

Service User Involvement

People who receive a housing related support service are in the best position to give feedback on the services they are provided with.

This knowledge can be used to advise and influence changes and the future development of services.

We know that there is no one method to use in order to get service users involved with our services. Different people and groups have different needs all of which must be considered as we develop our service user involvement programme.

If you would like to get involved and have your say please complete this form and return it to the Supporting People team at the address on the back page.



How to get this booklet in another format or language

If you need this document in another format (for example CD, audio cassette or Braille) or in another language, please telephone 01228 606060.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 606060 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 01228 606060

Jeigu norêtumête gauti šią informaciją savo kalba,
skambinkite telefonu 01228 606060

W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 01228 606060

Se quiser aceder a esta informação na sua língua,
telefone para o 01228 606060

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
01228 606060 numaralı telefonu arayınız

Supporting People Team,
Adult and Cultural Services Directorate,
Cumbria County Council, Citadel Chambers,
Citadel Row, Carlisle, Cumbria, CA3 8SG

Phone: 01228 221549, Fax: 01228 606130
E-mail: supportingpeople@cumbriacc.gov.uk
Internet: www.cumbria.gov.uk/supportingpeople



Service User Involvement How to have your say



Supporting People – Service User Involvement

I would like to have my say about Supporting People Services in Cumbria

Title: Mr / Mrs / Miss / Ms

First name:

Surname:

Full postal address:

Postcode:

Telephone number:

Mobile number:

Email address:

What are you interested in?

(please tick boxes)

Receiving any new information about the Supporting People programme

Service Reviews

Planning for the future

Improving services

How would you like to be involved?

Supporting People Services are for a range of client groups, including elderly, homeless and young people.

Some consultation will involve meeting similar people in small groups. Other consultation may involve meeting in larger groups with people from other client groups.

Small group discussions, 3-8 people

Large group discussions, more than 8 people

Completing Questionnaires

Attending regular meetings

Text surveys

Training in service user involvement skills

Telephone interviews

House/scheme meetings with other residents

Meeting different service providers

Details of any special needs

Wheelchair

Mobility Needs

Hearing loop

Translation

Large Print

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Carlisle,
Cumbria,
CA3 8SG

or email to supportingpeople@cumbriacc.gov.uk