

## **Torbay Voice**

### **Terms of Reference**

Torbay Voice members will be trained to consult with other people who use services. This will enable Torbay Voice to improve Supporting People services.

Torbay Voice aims to:

- Give a voice to people who use services.
- Influence the planning of Supporting People services.
- Offer a client perspective to the planning, development and review of Supporting People services.
- Develop effective communication with both clients within Supporting People services, and with the working groups in Torbay.
- Work in partnership with service providers to obtain access to clients and groups of people who use services.
- Collate the views of people who use services and feed back how their views have influenced decision making.

### **Membership**

Members of the group include representatives from across the Torbay Local Authority.

In addition members will be representative of the Supporting People client groups, and aim to be balanced in terms of gender and ethnic origin:

- Homeless people
- Offenders and those at risk of offending
- People with drug and alcohol problems
- People with mental health problems
- People with learning disabilities
- Older people
- Young people
- People with physical and/or sensory disability

## **Review of the Terms of Reference**

The terms of reference and the work programme will be reviewed on an annual basis. The next review will take place by October 2008.

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### **What words mean ...**

#### *Client group*

A category such as 'older people' or 'homeless people' that Supporting People services will support

#### *Service review*

Inspection of a service by Supporting People Team, to see how good and relevant the service is

#### *People who use services*

##### *Clients*

A person who uses and gains support from a Supporting People service

#### *Terms of reference*

Description of the group, who belongs to it and what it will do