



Tell Us What You Think



Supporting people

Communities and Local Government



The Supporting people Programme has improved the quality of the lives of vulnerable people by providing them with a stable environment in which to develop independent living skills.

Supporting people pays for the housing related support you receive in your current home.

What is Housing Related Support?

Housing Related Support can include many things, these are a few examples:

- Helping you to manage your tenancy
- Helping you to pay bills and manage your money
- Helping you to complete forms
- Telling you about other agencies who could help you with other issues you have, such as drug & alcohol problems, getting back into education etc.
- Developing your domestic skills, such as cooking & cleaning
- Helping you to talk to, and go to meetings with other agencies

Housing Related Support does not include people cooking meals for you, or any personal care you may need.

We Need Your Views On Your Service

We call it 'your service' because that's what it is – your support should be designed around you. You may share a house with someone, but it does not mean that you will receive the same support as them. Your support should meet your needs and help you achieve the goals that you have set yourself.

Darlington Borough Council's Supporting people Team have a contract with your support provider, and our role is to monitor the contract to make sure they are supporting their service users in the best way.

As you are a current service user, you are the best person to tell us:

- What you think works well
- What things need to be improved
- How you would like to see this and other services delivered in the future
- Anything else you would like to tell us about the service

Talking To You

When it is your provider's turn to go through the Supporting people monitoring programme, we will ask them how they think we should talk to you. Sometimes they think a questionnaire will work best, other times it's one to one or group chats, or on other occasions it could be a large group chat whilst having pizza.

Anytime

You do not need to wait for us to come and talk to you, if you think the support you are getting has helped you, come and tell us about it. If you think there is a problem with the way your provider is supporting people, come and tell us. If you want to talk about anything related to your support, your provider or Supporting people in general, we will be happy to talk to you at any time. If you want to ring us, we can phone you back.

This is your opportunity to make sure the services in Darlington meet your needs, and those of future service users

For more information

If you would like some more information on the Supporting people Programme, or would like to look at our service directory to see which providers in Darlington operate under the programme, please look on our website:

www.darlington.gov.uk/housing/supporting+people

Alternately you can contact us in the following ways:

In writing: Supporting people Team,
Town Hall, Feethams,
Darlington DL1 5QT

By phone: 01325 388108

By email: supportingpeopleteam@darlington.gov.uk

This document will be made available on request to the Supporting people Team in Braille, large print and on audio cassette. It is also available in other languages. Telephone 01325 388108

Arabic

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

Bengali

যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই প্রকাশনাটির দরকার থাকে, তাহলে 01325 388684 নম্বরে ফোন করান এবং সূত্র নম্বর উল্লেখ করান। 01325 388108

Cantonese

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

Hindi

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।

Punjabi

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।

Urdu

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۔

Polish

Jeśli chciał(a)by Pan(i) otrzymać polską wersję językową tego dokumentu, proszę zadzwonić pod numer 01325 388108 i podać numer identyfikacyjny dokumentu.