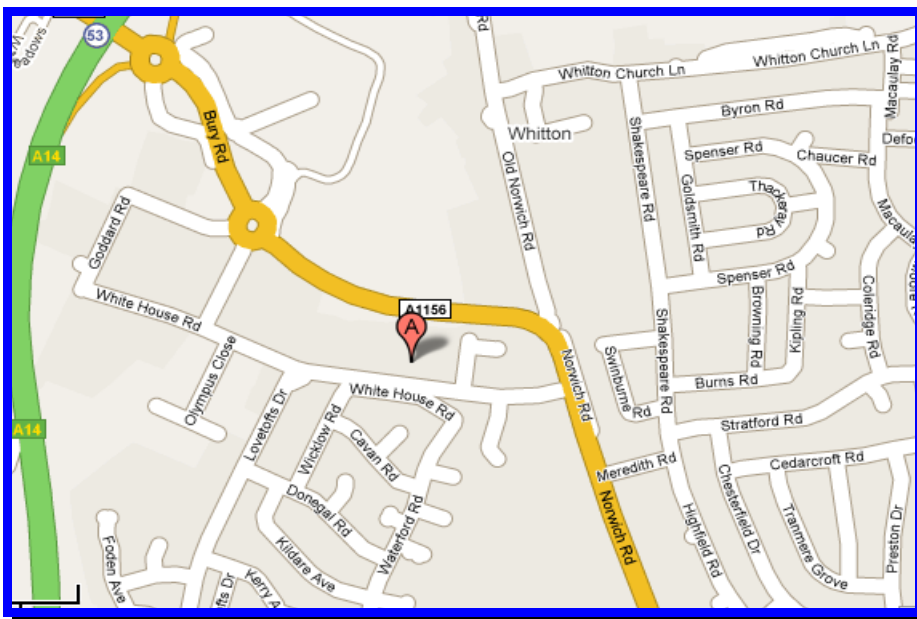
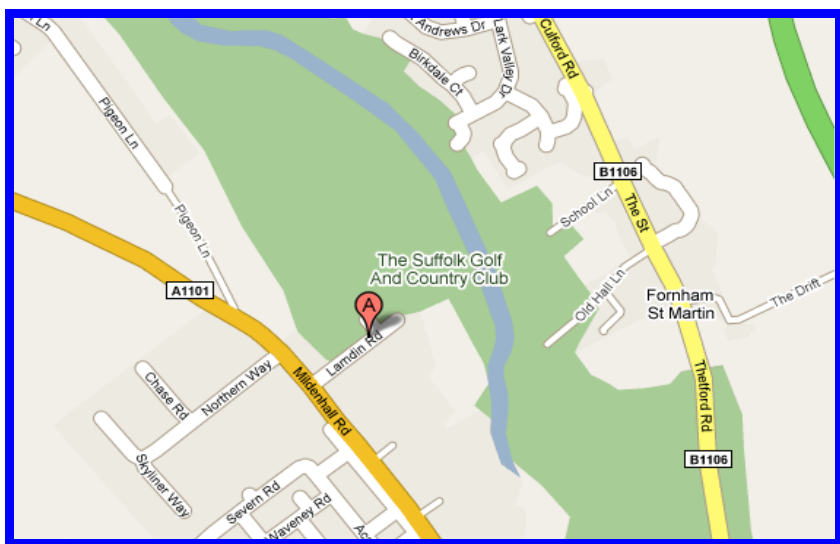


Service User Introduction Pack Contents

1. Welcome Page
2. Support Agreement
3. Protection from Abuse
4. Our Expectations and yours
5. How we review your support needs.
6. What do you want to happen?
7. Case Studies/Your involvement in our service
8. Service Standards
9. CARA Questionnaire
10. Useful Numbers
11. Complaints Procedure
12. Compliments /Complaints Form
13. Confidentiality
14. Access to Information Request Form



**Snap Ipswich
Office
Sudbury House
White House Road
Ipswich
Suffolk
IP1 5LT
01473 742690
Fax: 01473 740261**



**Enterprise House
Lamdin Road
Bury St Edmunds
Suffolk
IP32 6NU
01284 748380
Fax: 01284 718629**



1. Welcome Page

Welcome to SNAP!

Your Support Worker is

How to Contact Us:

If you would like to get in touch with your Support Worker or anyone from SNAP you can contact us in writing at the addresses listed on the previous page. You can also contact us by telephone, fax, text or email using the numbers listed below:

If you require this information in any other language or format, please contact us on 01473 742690.

Telephone: 01473 742690

Text: 07796 578113

Fax: 01473 740261

Email: cara@carasnap.org

More information can be found on our websites at:

www.carasnap.org or www.snappartnership.org



Claire Kent, Service Manager & Team Leaders



2. Support Agreement

1. **This support agreement is made between:**

Support and Advice Project

And

..... (Insert name of the individual)

Also referred to as “you” or “the service user”

This agreement is made on..... (Insert date)

2. **The purpose of the agreement**

This agreement sets out:

- 2.1 What you can expect from SNAP
- 2.2 What SNAP expects from you.

3. **What you can expect from SNAP**

- 3.1. We will provide you with a Support Worker who will provide you with support as long as you both agree you require the service we offer.
- 3.2. Your Support Worker is
- 3.3. Please note other members of the SNAP Team may occasionally act as your Support worker.
- 3.4. The Support Worker can be contacted during office hours at SNAP, Tel 01473 742690 or in writing to SNAP Sudbury House, Dencora Business Park, White House Road, Ipswich, Suffolk IP1 5LT.
- 3.5. The Support Worker will work with you to:
 - 3.5.1 Assess your support needs
 - 3.5.2 Identify your goals
 - 3.5.3 Agree a plan with you which states what you need to do to meet your goals
 - 3.5.4. Support you to meet the goals identified in your Support Plan which may include referring to other agencies who can provide the correct help.
 - 3.5.5 Agree regular meetings with you

- 3.5.6 Agree 3 monthly meetings with you to review and revise your support plan
- 3.5.7 In addition to regular review meetings you can also ask for a review at any time.
- 3.5.8 Keep records of these meetings.

4. Your Rights

4.1. Confidentiality

- 4.1.1 You have the right to have any confidential information we may hold about you protected and kept safe.
- 4.1.2 We will ensure that personal information about you is confidential to the staff team and their managers.
- 4.1.3 In situations where we are asked to share information with third parties we will ask your permission, except in specific circumstances, which are specified in our Confidentiality Policy.
- 4.1.4 Where we believe you or others are at risk we will share information but where possible discuss with you beforehand.

4.2 Right to Information

- 4.2.1 You have the right to receive information from us about the way we operate the terms of this agreement, and about any of our policies and procedures which relate to the support service we provide.
- 4.2.2 You have the right to access information we have on file about you. This may incur a charge.

4.3 Right to Fair Treatment

- 4.3.1 You have the right to be treated fairly and without discrimination by us.
- 4.3.2 You have right not to be harassed or discriminated against by us.

4.4 Right to be consulted

- 4.4.1 You have the right to be consulted about the services we provide and about any changes we propose.

4.5 Right to complain

- 4.5.1 You have the right to use our complaint's procedure to complain about any aspect of our service.
- 4.5.2 If you are still dissatisfied after the Complaints Procedure has been exhausted, you have the right to complain to the Supporting People Team of the Administering Authority, which is Suffolk County Council 01473 581517.

Suffolk Supporting People Team
St Edmund House
Rope Walk
Ipswich, Suffolk IP4 1LZ

Or use the contact form on their website at:
www.supportingpeoplesuffolk.org

5. Your responsibilities

- 5.1 You must meet with your Support Worker to:
 - 5.1.1 Agree your support needs
 - 5.1.2 Identify your goals
 - 5.1.3 Agree a plan which sets out your goals and actions required to achieve them.
 - 5.1.4 Agree with your Support Worker to apply for any grants/Trusts that may be available to you and allow your Worker to monitor the use of such grants or trusts

6. Using the Support

- 6.1 You have been offered support on the basis that you have agreed with us that you need support. If you no longer wish to receive support you should firstly discuss this with your Support Worker. If you and your Support Worker do not agree on the next course of action you can discuss this with your worker's Team Leader.

7. Ending the agreement

- 7.1 If you want to end this support agreement you must give us 4 weeks notice in writing.
- 7.2 We may end the support agreement with you by giving you 4 week's notice. The circumstances in which we may give notice include:
 - 7.2.1 You are no longer engaging with your Support Worker, for example, not keeping appointments etc
 - 7.2.2 We both agree that it is no longer appropriate for you to receive support.
 - 7.2.3 Following a review of the Support Plan, it is agreed that it is no longer appropriate to receive support.
 - 7.2.4 You repeatedly refuse the support offered by our staff in spite of SNAP attempting to contact you 5 times in a 2 week period (to include 2 visits).
 - 7.2.5 The Supporting People Administering Authority decides that another organisation should provide support for you.
 - 7.2.6 The Supporting People Administering Authority decide that you should no longer receive the support provided by SNAP.

7.2.7 We reserve the right to end this agreement immediately if you present a serious risk to our staff because of threatening, abusive or violent behaviour or harassment.

I confirm that the Agreement has been discussed with me .

I confirm that I understand that in receiving the Support Service, I will work with SNAP. This will involve developing a Support Plan which I agree to work towards.

I acknowledge that this Plan will be reviewed regularly and that I can ask for a review. This personal plan is designed to help me to work towards agreed long-term aims.

Signature of the Parties:

Signed on behalf of the support provider

..... (Name)

..... (Position)

..... (Date)

Signed by the service user

.....

.....(Date)



3. Protection from Abuse.

SNAP is committed to protecting staff and service users from abuse. This applies to all kinds of abuse which may include; physical, financial or material, sexual, neglect, discrimination.

Every service user has the right to an independent lifestyle and choice. They have the right to receive appropriate help, including advice, protection and support from relevant agencies. Everyone has the right to live free from abuse.

Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse. Abuse of vulnerable adults is not acceptable.

If you feel that you are a victim of any kind of abuse or neglect, you can speak to your support worker at any time.

If you are concerned about the safety of a child or a vulnerable adult, you can also speak to your support worker or contact:

Customer First - **0808 800 4005** During office hours (Freephone from landlines and some mobiles).

Out of office hours, please call the Emergency Duty Service - **01473 299669**.

If it is a police or ambulance matter, please phone **999**.

If you need support to talk to somebody about your concerns, please speak to your support worker. Please note, where there is a possible risk to health or safety, we have a duty to report your concerns to the relevant authorities.

4. Your Expectations of Support and Ours

At SNAP we provide Housing Related Support; a short term service (up to 2 years).

Once we know you are eligible to receive our support we complete an assessment and safety needs form with you and then allocate a Support Worker. Your Support Worker will get together with you to identify your support needs and plan with you what actions need to be taken to get you to where you want to be!



We review your Support Plan every 13 weeks but you can also request a review at any time. You “own” your Support Plan. Our aim is to give you information about all your options and you can then make an informed choice. We will work with you with a view to you becoming independent.

We will assist you to:

- Manage your accommodation
- Develop and improve your life skills, such as cooking and budgeting.
- Manage your finances, obtain debt advice
- Access Education
- Manage your Health and Wellbeing
- Access Community and Social Networks

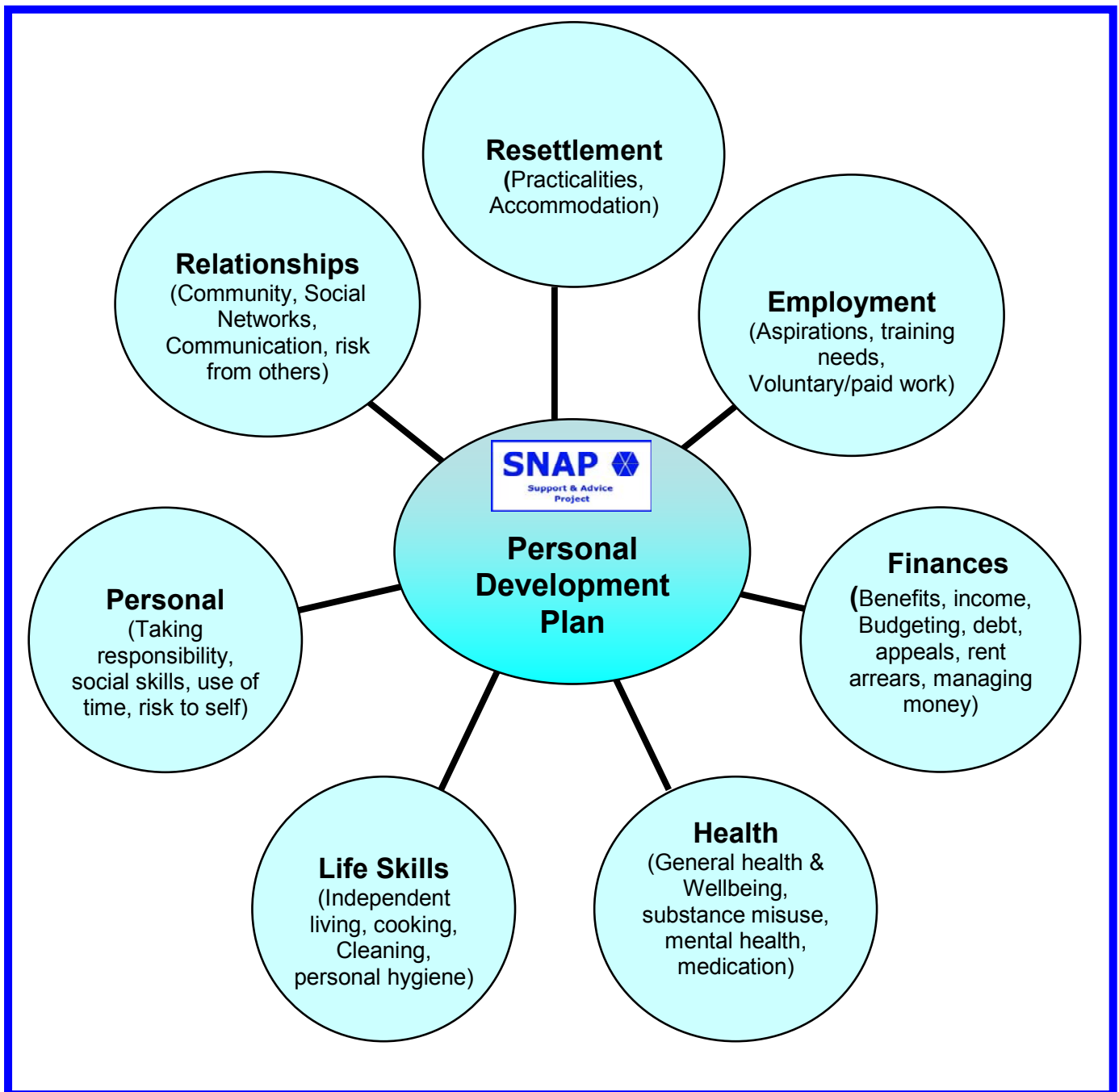
We do not provide the following services:

- Counselling
- Transport

- Personal care
- Cleaning, gardening, cooking and shopping
- Administering medication
- Handling money

Our Service is free and confidential and all we ask is that you work with us and inform us if you will not be in for your Support Worker's visit.

5. What areas we discuss when we review your support needs with you



What do you want to Happen?



Please use this page to tell us about your situation. You can include what problems you may have and what your goals are. If you want to use this please feel free to write as much as you want. You can also draw pictures or charts if you want to. This is your opportunity to explain what you want to get out of your support and you can include hopes and dreams.

7. Case Study from Previous Service User

“ A few months ago I had quite a lot of problems; my partner passed away which left me devastated. I had financial problems as I had rent arrears and council tax debt as well as gas and electricity debt. Bailiffs were writing to me and I was scared. I was told about floating support by my Estate Officer and she rang them on my behalf.

They came to see me and they really helped me to sort my problems out. They rang my debtors who I owed money to and they got my payments reduced to an affordable amount that I can pay every month. They also helped me to clear my rent arrears by assisting me to contact Housing Benefit and request a backdated payment.

I really do appreciate everything they did to help me. “

KD, Ipswich

Don't Keep Quiet!!



Give Us Your Views!!



At SNAP everything we do is influenced by our values:

- Respect
- Integrity
- Honesty
- Trust

We need your input to help us to develop a service that delivers Housing Related Support the way you want it delivered at the times when you need it. For that reason we are holding regular Service User Forums and we'd like you to be involved. Please contact Moira or Sabrena if you have any ideas or comments.

We need you to tell us:



What you like about the Service



What you don't like!!

Have your say!!!

Have you got any cheap, healthy recipes? Ideas to improve what we do? How would you like to be involved. We will hold a quarterly draw and the winner will receive a £30 Food Voucher. A loose Suggestion form is included in this pack.

8. Service Standards

Our aim is to provide a quality, caring, efficient and responsive service to our service users based upon our values of Respect, Integrity, Honesty and Trust

If you call to see us:

- Staff will be polite, friendly and helpful
- We will respect your right to confidentiality and privacy

If we call to see you:

- We will carry identification cards and show them to you when introducing ourselves
- We will make appointments whenever possible
- If we have to cancel an appointment, we will contact you beforehand and make alternative arrangements

If you write to us:

- We will respond to your letter within 5 working days, giving either a full response or an acknowledgement telling you when a full reply can be expected
- Our letters to you will be on headed paper giving a contact name and telephone number.

If you telephone us:

- You will receive a courteous greeting giving the name of the person answering the telephone.
- If the officer you wish to speak to is unavailable a message will be taken

If you make a complaint whether received via letter, telephone or in person, it will be:-

- Dealt with promptly and in the strictest confidence
- Acknowledged within 2 working days, telling you who will be dealing with the investigation
- Responded to within a further 10 working days

If you are unhappy and wish to complain, please use the compliments & complaints form – it may help you tell us what you are unhappy about.

We welcome your comments and compliments on the services we provide

- If you wish to comment upon a service or our staff and where you feel we could have done better or where we could improve.
- Perhaps you wish to compliment an individual on something they have done.
- **We are keen to hear from you - please use our compliments & complaints form.**

9. Service User Questionnaire.

We are keen that the people who use our service have the opportunity to have their say and shape its future development.
For that reason please take some time to complete the questions below and you might win a £15 gift voucher!!

Section 1: Application Process.

1. How did you find out about the support service?

--

2. If you contacted the service directly, how helpful did you find the staff that dealt with your query?

Very helpful	Helpful	OK	Not very helpful	Difficult to deal with

3. How easy did you find it to complete the application?

Very Easy	Easy	OK	Difficult	Very Difficult

4. Did the member of staff dealing with your application make it clear to you what would happen next and how long any wait would be?

YES NO Don't know

5. How quickly were you contacted and informed whether you had been accepted to receive the housing related support service?

Very Quickly	Fairly Quickly	Fairly Slowly	Slowly	Don't Know





11. Complaints Procedure

SNAP is committed to providing quality services to all of its service users. However, if you are unhappy about any aspect of the service received, we would like to hear from you. We will listen carefully to your complaint and work with you to agree a solution.

If you wish to make a complaint then please fill in our complaints form. If you wish to make a complaint verbally then you may also do this and we will write the details down and make sure that you are happy with the wording. This will help us to carry out a formal investigation.

When you make your complaint:

All complaints received will be treated confidentially, with courtesy and as a matter of urgency. SNAP will record and monitor complaints with a view to assessing and continually improving the quality of service.

Your complaint will be recorded together with any resolutions and you can request a copy of this information at any time. If, at any stage of the procedure, you wish to discuss your complaint in person a representative or friend can accompany you and, with your agreement, they can also speak on your behalf.

In the first instance we would hope that a member of our staff will resolve your complaint informally and as soon as you raise the complaint or within timescales agreed with you.

If your complaint is not resolved to your satisfaction informally, you may make a formal complaint. SNAP will acknowledge your complaint within 2 working days, telling you which Team Leader will be dealing with the investigation. We will give you our response within a further 10 working days. If the complaint cannot be resolved within this time then a revised timescale for response will be confirmed to you providing reasons for the delay.

If your complaint is very serious, then we may refer your complaint straight to our Service Manager. Depending on the nature of your complaint, details may also be referred to one or more of the SNAP partner organisations; if this is the case, we will advise you of this when we acknowledge your complaint.

If you are not happy with the response from the Team Leader, or the matter still remains unresolved, then you should contact the SNAP Service Manager on



01473 742690, or by writing to SNAP, Sudbury House, Dencora Business Park, White House Road, Ipswich, IP1 5LT. The Service Manager will confirm that they are now dealing with your complaint and a further investigation will take place. You will be advised of the outcome of this investigation within a further 10 working days.

If the SNAP Service Manager does not resolve the complaint to your satisfaction, you may appeal the decision by asking for your complaint to be referred to a member of the SNAP Board. We can do this on your behalf or you can contact the Chairperson of the SNAP Board on 01473 218818 or in writing to; Paul Kingston, Orwell Housing Association Limited, Crane Hill Lodge, 325 London Road, Ipswich, IP2 OBE.

If you are still unhappy with the response you receive from the SNAP Board member, you may refer your complaint to; Supporting People in Suffolk, St Edmund House, Rope Walk, Ipswich, IP4 1LZ. Tel 01473 581832, Fax 01473 583020

Equal Opportunities: SNAP treats all people with equal respect, concern and consideration. This means that we will not treat you any differently because of your race, gender, age, religion, sexual orientation, disability or background.



12. Comments, Compliments & Complaints.

We are always looking at ways of improving our service. We would like to hear your views on how well you think we are doing, what you think we are not doing well and how you think we can improve the services we offer.

If you would like to make a compliment or complaint regarding our service, please fill out the form below. Please note, if you are making a complaint, this will enter our formal complaints procedure.

Your name	Date
Your address	
Daytime contact telephone number	
Please tell us the best time of day to contact you	
Email address	
Please provide us with details of your compliment, comment or complaint	
Please tell us what you would like to see happen as a result of your comment or complaint	
Is this the first time you have made a formal complaint regarding this issue <input type="checkbox"/> Yes <input type="checkbox"/> No	
If no, please explain	

Please send this form to: SNAP, Sudbury House, Dencora Business Park, White House Road, Ipswich , IP1 5LT

13. Confidentiality.

Our service users have a right to privacy and so all personal information held by SNAP will be treated as confidential. This data is stored securely as part of our electronic and paper systems.

You have a right to view any information that we hold about you. If you wish to see your file, please contact us and we will arrange for this to be available within 30 days. A fee may be charged for this.

Information Sharing.

In order to give you the best possible service, when you begin receiving a service from SNAP, we will ask you to sign a form consenting to SNAP sharing some or all of your information with other agencies or organisations relevant to your support.

You may withdraw this consent at any time or specify organisations that you do not wish us to share information with; please be aware that this may affect the support that we can provide. If you do wish to withdraw this consent at any time, please discuss this with us and we will let you know how this could impact on the support that we are able to provide.

We will only disclose your personal information without your consent:

- If there is a legal requirement (for example Police, Inland Revenue, Court Order).
- If there is a clear and serious health or safety risk.
- As part of court proceedings.

If you wish to discuss anything related to the above or require any further information please contact us on 01473 742690.

=



Access to Information Request Form

Freedom of Information Act 2000

(Please use block capitals)

Surname: _____

First Name: _____ D.O.B: _____

Postal Address: _____

Tel No: Home: _____ Mobile: _____
(We may have to telephone you to clarify some aspects of your request)

My preferred form of access is: *(Please tick as appropriate)*

To receive copies of files Inspect original record

SNAP will make every reasonable effort to provide information in the format requested

Describe the information you request access to as precisely as you can.

PLEASE SIGN HERE _____ DATE:

A representative from SNAP will contact you within 7 days to discuss your request.

SNAP
Sudbury House
Dencora Business Park
Ipswich
Suffolk
IP1 5LT

SNAP
Enterprise House
Lamdin Road
Bury St Edmunds
Suffolk
IP32 6NU

**This Booklet was produced by SNAP
with the help of Andrew Calver
SNAP Service User April 2009**