "We are not just creating scientists of the future. We are teaching students that all subjects and knowledge are connected. They do not have to be scientists or mathematicians to benefit from what is a complete educational experience."

Other science specialism schools in West Sussex are: Chichester High School for Girls, Downlands Community School, Hassocks, Midhurst Rother College, Oathall Community College, Haywards Heath and Tanbridge House School, Horsham, Manhood Community College, Selsey, and The Angmering School.

Science school lifts off



FACT BOX
Any council maintained secondary school in England can apply to become a specialist school in one of 10 areas: arts, business and enterprise, engineering, humanities, language, mathematics and computing, music, science, sports and technology. Schools can also combine any two specialisms. For more information see our website.

We are family

THERE'S no place like home ... this familiar saying has a particular resonance for our Family Resource Team.

It's there to help when home is not so sweet - when, in fact, there is a high risk of family breakdown and young people are on the verge of going into care. To help prevent this, team members work with the whole family, helping them to resolve relationship difficulties and also offer parenting advice or individual sessions with the young person.

The team achieves a high success rate - in 2007-08, 81% of young people remained or returned to living with their family or extended family network following support from the team, but capacity has been limited due to the small size of this countywide team. The service is now being expanded and by the end of this year there will be three locally based teams able to offer more immediate support to families in crisis, an extended out of hours service at evenings and weekends, and more preventative support to help

families before they reach breaking point. Here's three examples of how the team was able to help (names have been changed to protect anonymity):



Dad Jon and stepmother Karen wanted 15-year-old Lauren to be put into foster care because of her challenging behaviour, which included running away.

The relationship between Karen and Lauren had broken down and the parents felt they could no longer cope.

The Family Resource Team held a series of sessions with the whole family to work out a solution.

Lauren remained at

home, stopped running away and Jon and Karen reported positive changes in terms of their parenting and their relationship with Lauren.

Jack, 14, lives with his adoptive mother Sue and has Attention Deficit Hyperactive Disorder. He was displaying increasingly challenging behaviour and had associated school difficulties.

The team offered immediate initial crisis support to Sue, followed by weekly one-to-one

meetings with her, which put the focus on family relationships and school issues. This helped her manage Jack's behaviour. Similar meetings were also held with him.

The home situation significantly improved and Sue told the team: "Your contribution at that frightening time was invaluable and I feel it stopped the problems escalating. I had run out of energy and confidence at that time."

Hannah, 14, lives with her mum Sarah after her parents separated. She was described as volatile and verbally aggressive. There were also issues around her behaviour at school and using drugs. Sarah was struggling to cope with Hannah's behaviour.

The Family Resource Team worked with both

Sarah and her husband Kevin individually and together in meetings with the school.

This was followed by the whole family deciding on a consistent approach to parenting by both Sarah and Kevin, even though they were now living apart.

Sarah also received individual support from Connexions, the County

Council's service for young people, particularly with reference to her drug habit.

She was diagnosed with additional learning needs and is now receiving support in school.

When support from the team ended, the situation was more stable and Sarah and Kevin were working together effectively.

CSkills Diploma
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Open Evenings

at Chichester College

Advertisement

CHICHESTER CAMPUS
Tuesday 13th October 2009 (4.30-8.30pm)
Thursday 11th March 2010 (4.30-7.30pm)

BRINSBURY CAMPUS
Wednesday 7th October 2009 (5-7pm)
Wednesday 3rd March 2010 (5-7pm)

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No Tricks!

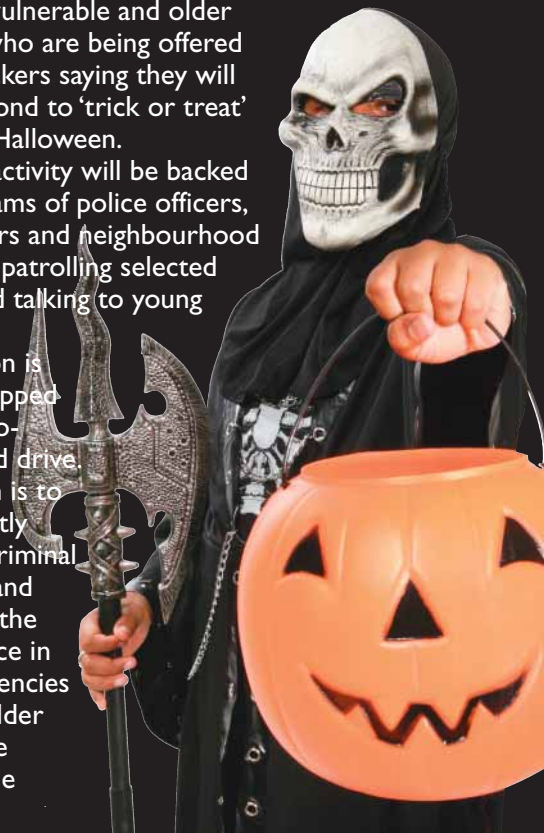
A drive is taking place throughout West Sussex to reduce anti-social behaviour in the build up to Halloween and Bonfire Night.

- Firefighters and police officers are:
- ✓ Visiting school assemblies to highlight the dangers of playing with fireworks in public, which is against the law.
 - ✓ Displaying posters carrying similar messages in schools and Libraries.
 - ✓ Visiting retailers urging them not to sell eggs, flour or tomatoes to young people around this time.

They are also liaising with social housing landlords and sheltered housing schemes to identify vulnerable and older people who are being offered door stickers saying they will not respond to 'trick or treat' calls on Halloween.

This activity will be backed up by teams of police officers, firefighters and neighbourhood wardens patrolling selected areas and talking to young people.

Action is being stepped up in a co-ordinated drive. "The aim is to significantly reduce criminal damage and increase the confidence in public agencies among older and more vulnerable people.



ART FOR ALL

The award-winning Pallant House Gallery in Chichester has launched a campaign to provide free entry for everyone by 2012.

Since reopening in 2006 it has welcomed over 200,000 visitors from across the UK and abroad.

However, unlike many other museums



and galleries of similar stature, it receives no subsidies or grants from Central Government, and only 25% of its annual budget through public funding.

A significant portion of revenue has always been found through admission charges, but to make the Gallery as accessible as possible, it offers half price entry every Tuesday, and each Thursday evening from 5pm until 8pm.

The Gallery also has a strong membership of Friends who, for a small fee, get free entry.

Despite these initiatives, those involved with the Gallery have always wanted to make entry to the Collection - often cited as one of the best collections of Modern British art in the country - free.

To find out more about the 'Free Entry by 2012' campaign, or to make a donation, contact Elaine Bentley on e.bentley@pallant.org.uk or call 01243 774557. www.pallant.org.uk

BETTER TRAVEL

Here's some of the ways we are working with our partners to make it easier, safer and greener on the roads and public transport in West Sussex:

Access for All

It is now easier than ever for wheelchair users and

cyclists to travel by train thanks to a number of improvements at several south coast railway stations.

At Worthing station the improvements include a new access ramp leading to the main booking hall. There are also fully automatic doors at the station entrance as well as at the rear of the ticket hall leading to the platforms.

The ticket office has been completely modernised and includes ticket windows which move downwards at the press of a button so they are easier for passengers in wheelchairs.

The £265,000 project was jointly funded by the County Council, the Department for Transport (DfT), Network Rail, and Southern Railways as part of the DfT's Access for All scheme.

Meanwhile, at Angmering, Bosham and West Worthing stations the County Council has funded new secure covered cycle shelters for customers wanting to leave their bikes while they travel by train.

Text for times

A new service means residents in Crawley and Worthing can find out exactly when the next bus is due.

The 'Text for Times' service is quick and easy and gives you access to bus information wherever you are.

Each bus stop has its own unique 8 letter code that begins with the letters wsx. All you have to do is text the bus stop code to 84268. Within a few seconds you will receive a text with the 'real' time of the next three buses that are due at your stop. If for any reason the

'real' time the bus should arrive is not available, you will receive instead the scheduled times shown in the printed bus timetable.

Each text will cost 25p plus your normal SMS sending charge.

The 8 letter code can be found on small signs at bus stops in Crawley and Worthing. The service will be rolled out to other towns later this year.

More information at www.westsussex.gov.uk/textfortimes

The future's bright

The latest energy efficient equipment will be replacing 68,000 streetlights, illuminated signs and bollards in West Sussex over the next five years.

The County Council, in conjunction with Hampshire County Council and Southampton City Council, has signed a £225 million 25 year private finance initiative (PFI) with Tay Valley Lighting.

The focus for the following 20 years will be on maintaining and operating the new lights to a high standard. The benefits of the new

streetlights include:

- Up to date, energy efficient equipment
- Improved visibility and reduced light pollution at night
- Safer streets and reduced crime
- Fewer burning hours
- Dimming lights to reduce carbon emissions
- Savings through the large-scale of the contract.

The terms of the contract address environmental issues and carbon reduction or energy savings, and although the lighting will be greatly improved there will be no increase in energy use.

Get your 3 in 1 card!

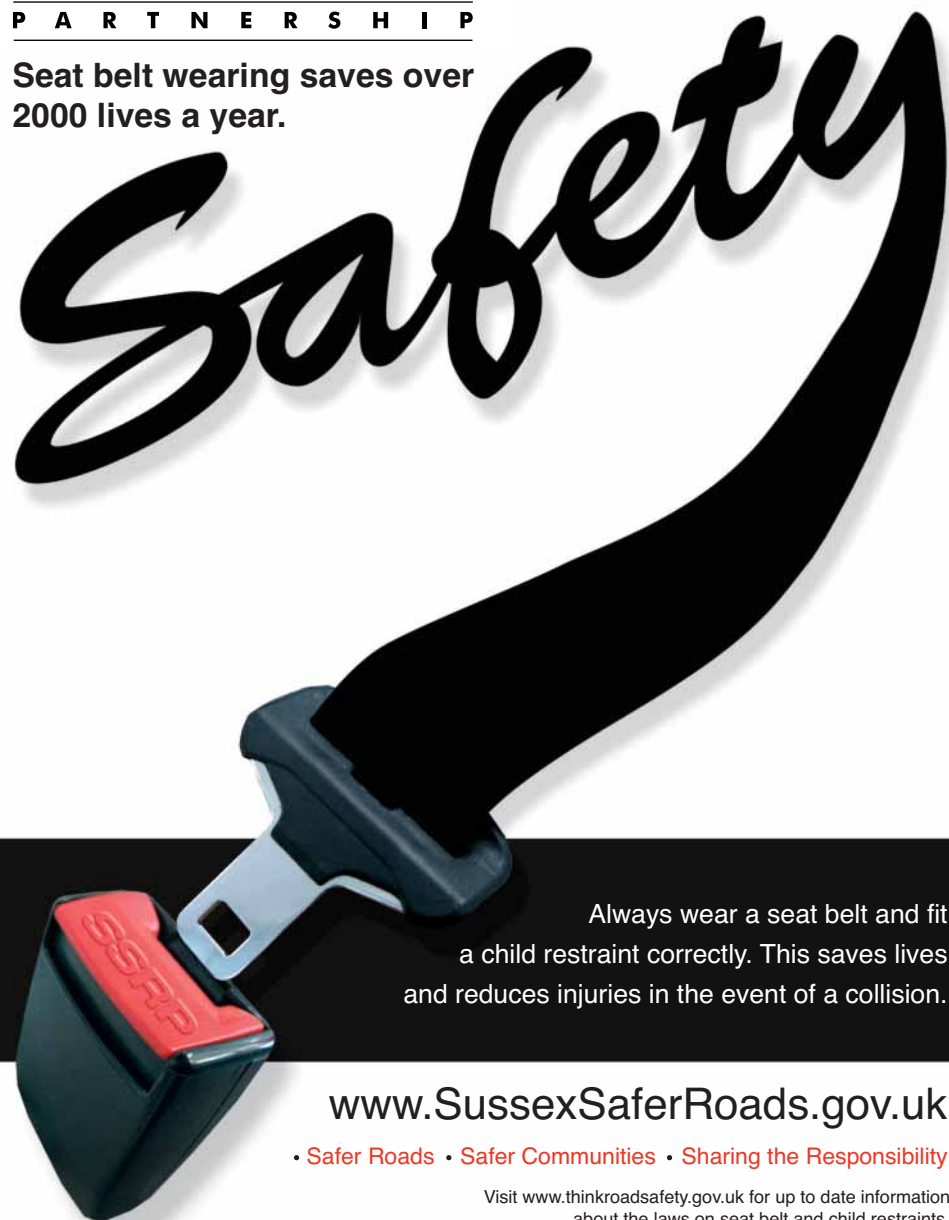
More than 33,500 young people have now signed up for a 3 in 1 card. Five to 19 year olds, who are in full time education in West Sussex, are eligible for the free card. It entitles them to cheaper bus travel and acts as a proof of age. Hundreds of shops and businesses in the county offer discounts to cardholders too. Find out more and download an application form at www.yourspace.westsussex.co.uk or call 01243 777330.

Advertisement

Sussex Safer Roads

PARTNERSHIP

Seat belt wearing saves over 2000 lives a year.



Always wear a seat belt and fit a child restraint correctly. This saves lives and reduces injuries in the event of a collision.

www.SussexSaferRoads.gov.uk

• Safer Roads • Safer Communities • Sharing the Responsibility

Visit www.thinkroadsafety.gov.uk for up to date information about the laws on seat belt and child restraints.

Tolls but no trolls for West Sussex!

We're not sure if there were any trolls living under toll roads in West Sussex in times past, but we do know that the county was criss-crossed with toll roads like the one in the Three Billy Goats Gruff fable.

Here we showcase some of the photos of tollhouses and toll keepers that are on our West Sussex Past Pictures website, which has over 10,000 images cataloguing the county's past.

The Old Shoreham Tollbridge has been recently restored, making the Grade II* listed structure safe for at least another 30 years.

The bridge over the River Adur dates back to 1781. It was closed to traffic in 1968 but is now a bridleway for walkers, cyclists and horse riders.

Our first photo shows the former Toll Cottage at Cocking which was on the Midhurst to Chichester road, maintained by the Sussex Turnpike Trust of 1749.

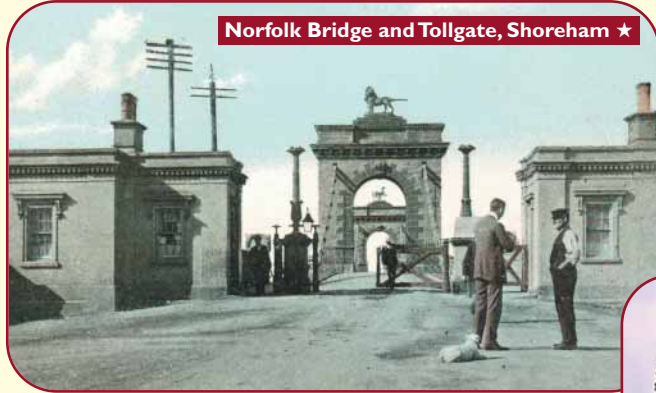
A turnpike was the pike or long stick that was held across the road, and only raised or turned aside when the traveller paid the toll.

Other toll houses were at Long Furlong, Clapham, High Street, Crawley, on Houghton Bridge at Amberley, and in Horsham, Storrington, Goring and Findon.

The toll keeper is pictured on Norfolk Bridge at Shoreham with his ticket machine, accepting a fee from a woman driver in an open-topped car around 1926.

Visit our website to view the Past Pictures web pages.

★ © Marlipins Museum, Shoreham-by-Sea www.sussexpast.co.uk
 ■ © Weald & Downland Open Air Museum www.wealddown.co.uk



Norfolk Bridge and Tollgate, Shoreham ★



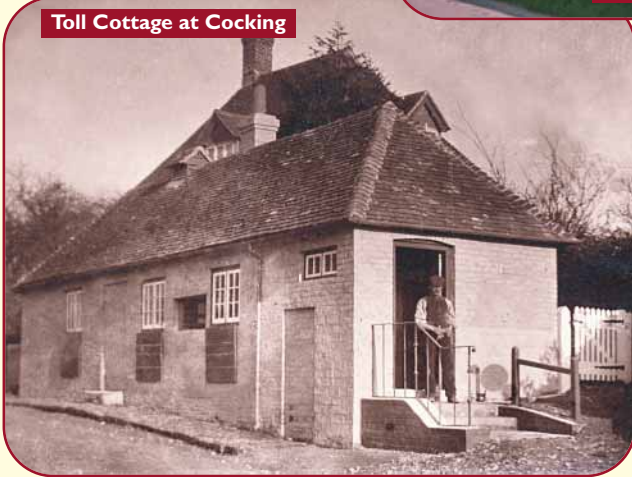
Houghton Bridge, Amberley ■



Long Furlong ■



High St. Crawley



Toll Cottage at Cocking



Norfolk Bridge Toll 1926 ★

There's so much in it!

Libraries are about more than just shelves of books! See below for a round-up of what's happening around the county.

Read All About It - for free

Our Library Service can help you beat the credit crunch!

If you need some self-help books to help retrain for a new career, then pop down to your local library, where it's free to join and you can borrow up to 20 books at a time. You can also rent DVDs and CDs.

Go to our website to find your nearest library - or to check if one of our mobile libraries visits your neighbourhood.

Ghostly goings on Crawley Library will be hosting 'ghosts' after hours on November 11.

The Nunkie Theatre Company will be performing a one-man show based on two spooky stories.

The event is in

conjunction with Crawley's Hawth Theatre.

For tickets and enquiries, call 01293 553636 or click on <https://tickets.hawth.co.uk/public>

TV's 'Tim' has Worthing links!

Martin Freeman, most famous for his role as Tim in



TV comedy 'The Office', visited Worthing Library to trace his past for TV programme 'Who Do You Think You Are'.

Martin and a BBC film crew spent a day at the Library filming for the popular BBC 1 series which features celebrities tracing their family history.

The actor looked through photographs,

cuttings and local directories to find out more about his Worthing ancestor Richard Freeman, a blind organist and piano tuner who arrived in West Sussex around 1880.

Online help

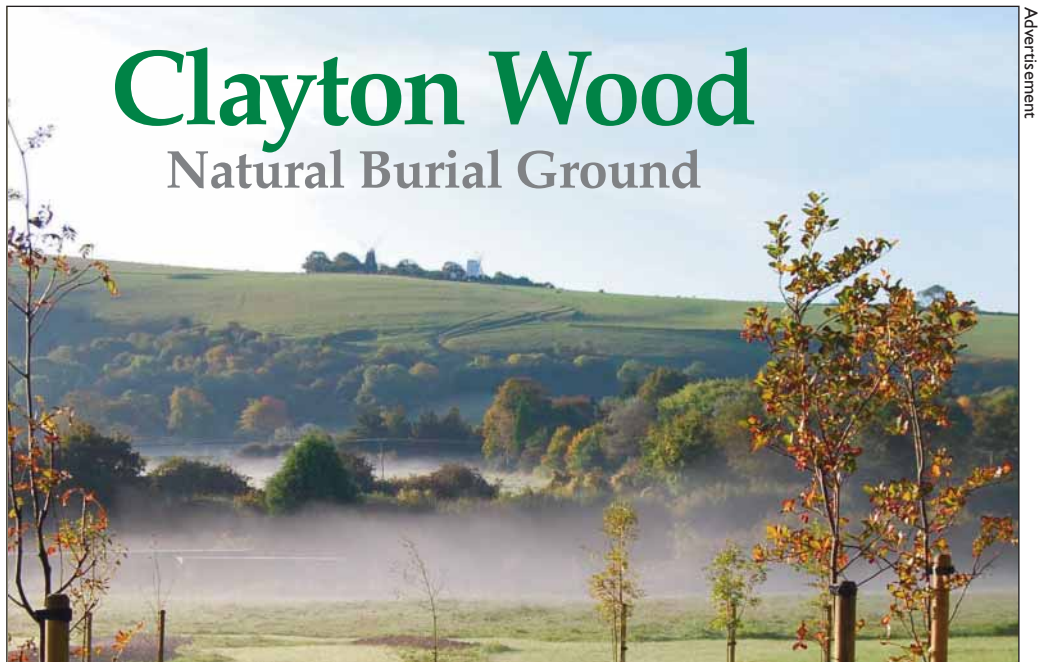
Charitable trusts and foundations can often give financial help for people with illness, disabilities, or who need funds for education. Now you can find out what money is available at Funderfinder - an online database with information about 4,000 charitable trusts. You can use it for free at home or in your local Library.

● Do you need help to pass the British

Citizenship Test? The official course is now available in Bognor Regis, Broadfield, Burgess Hill, Crawley, Lancing, Littlehampton and Worthing libraries. It includes information about UK history and has practice tests.

Visit: www.westsussex.gov.uk/libraries

Clayton Wood Natural Burial Ground



Advertisement

Clayton Wood burial ground is a green alternative to a traditional cemetery. Set in 13 acres of countryside below the South Downs you can be part of a new English wood that will be protected from development forever and will be within the new South Downs National Park.

Graves, Ashes plots and Ashes Scattering are available. Native trees are planted around the burial areas so to create a new traditional English wood in the heart of Sussex for future generations to visit, remember and enjoy.

Young growing trees lock more carbon than mature ones. They are also better able to deal with possible climate change, let this new wood be your legacy, together we can make a difference.

01273 843 842

www.claytonwood.co.uk

Clayton
Wood

Clayton Wood, Brighton Road, Clayton,
West Sussex, BN6 9PD.



health & wellbeing, for life

An ambitious five-year plan of action for improving the health and wellbeing of everyone living in West Sussex is now underway.



The biggest benefits will include: combating the effects of strokes; increasing the detection of breast cancer; eradicating hospital-acquired MRSA; giving every NHS patient a personal care plan and thousands of men and women expected to quit smoking, halving their risk of acute heart disease.

One of the biggest challenges will be to increase the life expectancy of people living in parts of the county which, contrary to some perceptions of West Sussex, are among the 20 per cent most deprived wards in England.

The action plan sets out objectives and priorities for health improvements in the period 2009-2014. It has been drawn up by NHS West Sussex which provides money for all aspects of NHS care in the county, from hospital operations to GP services and dentistry.

At the heart of the plan is a determination to tackle causes of ill health; reduce preventable disease and health inequalities; offer people more choice and control over their treatment and care; ensure that treatment and support are of the highest standards; and make sure services are accessible.

The backdrop to health improvements in the county is a broadly encouraging one. West Sussex has made great social,

economic and health advances in the past 50 years, reinforcing its image as a healthy and prosperous county. Most people are living longer, thanks mainly to healthier lifestyles and improvements in treatment.

This, however, presents new challenges in the treatment of long-term conditions and the care of older people. Some groups of the population suffer much greater ill health – through diabetes and cancer, for example – and lower life expectancy. The gap between highest and lowest life expectancy is 13 years in parts of the county.

A welcome feature of recent NHS developments is that many services, previously available only in hospital, can now be provided in people's homes or in the community. People are increasingly demanding greater choice, higher standards and more of a 'say' in their care.

Our drive for health improvements is a co-ordinated one, to be achieved through partnerships not only with other providers of health care, including doctors and other clinicians, but with individual patients, the wider public, local authorities and voluntary organisations, all of whom have crucial parts to play.

Main target areas

Here are some of the main target areas and objectives highlighted in the action plan:



Heart disease: More than 4,200 people to quit smoking each year, cutting their risk of acute heart disease by 50 per cent.



Stroke: Patients who show signs of having a stroke will be seen and treated by a stroke specialist within 24 hours.



Hospital infection: Incidence of C.Difficile in hospitals to be halved. Hospital-acquired MRSA to be eradicated.



Cancer: Access to radiotherapy improved within and near to West Sussex. More people to be screened for breast, bowel and cervical cancer. 30 per cent more people will have their breast cancer detected earlier.



Mental Health: Reduce the stigma around mental illness and provide more choice, with better access to services and better local support.



Personal care plans: Better health for people with long-term conditions, including help for diabetics to manage their condition and avoid preventable complications.

More details about the five-year plan can be found on www.westsussex.nhs.uk/about-us/strategic-commissioning-plan

'One-Stop' Customer Service

West Sussex people now have a 'one-stop' service for their health queries and concerns.

The Customer Services Unit (CSU) brings together PALS (Patient Advice and Liaison Service), and Complaints and Customer Services into one new team.

The service is free and confidential and offers information and advice to patients and the public. It aims to resolve people's concerns quickly and informally and can provide information about health services,

voluntary organisations and support groups. During the past year, PALS and Complaints and Customer Services have dealt with more than 4,000 issues and requests for information and support from patients, carers, relatives and staff.

The unit also handles complaints received by us about the services we buy, for example from hospitals and GPs, to meet the health needs of people living in West Sussex.

The aim of the Customer Services Unit is to respond to patients and the public more quickly and effectively. The information it gathers will give valuable knowledge about patients, their experiences and health needs – all of which will be fed into the process of purchasing and developing health services.

Contact the Customer Service Unit on 0300 100 1821 or email pals@westsussexpct.nhs.uk

The aim of the unit is to respond to patients and the public more quickly and effectively.

Helping to shape future developments

Individual patients and members of the public have a number of routes they can take to make their views known and to help shape future policies and developments in the NHS.

Membership Scheme

NHS West Sussex spends £1 billion a year on health services – equivalent to more than £1,000 for every person in West Sussex.

The way that money is spent therefore affects everyone, and we have introduced a membership scheme – My NHS West Sussex – which enables people to have their say about it.

Members will have the chance to talk with each other and share information. They can participate as much or as little as they wish. Whatever the level of their involvement, their views will influence not only our day-to-day work but also the longer-term goals for improving health.

If you are interested, please contact the membership scheme manager on 01903 707408 or email mynhswestsussex@westsussexpct.nhs.uk

Useful Contacts

NHS West Sussex
01903 708400
www.westsussex.nhs.uk

Customer Service Unit
0300 100 1821

NHS Choices: www.nhs.uk
A website which provides NHS information, including information about local health services and hospitals, tips on healthy living and information about conditions and treatment.

NHS Direct: 0845 4647 www.nhs.uk
NHS Direct provides expert confidential health advice as well as information on local health services.

If you would like a copy of this information in another format such as large print, taped version or in another language please contact us on 01903 708440.

A day in the life of the NHS

Take an average working day in West Sussex, and...

- 14,800 people will go to see their GP
- 560 people will be referred by their GP to a hospital consultant
- 340 people will be admitted to hospital
- 339 people will attend Accident and Emergency, of whom 131 will be admitted
- 5,880 people will see a community nurse or therapist
- 24 babies will be born
- 260 people will call NHS Direct.