

the power
of
ten

people first a celebration of our
values to mark the association's
tenth anniversary



At People First we believe that everyone's different, unique, with their own needs, but also their own beliefs, strengths and talents. When we offer support to someone, it's always on that basis.

If we can empower people to make their own choices – and then support them in those choices – then we think we're doing a good job.

And if we can do this while truly embracing the rich diversity of the communities in which we work, then we fervently hope we may be offering a service that's positive, fair and equitable.

These are our values.

And they've stood us in good stead as we've grown from a small tenant-led housing association into an agency that's providing specialist support to people across the north-west.

We have been working like this for a decade, now.

And when we realised 2006 was going to be our tenth anniversary as a registered housing association, we decided to do something to mark it.

So we asked people – service users, tenants, staff – what "ten" means to them.

As you'll see, their responses were honest, original, and sometimes a little quirky – but always unique.

A bit like People First...

Hayfield, Buxforth,
Harpurhill, Sparrowforth,
Cooms, Eyam, Calver,
Bradwell, Frogatt,
Huckwell...

ten little pieces of heaven!

Since Sean's been getting support from People First's project for Irish men with issues around alcohol and homelessness, he's developed a novel way of getting back on track. Lots of people go out for short cycle rides. Sean takes it ten steps further and regularly cycles round ten of his favourite Derbyshire villages. "The sights and sounds are always different. You get to know the locals and notice every little change in the seasons. I'd recommend these villages to everyone. They're my own little slice of heaven!"

ten most recent...

Dave Rathbone wanted to give a flavour of the kinds of work his team tackles. So here are his **last ten referrals** and the help they offered.

What are last 10 referrals came from, in Vale Royal.

- 1 Social services
- 2 Connexions
- 4 self referral.
- 3 Housing options

10

What did we do?

temporary accommodation = 2
floating support (so they can maintain their current accom.) = 4

Advice given that helped them resolve their temporary = 4
problem (or maintain benefits etc)
(2 of these people went back to ask for floating support.)


Nicola Mather My first 10 months in tenancy

What does ten mean to me? Well it's exactly ten months since I got my own place. Nothing compares to that!

I couldn't wait to get somewhere of my own, but when the day came for me to move out of care and into my own flat, I was terrified! How would I pay my own bills? What if something went wrong? There'd be no-one else to sort it out - only me!

The process was far from simple but my support worker was always there gently pushing along with the move and helping me to prepare, showing me how to sort out housing benefits, and so on.

When I finally moved in, Dave came round as often as he could to make sure I was settling in. He was a great help as I had no gas or electric which he helped me sort out. I was also glad of the company, the support was great and I wouldn't be where I am now if it wasn't for the help and support I received from people first.



“What does ten mean to me? Well for a start, I never seem to quite last ten years anywhere” says Joy Uings, People First’s Finance Manager for the last nine years. Joy’s retiring this year, but we’re helping her to break her record by asking Joy back next year to do some project work with us. “And another thing” Joy adds. “I’ve got ten fingers to count on, which is very useful for a finance manager!”

very useful for a
finance
manager

I'm Mad!

Hey!

Woooooow

I feel

good

Get up offa that thing

Aaahhhhow

It's gahnt tah be **FUNKY**

Hit Me!

eeeeeeeeoooooo

'My top ten James Brown lyrics. Can you guess which songs they are from?' asks Greg from our support team.



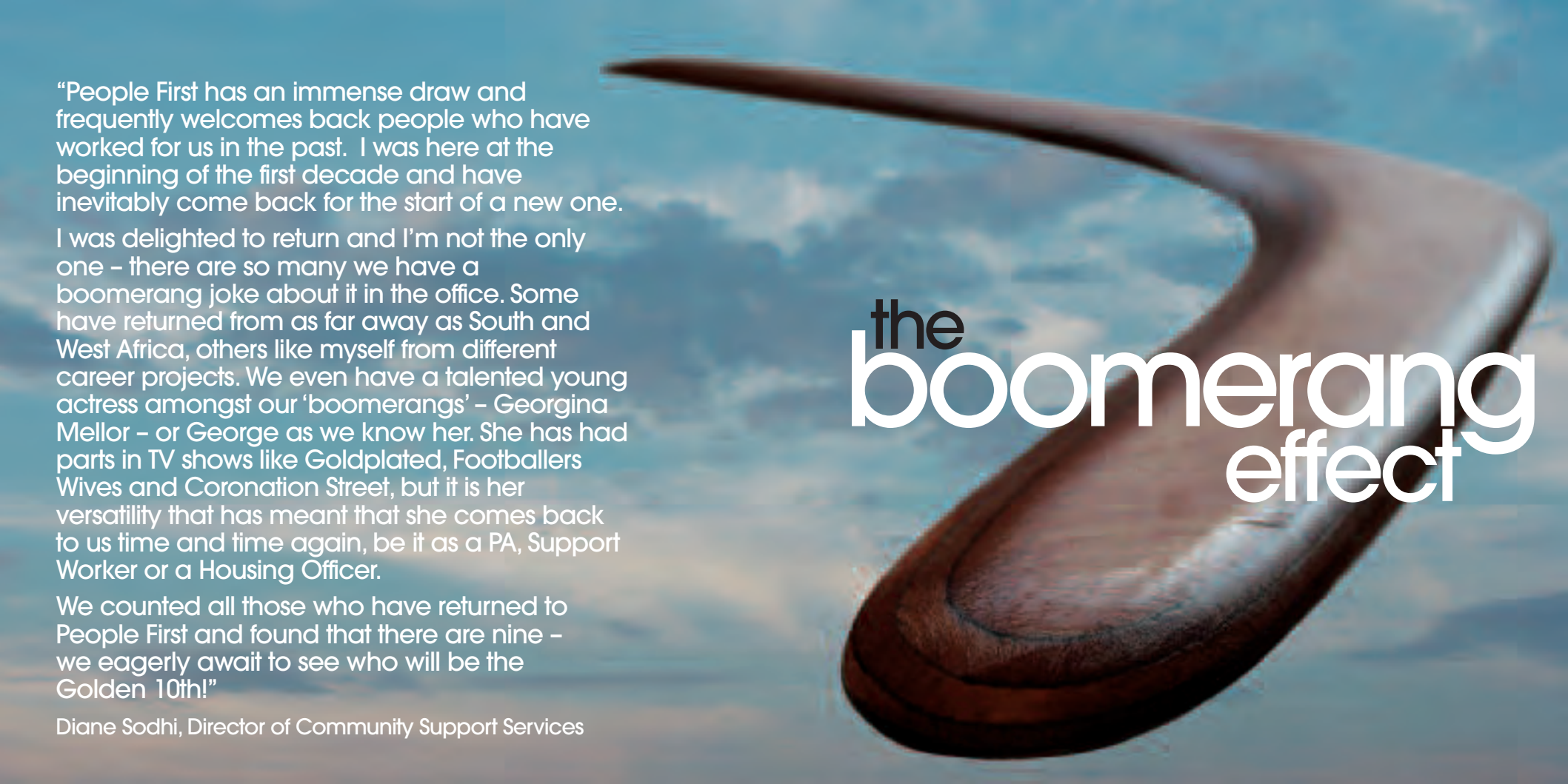
sunny, hollie,
shandy, masie,
fergie, valentine,
cloe, rollie, tyler,
billy boy...

Sometimes supporting people is about much more than the obvious. Jenny's mental health needs were well understood by the statutory services. But it wasn't until People First looked more closely into what really mattered to Jenny that one thing (or rather ten) were identified as central to this vulnerable woman's emotional well-being: her pets! So finding a housing option that allowed Jenny to keep her ten beloved animals became one of our more unusual support challenges. And one of the cutest!

Speak out

We hold 'Speakout' events in all our offices. They allow service users to give us feedback on the service we provide. At the Rochdale Asian Women's Project event, women created dolls to represent themselves, placing ten figures on our 'Steps to Success' as a way of ranking the level of service we provide.





“People First has an immense draw and frequently welcomes back people who have worked for us in the past. I was here at the beginning of the first decade and have inevitably come back for the start of a new one.

I was delighted to return and I’m not the only one – there are so many we have a boomerang joke about it in the office. Some have returned from as far away as South and West Africa, others like myself from different career projects. We even have a talented young actress amongst our ‘boomerangs’ – Georgina Mellor – or George as we know her. She has had parts in TV shows like Goldplated, Footballers Wives and Coronation Street, but it is her versatility that has meant that she comes back to us time and time again, be it as a PA, Support Worker or a Housing Officer.

We counted all those who have returned to People First and found that there are nine – we eagerly await to see who will be the Golden 10th!”

Diane Sodhi, Director of Community Support Services

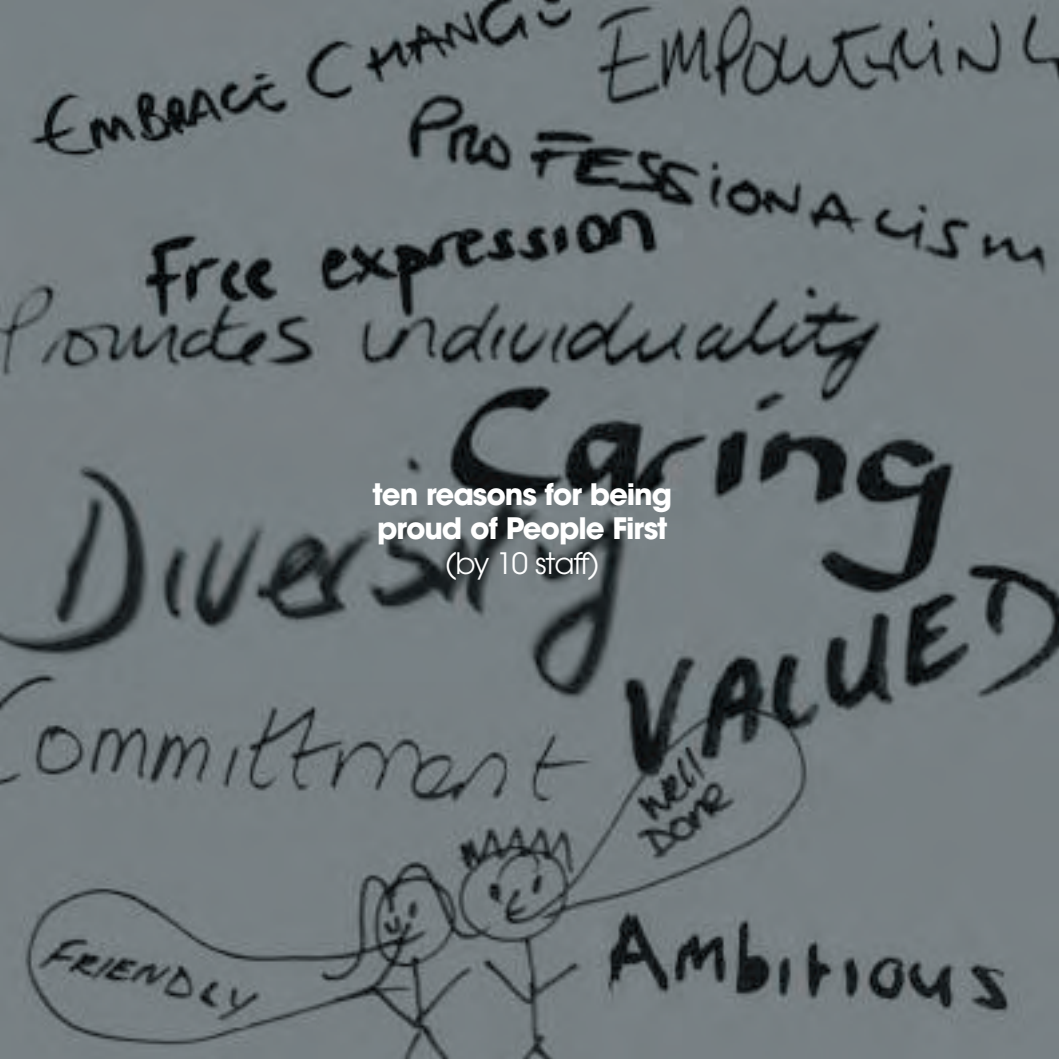
the boomerang effect

A group of people, mostly men, are seen in silhouette, playing dhol drums. The scene is lit with a warm, golden light, likely from a fire or a large lamp, creating a hazy and atmospheric environment. The people are arranged in a line, and their movements are captured in a slightly blurred manner, suggesting a lively and energetic performance.

DASS*

When Amar's not manging housing for People First he's certain to be found playing Dhol somewhere. His fondest memory is of playing with his Bhangra band at the Labour Party's Diversity Group 10 year anniversary.

*Punjabi for ten



**ten reasons for being
proud of People First**
(by 10 staff)

About People First's community support service

Primarily we provide floating support services, but we also have some supported accommodation. Central to our approach has been the delivery of services at a local level. With offices in Tameside, Manchester, Rochdale and Vale Royal we are well placed to respond to the needs of service users.

Our expertise in delivering support has developed over the last few years and we now work with people with a range of issues and from diverse backgrounds.

For example, we work with Asian women in Rochdale and with the wider black and minority ethnic community in Manchester with issues around mental health; with Irish men in Manchester with issues around alcohol misuse and homelessness and in Tameside and Vale Royal with homeless families and young people at risk.

During the period of development of the community support service we have also had to gear up to the challenges presented by Supporting People. We have had successful reviews in all areas of operation and received positive feedback on the quality of the services that we provide. This has been echoed by our own consultation with stakeholders.

We are now looking ahead to developing new partnerships and would welcome the opportunity to talk to organisations about the services we can provide.

“To find out more about what we have to offer or to discuss how we can provide new, innovative support services in your local authority area, please contact me or the Director of Community Support Services, Diane Sodhi.”

Kulbinder Kang, Chief Executive

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