

For your information

Alternative Languages

If you require this information in an alternative language, in Braille, large print, on audio tape or text only format, please contact Nottingham City Council on tel. 0115 915 4950 or email customer.services@nottinghamcity.gov.uk.

Braille

Large Print

Audio Tape

Speaking Website

You can also download a text-only version of this leaflet from our website at www.nottinghamcity.gov.uk

Webcasts/podcasts

Arabic

Bengali

Chinese

Hindi

Polish

Punjabi

Urdu

Supporting People



Service Users Involvement Strategy

Service Users' Version



Nottingham
City Council

Supporting People

Service Users Involvement Strategy

Service Users have told us they want to be more involved with the future of the Supporting People programme and the delivery of their housing related support services.

So what is Supporting People?

If you receive housing related support this will be funded by Supporting People.



Let us tell you about George. George receives help so he can live independently.

George receives help with his home; this is from Supporting People Money.

The kind of help George receives is:



Help to access accommodation



Assistance with benefits and other services



Training, education and employment opportunities



Scheme manager and alarm systems



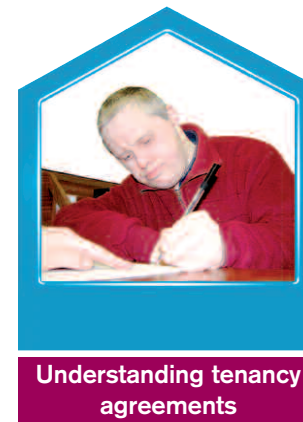
Registering with a GP



Learning the skills to look after money



Learning the skills to cook



Understanding tenancy agreements



This booklet will tell you how we are going to make sure you are involved in decisions about the future of the Supporting People programme and the delivery of your services over the next 12 months 2007-2008.

The Strategy 2007-2008

Action	How
To make sure that things get done.	By setting up a service users' strategy group.
Regularly update service users of changes to the Supporting People programme.	To produce a newsletter for service users 3 times a year.
	To develop a service users' section of the Supporting People website. This will have information for service users.
Make sure that service users are told of any changes to their service that may affect them.	By talking to providers and the Supporting People team and developing a way to tell you about any changes.

Action	How
Make sure that information is written in a way that is easy to understand.	To train and develop a team of service users to check the quality of information to make sure it is what you want.
	To develop a service users logo which can be used to show that it is approved by service users.
To ask service users for their points of view when new services are being decided.	By developing a variety of methods to help service users to mark and give their opinions on applications put forward by providers for new services.
To make sure service users are involved in decisions that may affect them and the service they receive.	By asking service users for their points of view if there are to be any big changes to their services.

The Strategy 2007-2008

Action	How
<p>Make sure service users are able to feed back their points of view about services.</p>	<p>To train service users to be service user advocates to feedback about the quality of services.</p>
	<p>Develop a 'letters to the editor' section of the service users newsletter.</p>
<p>We will make sure that service users are involved in checking the quality of the services they receive.</p>	<p>To develop a service users' seal of approval for services that are really good.</p>
	<p>To develop a team of service users to check the quality of services.</p>

If you are interested in being involved in making sure the Action Plan gets done, you can get involved in the Service Users' Strategy Group.

When:

Every 3rd Friday of every month.

Time:

14.00 - 16.00

Where:

Room 4
4th floor at Castlegate House
24-30 Castlegate
Nottingham
NG1 7AT

To join or to find out more contact Sharon at:

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