

SUN update

Service User Network

Issue June 2010



SUN update

Thank you to all those people who attended the Service User Network meeting on 21 May. We had a really good turn out.

We were able to show Project 24/7's DVD and had a presentation on the activities going on at Liberty House. Carol Heath gave members an update on The Adult Safeguarding DVD and Simon Ashby from Creative Industries in Salford (CRIS) gave an overview on a new project called 'Raising Aspirations', a free film making and editing course.

Members were also told how they could get involved in helping the Supporting People team in their service reviews and a presentation from the Enhanced Housing Options Team, about what you can do to keep your home if you are in financial trouble.

Information on each of the above areas and contact details for additional information is contained throughout this newsletter.

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Thursday 2 September at:

Broadwalk centre
51 Belvedere Road
Salford

M6 5EJ

from 13:30 - 16:00

Salford City Council

Please can we take this opportunity to once again thank people for replying to the invitations to the SUN meetings and for attending. We would also like to highlight the importance of people confirming their attendance. This is to ensure that we can accommodate the number of people attending our meetings and book the appropriate venue.

We look forward to seeing you at the next meeting in September.

Jane Medd and Charlotte Hulton
Supporting People Team

Project 24/7

Project 24/7 is a Youth Homeless and Peer Mentoring Project based at The Beacon Centre. It runs a drop-in, supported by Peer Mentors, on Tuesdays from 3-5, for young people age 14-25 at risk of homelessness and a group for volunteers, undertaking the ASDAN Peer Mentoring Award, on Thursdays from 1.30-3.30.

Volunteer Peer Mentors from Project 24/7 made a DVD in conjunction with 42nd Street, entitled 'identity unknown'. Shelly Johnston is one of the volunteers who contributed to this process:

"The idea of the film was to address how homeless young people get stereotyped and how mental health can be affected by it. We also wanted the film to show the support that is out there for young people and how we are all moving on in a positive direction."

The DVD has been shown in schools and has been well received!

To find out more about the work of Project 24/7 or to make a referral, please contact:

Fliss Johnson Standley
Project Co-ordinator

Tel: 0161 778 0707
Email: fliss.johnson-standley@actionforchildren.org.uk

Project 24/7
Youth Homelessness and Peer Mentoring
Beacon Centre
London Street
Salford
M6 6QT

Age Concern Salford

Age Concern Salford is an independent local charity, which aims to improve the quality of life of all older people in Salford.

It provides a range of services including:

- Provision of information on a wide range of topics such as housing, pensions, and getting help at home.
- Supporting older people to get involved on local boards and groups and take part in local decision making
- Recruiting volunteers to visit older people and develop a friendship
- Practical and emotional support for people with early on set dementia and their carers
- Support for older people within the A & E department at Salford Royal, and at home, helping them get back on their feet once they are discharged
- Value for money insurance products and service

Age Concern have also recently set up a new group, Salford African and Caribbean Older People's network and the first meeting will be held on:

Thursday 24 June, 12:15 - 4:30
Cheetwood Resource Centre
41 Allesley Drive
Cheetwood
M7 4YE

Come and celebrate with us and tell us how this group should grow!

Anyone who would like to book a place at the network meeting above or use the services of Age Concern can call into the office at:

108 Church Street,
Eccles,
Salford,
M30 0LH

or contact Donna Miller at Age Concern Salford by telephone: **0161 788 7300** or **07964 663 132**

Age Concern also run the Salford Forum of Older People which holds monthly meetings which discuss issues affecting older people and celebrate the contribution of older people to the community. For more information about when the forum meets please get in touch with Age Concern on the number above.

Enhanced Housing Options team

Residents in Salford who are struggling to pay their mortgage can now get support from Salford City Council's Housing Options service.

In 2009, over 40,000 homes were repossessed across England, with over 93,000 mortgage possession claims being issued.

The North West has the highest levels of repossessions of any region in England, with Salford a repossession 'hot spot' with above average repossession claims.

If a homeowner is facing losing their property, they can receive support from the Housing Options team. The main aim of the service is to assist people before they reach court action however, there is support available on the day from the court desk.

Repossession Prevention Officer Kate Lee can help negotiate payment solutions with mortgage lenders as well as assist access to the mortgage rescue scheme and Repossession Prevention Fund. She can also offer advice on budgeting, benefits and legal requirements.

Home ownership co-ordinator Jonathan Downing said: "The Repossession Prevention Fund has provided us the opportunity to create real solutions, enabling people to stay in their homes when previously they may have lost them."

If you're worried about repossession or need home ownership advice, call Housing Options on **0161 793 2020** or visit **www.salford.gov.uk/housingadvice**

Drama at Liberty House!

You may have heard that Liberty House have been working on filming a drama/documentary with some of our young people which focuses on issues of racism and anti-semitism. We have made many links within the Jewish community throughout the project to combine their perspectives on these issues with those of our young people.

Liberty has seen Rabbi, Jewish speakers and representatives from the Jewish community visit the project over the last couple of weeks in the lead up to this exciting project.

Some fantastic links within the community have been made as well as lessons learned for all of us involved in this project. Not only has it been very rewarding, it has been great fun working with people who may never have been given the opportunity to work together if it hadn't been for this project. Lisa would like to thank all of the people involved with the film.

VIP invites will be sent out shortly for the Premier Night on 26 July at the Corner house in Manchester. This will be a private showing of the drama/documentary and an awards ceremony will take place to present awards for all those involved in the making of the film.

If anyone would like more information on the project, please contact:

Lisa Bennett-Thornton
Acting Project Manager

Tel: 0161 492 0191

E-mail: LBennettThornton@adullam.org.uk

Liberty
100 George Street South,
Salford,
Greater Manchester,
M7 4PQ



Raising aspirations

Creative Industries in Salford or CRIS has been operating in Salford and Greater Manchester for 7 years, and was established to deliver Creative projects with the community as a means of supporting training, work placement and employment opportunities. Their latest project is called Raising Aspirations. If you live in Salford, are long term unemployed or on benefits this is a fantastic opportunity for you.

CRIS are offering free film making training. It's the chance for you to get creative, learn new skills, build confidence for a brighter future and move one step closer to getting back to work.

You can also earn an Open College Network accreditation in Team Working Skills, gain experience and even work placements.

There is no previous experience needed, as our staff will support you all the way, showing you everything you need to know.

If you are interested, all you have to do is contact us, by either giving us a call or sending us an email. We look forward to meeting you!

For more information contact CRIS:

Tel: 0161 839 7983

email: info@unleashingcreativity.org

The Supporting People team need YOU!

The Supporting People team regularly review the services it funds to check quality, performance and efficiency. By doing this the Supporting People Team can make sure that service users are receiving good services which meet their needs. This is called the Contract Appraisal Process or sometimes the Review process.

The contract appraisals are made up of three different parts:

- Desk top review
- The Appraisal Visit
- Reviews and Recommendations

We are looking for volunteers from the service user network to get involved with the 'Appraisal Visits' part of the process. This is where the Supporting People Team arranges to visit the service and talk to the manager and staff.

The SP team will also arrange to speak to people who live or receive support from the service. This is called service user consultation. There are different ways the SP Team can find out the views of service users like:

- 121 interviews
- Group interviews
- Questionnaires

It is important that the SP team get the views of as many service users as possible and that the people being interviewed are honest when they answer the questions. To make service users feel more comfortable and relaxed during the interviews the SP team are looking for volunteers from the service user network to carry out these interviews with support from the team.

If you are interested in finding out more about becoming a Volunteer Appraiser please get in touch with Charlotte Hulton on: **0161 922 8759** or email her at: **charlotte.hulton@salford.gov.uk**

Your Service User Network contacts are Jane Medd and Charlotte Hulton you can contact them on:

Tel: 0161 922 8759

Email: jane.medd@salford.gov.uk or charlotte.hulton@salford.gov.uk

or you can write to:

The Supporting People team
Salford City Council,
Sustainable Regeneration Directorate,
Civic Centre,
M27 5BY



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