

help us improve our service

Customer comment cards are available in all reception areas. We will respond to any comment card returned with an address.

We will publish our performance against targets and standards yearly on our website and in our annual report and will display relevant information on targets in our reception areas.

If you think we are failing in a service or doing particularly well please complete a comment card.

We will display our formal complaints procedure in reception areas.

Please ask your support worker if you would like copies.

If you would like a copy of this leaflet in large print, braille, tape or in your language please contact your nearest office

Haddaad jeclaan lahayd nuqul kamid ah buugyarahan oo ku qoran qoraal waaweyn, qoraal indhoole, cajal ama luqaddaada fadlan kala xiriir xafiiskaaga kuugu dhow.

Nếu quý vị muốn một tờ thông tin này bằng chữ to, chữ dành cho người mù (Braille), thu băng hoặc bằng ngôn ngữ của quý vị, xin liên lạc văn phòng gần nhất.

যদি বড় অক্ষর, ব্রেইল, টেপ অথবা আপনার নিজের ভাষাতে এই লিফলেট দরকার হয় তাহলে আপনার কাছের অফিসে যোগাযোগ করুন।

若想索取此小冊子的大字體版、盲文版、錄音帶或翻譯成你的語言，請聯絡最近的辦事處。

Swan Group is a Charitable, Industrial and Provident Society.

please contact your local office

Swan Group

Swan Housing Association, Pilgrim House
High Street, Billericay, Essex CM12 9XY

For details please call **0845 6124700**

Swan London

London Regional Office, Cygnet House,
10 Chrisp Street, Poplar, London, E14 6LL

For details please call **020 7510 9960**

Swan Essex

Swan Housing Association, Pilgrim House
High Street, Billericay, Essex CM12 9XY

For details please call **0845 6124700**



www.swan.org.uk



business for neighbourhoods

learning
disability
floating
support

Can I go
to college?
I want to look
after my own money

I want to
learn to cook



SWN_15_01/08

www.swan.org.uk

the scheme

The scheme provides support to adults with learning disabilities within their own home. This can be:

- council/housing association tenants
- private tenants
- home owners
- those living with family

Our aim is to provide support to enable people to live independently and help them maintain or improve their quality of life.

support

Some areas of support we offer are:

- **help** in setting up and maintaining a home
- **help** in developing domestic and life skills
- **help** in developing and managing finances
- **help** in maximising income (benefits)
- **help** in accessing other services (training and education)
- **help** in developing social skills and accessing local amenities i.e. places of worship

On acceptance to the scheme each person will be allocated a support worker whose aim will be to empower them and help them achieve individual goals.

how to access

If you would like more information on the scheme please contact:

Supported Housing Swan Housing Association

Pilgrim House, High Street,
Billericay, Essex CM12 9XY

For details please call.....01277 844230

Fax.....01277 844743

Email.....supportedliving@swan.org.uk

Social Services

Basildon.....01268 643333

Brentwood.....01277 221444

Colchester.....01206 854110

Harlow.....01279 691115

Rochford & Castlepoint.....01702 542960

Tendring.....01255 860434

