



GUIDE RE. SERVICE USER FOCUS GROUP SESSIONS

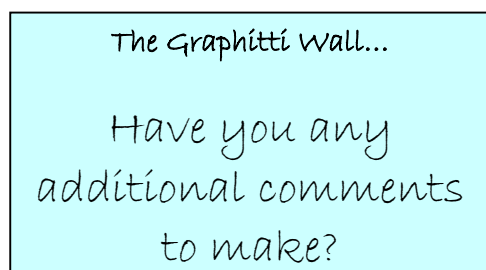
1. WELCOME & INTRODUCTIONS
2. THE PURPOSE OF THE GROUP: The Supporting People team are currently looking at their housing related support services and we want service users to give use the benefit of their valuable insight and knowledge into the things that help people to live more independently.

Distribute Supporting People leaflets.

3. WHAT WE'LL BE TALKING ABOUT: This group is about you and what you think about support that is available that helps you to live independently. Your comments, together with those of other service users, will be used to help us to plan services that are centred on the needs of those who currently, or may in the future, use them.
4. OBTAINING CONSENT: We'll keep notes and any other information you provide, and use them to help us to develop appropriate housing support services. However you will not be individually identified. We need your written consent to say that you agree to be a part of this group, and that your name will not be used in any of the information we use arising from it.

Signing in sheet with consent statement on the top.

5. THE GRAPHITTI WALL:



Any comments you think of throughout the session, and would prefer not to, or don't have a chance to say, use the post it notes to write it down and stick it on the graphitti board at the end.

6. PROMPTS FOR DISCUSSION:

Appendix 'P'

What sort of issues are around for people at the moment?

- Have you been asked your views before?
- Are you currently accessing services?
- Is there anything you would change about the support you receive?
- Did you have any difficulties in accessing services?
- Are you waiting for move on services?
- Did you find it easy to get information about services that were available in relation to housing support?
- Do you have issues for which you have not yet sought help?

7. PRIORITISATION EXERCISE:

What sort of things do you think would help you to live at home – either now or in the future?

OFFER ANY SUPPORT NECESSARY, FROM PLACING CARDS, TO READING THEM OUT TO PEOPLE.

Exercise: The Priority Ladder – The cards represent the kinds of support that Supporting People can provide. We want you to consider the 5 most important ones to you – i.e. those that you think are most important to you in order to be more independent. Because we have a limited spend, we're also going to pass that on to you: You'll be given 5 stickers to 'spend' on the cards. If you think the type of support written on one of the cards is one of the 5 most important, put a sticker on the back and put it on the bottom rung of the ladder. If you look at a card that is already on the target, and agree with someone else that this activity is important, then you can also 'spend' one of your stickers on that card and move it up to the next rung of the ladder – and so on. Think of the top rung as the most important area. If enough people think that a particular kind of support is very important, then it'll reach the top rung. If the thing that you think is important is not on one of these cards, then write it down on one of the blank cards, and put it on the target – others may agree with you and move it up the rungs.



Housing related support tasks on the cards: (as stickers are spent on the 'task' move it up one rung).

- Help to set up or maintain a home or tenancy.**
- Emotional support or non-specialist counselling.**
- Help to claim benefits/manage personal finances.**
- Help to find appropriate health/treatment services.**
- Help, advice or support to feel safe and secure.**
- A befriender, or peer group support.**
- Advice/support on repair work, or home improvement work.**
- Help to develop the skills to socialise and deal with other people.**
- Help to develop life skills like cooking, cleaning and budgeting.**
- Access to culturally specific services (health, legal, etc.)**
- Making sure you take your medication and monitoring your health.**
- Help to keep your home clean.**
- Practical help from a handy person.**
- The ability to call for help, day or night.**
- Help to get the support you need from other services/agencies.**
- Help to find appropriate accommodation.**

Appendix 'P'

DEBRIEF FROM EXERCISE: How did people feel about the exercise – were 5 choices enough? Did they feel frustrated that they were only allowed 5 choices – what else would they have chosen if they were able?

EXAMPLES OF PROMPTS DURING EXERCISE:

- Do you feel safe and secure where you're living?
- Do you worry about how you'll manage with practical things like cooking or cleaning?
- Do you have the ability to get out and meet other people as much as you would like to?
- Do you think you'd need help to find a home that's suitable for your needs, and help to maintain it once you're there.
- Are you confident that you're claiming all the relevant benefits?

Experiences of things that helped – or didn't help!

- What sort of things have you experienced that helped you to be more independent?
- Is there anything that you've experienced that stood in the way of your being independent?

Where do people see themselves living in the future?

- Say next year, in the next five years, when you're older?
- What sort of accommodation would you like to live in? (pictures – shared accommodation/flat/residential home/ house).
- If you were to move into supported housing to live in the future, would you want to stay in the area you live now?

How would you like to be consulted in the future?

We'd like to keep in touch with you in the future, to give you some feedback about what we've done about the things you've talked about, and to continue to discuss things with you, so that we can make sure our services continue to be relevant. We're developing a policy that will make sure we do this, and we'd like to know how you prefer to be consulted with.

- Would you prefer to be involved in a discussion group like this?
- Would you prefer to fill in a questionnaire?
- Would you like to be involved in a group that we set up to give us their views on future developments?
- Would you like to give your views to the people who run your service?

6. THANKS FOR PARTICIPATION – AND HOW WE'LL KEEP PEOPLE INFORMED.

7. EXPENSES RECLAIM