

PEOPLE FIRST HOUSING ASSOCIATION

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People First HA is registered under the Industrial and Provident Societies Act 1965, Registration Number 27746R. It has Charitable Status.



Community Support Service

GETTING INVOLVED AT PEOPLE FIRST

People First Housing Association community support teams are committed to ensuring that the people who use our services (**You**) are given the opportunity and information they need to enable them to have a say in the way the services are delivered.

You are best placed to comment on them and to help us improve service delivery for the benefit of all.

People First Support Client Inclusion Policy

This policy has been produced in consultation with people that use the services from all the areas in which we work, either through the completion of a questionnaire, a face-to-face meeting with a member of staff or attending a focus group meeting.

This leaflet is available in other languages, larger text and on audio cassette.

Our aims

- To make sure that you have the chance to get involved.
- To promote wider access to involvement
- To consult on all issues which affect you.
- To be open to suggestions and ideas to improve the way we deliver services.
- To look at new ways of getting people involved in making decisions.
- To involve you in planning, monitoring and reviewing how services are delivered.
- To keep you up to date on what is happening.

How these aims will be met:

- We will send out a Newsletter in January, April, July and October every year. You will be asked and helped to put Newsletters together.
- We will consult with you every year on the service.
- We will ask you to complete an exit questionnaire when your support ends.
- We will use the Newsletter to let you know what support clients said whenever we consult them.
- We will invite you to help with policy and procedure reviews.
- We will advise you of any changes to the way we deliver services.
- We will give you information on our performance every 6 months in the Newsletter.

- We will make sure you know about our complaints, compliments and suggestions policy.
- We will use different ways to get your views such as:
 - Questionnaires
 - Face-to-face interviews
 - Focus groups
 - 'Speak-out' events
 - Telephone or email
- We will provide assistance to get involved eg. transport, translation facilities etc

What sort of things can you help make decisions on?

- How we deal with complaints;
- Service provision times;
- Method of support planning;
- Method of assessing risks;
- The service standards;
- How we deal with referrals; and
- Many more things!

You can ask a member of our staff for a full copy of this policy if you require.

All information will be handled in accordance with our Confidentiality and Data Protection Policy.

People First aims to promote equality of access to the Community Support Service.