

Torbay Voice Newsletter



For people who use Supporting People services

Supporting People services give support to help you be more independent. This is called housing support. You may live in supported or sheltered housing or may receive support in your own home.



This newsletter is produced by Torbay Voice which is the new name of the Supporting People Service User Group. We use or have used Supporting People services.



Here are some of us:



This newsletter aims to tell you about what is happening in Supporting People and how users of services are getting involved in planning services.

We hope this newsletter makes you want to get involved.

We are named 'Champions' for involving people who use services

Torbay Voice has been awarded "Regional Champion" status by the Government for the way we involve service users in Supporting People. We share the award with Bolton Supporting People.



The Torbay Voice group is made up of people who use services. We give a voice to the users of services.

Here are some of us:



Some of the things the Government says we do well are:

- Involving people who use services in the planning and selection of new services



- Supporting those who use services to take part in meetings and groups which develop new services



Torbay Voice are sharing their skills and experience with other people through training, visits and a guide on how to involve people who use services.



Members of Torbay Voice went to London to talk about how they are involved in Supporting People in Torbay:



This is our group's logo painted by local artist John Case:

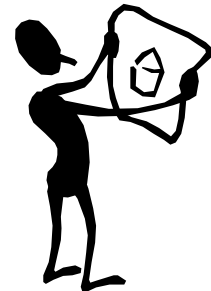


What has Torbay Voice achieved?

- **Organising the 2006 service user forum** – 70 people came and gave their views. We will be organising another forum this year



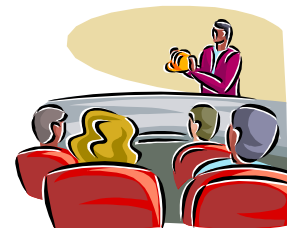
- **Helping design new services for the future** – we give our views and know we are helping others by doing so



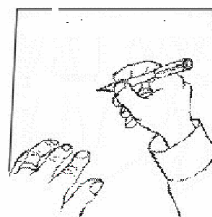
- **Visiting services** – we learn about services and gather views of the people using these services



- **Helping interview for a new worker to work with people who use services**



- **Writing guidance on making meetings easier to understand** – this is used to make sure everyone is involved in meetings and enjoys them



- **Going to a London conference to tell other Supporting People Teams about what our group does**



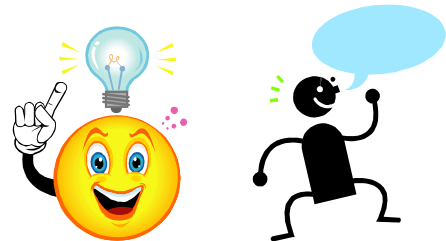
We would love more of you to get involved in our group. It is a great way to meet new people and support your local community.



If you want to find out more the contact details are on the back page.

How we feel about being involved ...

Members of Torbay Voice share experiences



Sheena and Sally are members of Torbay Voice. They have written about their experiences ...

Sheena

I began volunteering with Torbay Supporting People 4 years ago.



I have had the opportunity to do a variety of things, including joining the Mental Health Strategy Group.



I have met many interesting people and learned about Torbay Council's housing policy.

I have enjoyed some 'free lunches' at fantastic venues such as the Grand Hotel, Oldway Mansion and Torbay Foyer.



It was a proud time for us all when we were awarded Regional Champion status.



Sally

I got involved with Supporting People about 3 years ago. During that time I got involved with the Mental Health Strategy Group.



This opportunity puts me in control and gives me empowerment through a difficult illness.

Having first hand experience of mental illness helps me to feedback on how the mental health services may be improved.

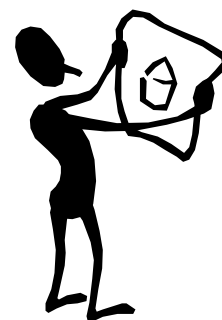


I am pleased that service users can access training such as assertiveness and interview skills.

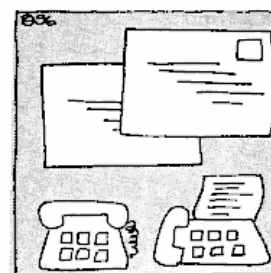


What is happening in Supporting People?

Plans have been written for services for people with poor mental health, young and older people, homeless people, offenders and many more.



People who use services are making a very valuable contribution to this work by taking part in the planning. To view the plans or get involved, contact us using the details over the page.



Contact Us

If you would like to join Torbay Voice or get involved in other ways we would love to hear from you. Please contact us using the details below.



Address:

Supporting People, Housing Services, Pearl Assurance House, 101-107 Union Street, Torquay, TQ1 3DW



Telephone: 01803 208729



Email: supporting.people@torbay.gov.uk



Website: www.torbay.gov.uk/supportingpeople

With thanks and acknowledgement to Change Picture Bank and Photosymbols for some of the pictures used