



# Inform

## The Cedar Foundation User Forum Newsletter

Winter 11/12



### AGM

## HAPPY 70TH BIRTHDAY CEDAR

At this years Conference/AGM we all celebrated 70 successful years. From the 'old days' when we were called NICOD many changes have taken place which have empowered people with disabilities to gain independence and lead more inclusive lives.

Four members of the Belfast User Forum, Denise Murdock, Donna Keatings, Katrina Black and Gary Elwood gave presentations on our training over the past year, and Alan Leslie told how the Foyle User Forum is progressing.



Two parents, Trevor Smith and Bill Ruth could not speak highly enough of the caring staff of the Inreach Service (who come to children's own homes to give respite to parents), and Twisel Lodge Respite Service. Both presentations were very emotional and all our guests were effected by them.



### Guess who!



We hope you all enjoyed our Annual General Meeting and are looking forward to next year's conference.

## Changes

As many of you will know, there are many changes in the pipeline that will involve the User Forum.

To enable every Service User to become involved, Forums will be set up in various locations throughout the Province.

To promote this, information leaflets, including options for those wanting to become involved with the Forums, will soon be available from key workers.

**Here is a copy of our new form:**

# *User Forum*      *Your Voice*



The Cedar Foundation User Forum is realistic and focused on how we can make a positive difference to the lives of all our Service Users.

We want to empower people with disabilities to live fully inclusive lives by challenging and overcoming the many barriers created by society.

Our aims are:

- To be made aware of individual User's experiences of Cedar Services, and offer support when needed
- To ensure Cedar Services are based around the needs of our Service Users, and continue to be person centred
- To make sure Cedar's policies, procedures and information are User friendly
- To provide training to enable a team of User Forum members to sit on Cedar interview panels, and to support Service Users to complete customer satisfaction questionnaires
- To represent Cedar Service Users at public events and consultations



The Forum is made up of Service Users with a wide range of disabilities. We are prepared to challenge poor practice and seek Service improvements. To achieve this, we consult and communicate with Service Users, Management and Staff.



- |  |                          |
|--|--------------------------|
| I wish to receive the quarterly newsletter                 | <input type="checkbox"/> |
| I wish to receive minutes and agendas of my local meetings | <input type="checkbox"/> |
| I wish to attend meetings                                  | <input type="checkbox"/> |
| I wish to take part in training opportunities              | <input type="checkbox"/> |

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Key Worker at Cedar: \_\_\_\_\_

For more information contact :

**Claire Ward, User Forum Facilitator**

The Cedar Foundation User Forum, 1 Upper Lisburn Rd, Belfast BT10 0GW

Tel: 028 9061 2424 or email [c.ward@cedar-foundation.org](mailto:c.ward@cedar-foundation.org)

## EMA Awards



A group of young people from the Youth Matters Service in Belfast, were lucky enough to attend the MTV EMA awards at the Odyssey Arena on Sunday 6th November supported by youth officer Gillian Presho who liaised with MTV to secure the tickets and Bank Support workers Steve Derby and Jonny Baxter.

Thanks to Georgia and Jo from MTV, we were able to get 10 tickets to the biggest music event to ever take place in Belfast! From the minute we arrived in VIP parking, we were whisked past the queues of press and VIP guests to our seats above the awards stage. Acts on the night included Coldplay, Bruno Mars, LMFAO and of course Lady Gaga with her first live performance of her new single 'Marry the Night'. Sean Lawson, 15, thought Lady Gaga was the highlight of the night and loved her 'unique' style which saw her dressed as a satellite perched on top of the moon! Justin Bieber also performed but we preferred his girlfriend Selena Gomez, who hosted the evening. Other highlights included David 'The Hoff' Hasslehoff, Hayden Panettiere and the stalker, Katy Perry and Jessie J.

Glenn Couse, 18, commented that 'this was the best activity we've ever done and I really cant believe we were lucky enough to be there. Thanks you so much for making it happen.

We all had an amazing time and are still talking about it non-stop. We are in the process of putting together all our photos and will share with you in the next issue.

Andrew, Adam, Scott, Kieron, Courtney, Sean, Glenn.

## ServQual

ServQual is a questionnaire used within Cedar to evaluate customer satisfaction. Once again members of the Belfast User Forum who have been fully trained, helped residents in Ardkeen, Ballymacoss, and Hillmount to complete their annual ServQual questionnaires. This is completely confidential and allows residents to give their honest opinions.

The completed questionnaires are returned to Head of Living Options, to be assessed.



## Benchmarking

Members of the Orchardville Society, a voluntary organisation which provides support to people with learning disabilities, invited the Belfast User Forum to meet with them to discuss ways of strengthening their recently formed Trainee Forum. We discussed confidentiality, the roles of Office Bearers, and other issues important to the running of a successful Forum.

They wanted our input because they are so impressed with our strengths and the work done by our User Forum in past years.

It was reassuring to know that the Cedar User Forum continues to be held in such high esteem.



## Public Transport Users Rights

The Consumer Council will be out and about in bus and rail stations across Northern Ireland over the coming weeks to give consumers helpful advice and information on your rights as a passenger and what to do when things go wrong.

The information day locations and dates will include:

Lisburn Bus Station- Friday 02 December, 8.30 am- 4pm

Europa Bus Station, Belfast- Thurs 08 December, 8.30 am- 4pm

## MOVEMBER

Kerry Nicholson, Administrator in Balmoral, hates facial hair (on him) and has never ever grown a beard, moustache or goatee, but for the month of MOVEMBER (the month formerly known as November) he's growing a moustache to raise money for men's health charities.

As of Tuesday 1<sup>st</sup> November Kerry has not shaved his moustache and won't be for the rest of the month – that's 30 whole days of growth. He'll be doing daily photos for those of you who don't have the pleasure of being able to gaze into his handsome 'bake' everyday – just go to his Movember homepage at <http://mobro.co/kwn> and click on 'View Gallery' to keep track of his progress.

If you would like to sponsor him, you can go to his Movember homepage at <http://mobro.co/kwn> or you can donate to the box on his desk in Balmoral. All donations of any size gratefully received. All the money raised goes to support men's prostate and testicular cancer initiatives such as the Prostate Cancer Charity and the Institute of Cancer Research.

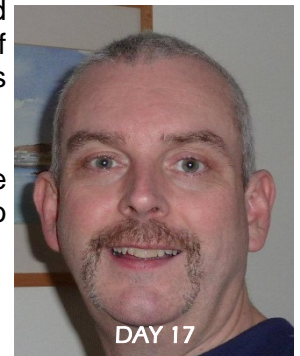


DAY 1

Kerry has a friend who had prostate cancer recently and another two friends who had testicular cancer a couple of years ago, so doing something to support these charities is a really great way of helping.

If you want to find out more about Movember, where the money goes, and what it's all about, go to <http://uk.movember.com>

Thanks for your support.



DAY 17

## Suggestion Boxes

As we stated in previous editions of Inform, we are no longer using suggestion boxes. In future you may make your suggestions to us by phoning Anne or Claire (02890 612424), by contacting your Local Champion, by post to the User Forum office at Balmoral(1 Upper Lisburn road, Belfast, BT10 0GW), by email ([userforum@cedar-foundation.org](mailto:userforum@cedar-foundation.org)), or by contacting any member of the User Forum. All suggestions will be responded to promptly & treated in confidence.



The User Forum  
Suggestion Form

*Cedar*

Date..... Name.....

Contact Information.....

SUGGESTION.....  
.....  
.....  
.....

Information provided will be treated with confidentiality at all times