

If English is not your first language and you would like more information about this document, or if you require information in large print, Braille or tape, please contact 01325 388108.

إذا رغبتكم الحصول على هذه النشرة بلغة أخرى غير اللغة الإنجليزية نرجو الاتصال بنا على رقم الهاتف التالي 01325 388108 مع ذكر رقم الإشارة.

如果你需要其它语言的版本，請與以下電話聯係並報出參考號碼：01325 388108

যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই প্রকাশনাটির দরকার থাকে, তাহলে 01325 388108 নম্বরে ফোন করুন এবং সূত্র নম্বর উল্লেখ করুন।

यदि आप यह प्रकाशन अंग्रेजी के अलावा अन्य भाषा में चाहते हैं तो कृपया संदर्भ नम्बर (रेफरन्स नम्बर) बताकर निम्नलिखित 01325 388108 पर संपर्क करें।

ਜੇ ਇਹ ਪਰਚਾ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਨੰਬਰ 01325 388108 'ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਰੈਫਰੈਂਸ (ਹਵਾਲਾ) ਨੰਬਰ ਦੱਸੋ।

اگر آپ کو یہ کتابچہ انگریزی کے علاوہ کسی دوسری زبان میں درکار ہو تو برائے مہربانی ٹیلیفون نمبر 01325 388108 پر فون کر کے حوالہ نمبر بتائیں۔

Introduction

What is Supporting People?



Supporting People can enable you to live independently in the community.

Supporting People provides housing related support for people who live in lots of different types of housing: -

- people who own their homes,
- have a landlord

or

- live in local authority housing.






Supporting People in Darlington, supports lots of adults and young people, who have a diverse range of needs including: -

- Older People with support needs.
- People with Learning Difficulties.
- People with Mental Health Issues.
- People with Physical and Sensory Impairments.
- Young People at risk.
- Black and Minority Ethnic Groups.

- People at risk of Offending.
- People with Drug and Alcohol problems.



Supporting People can help you with

- Personal Safety  ✓
- Filling in Forms and Letters  ✓
- Enabling you to manage your tenancy  ✓
- Paying Bills  ✓
- Staying in control of your money  ✓
- Contacting professionals or others who can assist if there is a problem.



Supporting people cannot assist with

- Someone making your meals for you X



- Bathing and dressing



- Someone doing your washing and ironing for you.

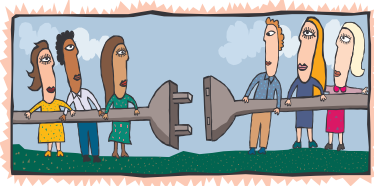


You can get information on all the services supported through Supporting People by accessing the Supporting People service directory.

This can be found by logging onto Darlington Borough Councils website, www.darlington.gov.uk entering the housing page and then Supporting People.



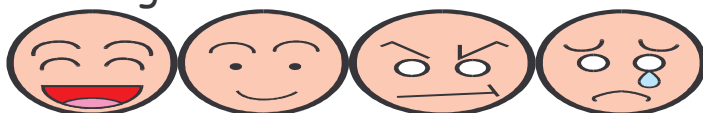
The Supporting People team makes sure that service user involvement is central to all the activities and services offered by all Supporting People service providers and service users are involved in all different parts of decision making processes, from receiving information, to taking part in and shaping service developments.



Supporting People encourages service providers to look at how well their services are working including, what works well and what could be changed or improved to help meet your needs more effectively.

Supporting People will make sure that you are directly involved and can influence how your support service is delivered.

Supporting People will ask you your views on the service you receive and your experiences, so we can reflect them when we are developing new services or reviewing your existing service.

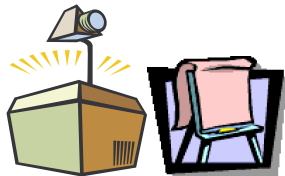


Listed below are some of the ways in which we seek your views.

- Through one to one interviews.
- Through Focus groups/group discussions
- Meetings at your home



- Through questionnaires and presentations

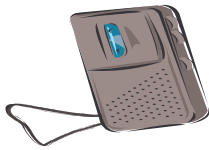


- Through interviews for the Supporting People newsletter
- Through workshops and Inclusive forums.
- Attending events by individual providers.
- Attending established user groups and forums.

The Supporting people team attends lots of different groups and forums to consult with service users. These include

- Learning Disability Partnership Board
- The Young Persons Accommodation group
- Older Peoples Outreach
- The Domestic Violence Forum

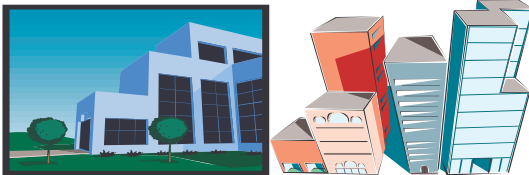
Supporting People to make sure that everyone has all the information they need to participate in consultation events. At present Supporting People have information available in Large print, Braille, audiocassette and picture format.



This makes sure that you can always access the information you need.

Supporting People information is also available at lots of different places and from lots of different people, including

- Statutory organisations e.g. (Social Services)
- Help and support organisations e.g. (the Citizens Advice Bureau and local Libraries).





From talking to service users Supporting People were able to get valuable information to put into their Five Strategy.

The Five Year strategy outlines:-

- What services we already have for different service users
- The needs of each service user group
- How well needs are being met and what still needs to be done.

If you would like to see the full Five Year strategy then please contact the Supporting People team. Our contact details are at the front of this document.



Supporting People Reviews

Every three years the Supporting People team carries out a review of the housing related support service you receive.

The Supporting People team have to make sure that service providers are giving you the correct support that we pay for and even more importantly that you are happy with the support that you receive.



During the review the Supporting People team comes out



to talk to you.

When we talk to you during the review we will be talking about

- What you think works well in the service
- What may need to be improved
- How you would like to see this and other services delivered in the future.

- How well this service meets your needs
- Anything else that you would like to tell us about the service.



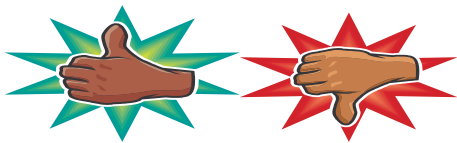
We really value what you have to say. If you cannot attend one of our meetings we can send you a questionnaire to complete or you can arrange a separate meeting with one of the Supporting People team at a time which is convenient for you.



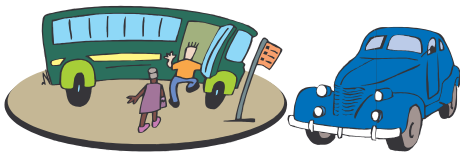
During the reviews Supporting People are flexible towards your needs and wishes. Supporting People have carried out consultation with some service users in the evening, as this was the best time for them, carried out one to one interviews and focus groups, and held a variety of Pizza and Pop nights.



People who are present at consultation events are asked to give the Supporting People team feedback on what worked well, what you didn't like and what we may need to do differently in the future. So we can continually improve our consultation events.



The Supporting People team is happy for you to decide on the location of the consultation. This helps to make sure that you feel comfortable in your surroundings and are happy to participate. If you need to travel for consultation with the Supporting People team or you incur any expense then you will be reimbursed.



How you can be involved in the Supporting People Programme

Supporting People produce a quarterly newsletter, which has a section dedicated to service user success stories. Each quarter features a different service user from Darlington who has accessed Supporting People services.



. It promotes how independent living can be achieved with different levels of support and how this enhances individual's day to day lives.



If you would like to feature in the Supporting People newsletter please contact the Supporting People team.

A group for service users to develop the Supporting People programme in Darlington, to make sure it meets your needs.

Supporting People holds an Inclusive Forum, which invites you to be consulted on Supporting people developments.. The Inclusive Forum also gives you the opportunity to

give your views on future Supporting people developments and tell us about any issues you may have.



Supporting People are hoping to develop a service user group to develop the Supporting People programme in Darlington, as well as holding the Inclusive Forum. This will give you additional opportunities to be directly involved in the development of the Supporting People programme in Darlington



The Supporting People team would be very grateful if you would join this group, as having a service user group is the only way we can ensure that the Supporting People programme is meeting your needs.



You can participate in consultation with Supporting People at whatever level you wish. If you would like to join the service user group please contact the Supporting People team, our contact details are on page 23.



New developments

From direct consultation with you, other service users, your service providers and other key stakeholders. Supporting People identify where new schemes need to be developed or where additional support is needed.

When new services are being developed, people who may wish to use the service, or people using similar services are involved in developing the service and have a direct influence over lots of different things including: -

- The type and level of support that is needed,
- The location of the service
- Any other issues that you feel are important.



Your service provider and You

There are lots of different ways you can get involved in your service, examples include:-

- House meetings/ Residents meetings: - during house meeting you can tell your service providers how you think things are going in the

service and suggest things you might like doing or changing.



- Make sure your support plans meet your needs and tell your service providers about any changes you would like making.




Some good examples of ways in which service users have become involved in their service

- Service providers informing and asking service users views when changes are going to be made e.g. new decorations and seeking their views on colour schemes.



- Design policies and procedures alongside service users to make sure they are easily accessible and readily available.

- Service users as board members 
- Making information available in different formats for service users.
- Service users producing their own newsletters.



Our Commitment to you

Supporting people in Darlington will offer the opportunity for you to be involved at a variety of stages in the Supporting People programme and in lots of different ways.

We will ensure service users views are always obtained and these views directly shape the Supporting People programme in Darlington.

We will co-ordinate our consultation with the individual service user groups, to ensure you are not asked too many times to take part in different things.

Ensure that when we work with service users they always know the outcome of the meeting and can hopefully see visible outcomes.

We will support service users to participate in the Supporting People programme at whatever level they wish and ensure everyone has the opportunity to participate and be directly involved in the Supporting People programme.

We will continually update all our information, to make sure it is available in a variety of formats so that it is accessible to all.

We will

- Keep you updated on all Supporting People developments
- Continue to seek your views when new services are being developed and continue to seek feedback so we can continually improve.
- Give you feedback when your service is being reviewed
- Create opportunities for you to give feedback on how well you think that the Supporting people programme is being delivered.

If you have any comments or would like to give the Supporting People team any feedback from the service user involvement strategy please contact.

The supporting people team at



supportingpeopleteam@darington.gov.uk

Or



Telephone (01325) 388108/388146

Or

Write to



The Supporting People Team
Supporting People
Community Services Department
Rotary Annex, The Arts Centre, Vane Terrace
Darlington, DL3 7AX

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