

Our policy for involving you



What is 'Supporting People'?

The Supporting People programme pays for services that help you to live independently. These services include:

- sheltered housing (accommodation with a scheme manager who can give you support);
- supported-living schemes (where you can get housing and support); and
- alarm systems (like Lifeline) that let you call for help in an emergency.

The money comes from the Government through the Supporting People Grant.

Our policy on eligibility explains in more detail what services can be provided under the Supporting People programme and who is entitled to receive these services. See our separate policy summary leaflet 'Who is eligible for help from Supporting People?'.

What is this policy for?

This policy sets out how we involve you and, where appropriate, your carers in the Supporting People programme. We call anyone who is receiving, or who may receive, housing-related support through a service paid for by Supporting People a 'service user'.

We want to involve you (our service users) in:

- the way we run services for Supporting People;
- the work our Supporting People team does; and
- planning and developing our services for Supporting People.

To do this we:

- give you information about what we are doing;
- consult everyone involved, that is, we ask for their information or advice about the way we run our services for Supporting People; and
- involve you in making decisions about and changes to our services.

We aim to involve you in helping us provide the best possible services to meet your needs. We will encourage and support you to get involved. However, we understand that you may choose not to get involved in this way but this will make no difference to the service you receive.

How do I give you my views on the services I receive?

We get people's views in the following ways.

- Talking to you, taking note of what you say in your service reviews, or when you phone or write to us.
- We may ask you to fill in questionnaires and surveys which can be anonymous (you don't have to give us your name).
- Involving you in group meetings and discussions. These may be groups we have set up, or groups run by service users themselves, such as house meetings or tenants' groups.



- Training some people to help us check the quality of our services including getting you to ask other service users for their views.

How do I get involved in planning and developing services?

Service user reference group

This is a group of people who said they were interested in giving us their comments on the information we produce about Supporting People. We consult this group when we produce new information such as leaflets, or when we review our existing information. We do this by sending them written documents and information in other formats (such as tapes and CDs) for their comments.

Newsletter

We produce a newsletter twice a year for people who receive services through the Supporting People programme. We use the newsletter to tell people about news and developments in the Supporting People programme, including opportunities for them to get involved. We will continue to develop the newsletter by consulting you so that it is relevant and interesting. We will use the newsletter to give you feedback we receive from service users.

Countywide service-user group

This new group was set up in July 2007. We invited representatives from existing service-user and tenants' groups to join this group. We will support the group to find an appropriate independent person to lead it, called the 'facilitator'. The facilitator will come to our Supporting People Core Strategy Group and Strategic Forum meetings to represent your views. These meetings include staff and managers from all the partner organisations involved with Supporting People, including health and housing organisations.

Events

We will encourage you to come to our yearly Supporting People conference and other similar events. This will give you the opportunity to meet members of the Strategic Forum and Core Strategy Group. We will also encourage councillors and members of staff in our partner organisations to visit Supporting People services in their area.

Where can I get more information?

This leaflet is a summary of the main points in our service user involvement policy (as at June 2007). It is one of a series of summaries of our policies on Supporting People. If you would like to see the other summaries, or any of the full policies, or if you want any more information about Supporting People, please contact us.

Write to: 2nd Floor
Sackville House
Brooks Close
Lewes
BN7 2FZ

Phone: 01273 482805

Fax: 01273 482978

E-mail: supportingpeople@eastsussex.gov.uk

Website: eastsussex.gov.uk/supportingpeople

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