

Representing the voices of you, the service user



'A' rated service!



Swan's two Floating Support Services receive top marks in recent Supporting People reviews.

Read more on page 2

Supporting you to help you make decisions

Supported Housing Fun Day 2009



Swan celebrated its first Supported Housing fun day with our service users on the 4th September 2009. The day was held in Chelmer Park in Chelmsford and the day was a great success for all involved.

See inside for more details.

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'A' grade Services!



Providing you a helping hand since 2007... Swan's Generic and LD Floating Support Schemes

Swan's Floating support services are proud to announce that they achieved A's in all areas of the service during the recent Supporting People inspection.

This is the first time that the Generic and Learning Disability Floating Support Schemes have been inspected since they began delivering a service back in 2007. The inspection lasted 3 days between 7th and 9th October 09 and covered all areas of our services that included, assessment and support planning, safeguarding and protection from abuse and client involvement among other areas.

'We are all delighted with the excellent result. The aim of the service is to work with people whilst they gain the skills and self confidence to be able to address the issues they face. Our role is to support people in looking at their life options and helping them to make decisions. Our ultimate aim is to enable people to take control of their lives.'

Shalene Guildford
Support Services Manager

Swan hopes to continue to deliver and improve on the services that we provide for our service users. Well done to all of

the Floating Support team who made this result possible and thank you to the service users who have also provided a valuable contribution over the years.



Services	Grades
Security, Health and Safety	A
Assessments and Support Planning	A
Safeguarding and Protection from Abuse	A
Fair Access, Diversity and Inclusion	A
Client Involvement and Empowerment	A

Service User Forums:

If you would like to take part in any forums please talk to your Support Worker or Supported Housing Officer. This is your opportunity to discuss your services, Swan's policies and the way we deliver them. Your feedback is really important to our team. Our forums are also a great way of meeting other service users and finding out what else goes on at Swan.

Generic Floating Support Forums:

Swan recently hosted a service user forum within the generic team that was chaired by David Smith. The forum went extremely well and was a great chance for those involved to talk about their experience with Swan. This is a good opportunity to be part of something, discuss your service and meet other service users if you wish to take part in future.

Supported Housing Satisfaction Survey Results



Swan is pleased to announce that a tenant satisfaction survey was carried out in June this year and our Supported Housing services received a level of satisfaction of 82.4% from the tenants that participated. The tenants also said they were most satisfied with the:

- Setting of resident/occupier behaviour
- Helpfulness of staff
- Opportunities for participation in management and decision-making

We now aim to improve in other areas, including repairs, delivering commitments and better communications between Swan, our service users and our partners. This will be a great opportunity to get involved and have your say about what Swan can be doing to improve our services and work with our partners.

Swan celebrates its first ever Supported Housing fun day with the service users.



Swan would like to thank everyone who made the day such a huge success, including the staff and service users who contributed towards the planning before the event.



Service users from all over Essex attended the Swan fun day in Chelmer Park, Chelmsford on 4th September. The day included music from the local community radio station, sideshow entertainment, craft stalls, 'It's a knock-out' competitions and clay pot making. The day was also attended by two chefs, part of the Swan Foundation, who provided advice to all service users and staff as well as preparing delicious smoothies. Service users were treated to singing performances, a raffle draw with some fabulous prizes that were donated by local businesses and lots of other exciting things to do.

Swan also worked in partnership with other agencies who kindly contributed towards the day as part of our efforts to signpost our clients onto other useful groups. Our partners included Age Concern, the local Healthy Living team, Batias LD Advocacy Group, Essex Fire Services and Essex Police, Connexions and EYPDAS (Essex Young People's Drug and Alcohol Service help group) and many more.

We hope everyone enjoyed the day and we hope to make next year's event even more special!





Cricket practice



The cricket coaching was a massive hit on the day with service users and staff showing off their skills. Swan would like to say a big thank you to Carl and his team from Cricket for London who coached on the day.

As well as the sideshow entertainment service users also took part in drum practice courtesy of Adam Ellard, a keen drummer and staff relative who kindly took time out to coach on the day.

The knock out competitions provided great team work and laughter on the day among service users and staff.



Cake Baking Winner Angeline





Hazel Wills



The Swan Foundation is a new charitable arm of Swan that was officially registered in October 09 at the House of Lords in Westminster.



Healthy Eating Display



Well done and thank you to Hazel Wills who set up an amazing display of her hand-crafted cards on the day. This was a very popular display with people purchasing cards for family and friends.

As part of their commitment to the day, a professional chef set up a healthy eating display that included fresh smoothies and tasters and useful information on nutrition.

Stephen Park, a support worker at Swan and his wife Dianne kindly dedicated their time to setting up a clay pot making and painting stall which was definitely a highlight of the day! We hope our service users thoroughly enjoyed this and maybe found inspiration in developing new and exciting hobbies. Swan would like to say a big thank you to Stephen and Dianne.



'Homeless service user given a helping hand'



Joe Majer, service user



Meet Joe Majer, who in Sept 08 was unfortunately made homeless after a turbulent few years of his life, experiencing personal tragedies and financial difficulties. He was forced to adapt to the cruel world of survival on the streets of London. Joe described the experience as a desperate moment in life and got caught up in drug misuse. In April 09 Joe decided to break the cycle and sought help after travelling out of London.

Now Joe lives in Harwich and is supported by Ann Bellamy, his support worker who managed to find him a flat through contacting a local landlord. Joe says he is very grateful for Swan's support which came in at just the right time to help.

'After you go through such a challenging experience, you appreciate what you've got when things are good and start to take a very frugal approach to life.'

Joe Majer

As Joe has been regarded as a model tenant by his landlord, Ann has now also managed to house another Swan service user, Robert Kirby, who now lives in the same block. Joe, previously an electrician and audio engineer, whose work involved producing remixes and setting up music gigs, hopes to one day get his career ambitions back on track. We wish him all the very best.

Here is Joe's sound engineering website if you want to find out more: www.angelmusicproductions.co.uk

How to get yourself out of debt!

Here is a step by step guide to getting yourself out of financial difficulty. This information is taken from 'this is money website' which offers financial advice and useful contacts. Visit them to find out more: www.thisismoney.co.uk

Step one: Work it out – Sit down and work out exactly how much you owe and who you owe it to.

Step two: Budget – Once you know how much you owe you can draw up a budget, including a schedule for repaying your debts.

Step three: Be disciplined – Don't borrow any more money or take on any more debts until you have repaid what you already owe.

Step four: Watch your daily spending – Take a set amount of money out of the bank at the beginning of the week and give your card to a friend or family member for self-keeping.

Step five: Organise your bills – Make sure you are paying all your utility bills by direct debit.

Step six: Switch your utility suppliers – You could save hundreds of pounds each year on your gas, electricity, water and phone bills by switching.

Step seven: Switch to a cheaper credit card/loan – Try different providers and you'll probably be able to find a credit card or loan with a better rate than you're paying now.

Step eight: Cut up store cards – Store cards charge by far the highest rates for credit, so if you're finding it hard to manage these debts throw away your cards now to avoid temptation.

Step nine: Sort out your bank account – The rise in the number of internet banks means there is far more choice, so it makes sense to switch and take advantage of offers such as fee-free banking and lower overdraft rates.

Step ten: Switch your mortgage – Ensure you have the best possible deal. Speak to an **independent financial adviser** or a broker about your remortgaging options.



Alistair Barker showing his cooking skills:



Alistair Barker

Gillian Clayton – Work in the Community:



Gillian Clayton



Gillian is a service user at Swan who is proud to be an MEPP (Member of the Essex People's Parliament). This is a support group of 24 people which was set up in 2003. They improve access

to information and services for people with learning disabilities in Essex. The group is made up of MPs, guest speakers, advocates and people with learning disabilities.

Gillian works about 3 hours a week in an office in Clacton and is in charge of taking notes and setting agendas for meetings.

'My work is very rewarding and interesting and I'm proud to be involved with a great bunch of people'.

Gillian talking about her job

Gillian also attends social activities at her local club. If you want to know more about social events outside Swan, talk to your Support Worker.

Service User meetings:

Swan recently held more meetings with our service users. This is a great opportunity to meet other people and talk about your service.

The meeting went really well. Thank you to all who came.



Alistair is a service user at Swan who has been receiving support from October 2007. His support worker Kelly started helping him cook in November of last year.

After we paid a visit to Alistair in the summer, he explained that he couldn't cook much before he started learning with Kelly. Since then his cooking skills have developed really well. Alistair really enjoys cooking now. He says the sense of achievement from cooking good meals is great.

On the day of our visit, Alistair kindly showed us how to cook Chile Con Carne (as in the pictures). The dish looked amazing! At Swan, we support the idea of eating healthy meals. You will now find a healthy eating cooking section in each edition of your Swan Life newsletter.



Alan Turner



Meet Alan Turner:

Alan is a service user at Swan who has been on holiday this year to Malaga, Spain. This was the first time Alan has ever been abroad. Mike Chamberline, Alan's support worker helped him book the holiday. Alan spent the majority of the time looking around the local town, relaxing by the pool and hotel bar.

'The whole experience was very exciting and I would recommend it to anyone'.

Alan talking about his holiday

Did you know that a balanced diet of healthy foods can contribute towards your physical and mental well-being?



Golden Autumn Soup



Soup image and recipe courtesy of The Ultimate Soup Cookbook, Reader's Digest
You can find out more at: www.besthealthmag.ca/recipe/golden-autumn-soup

Ingredients

- 5 medium parsnips, peeled and chopped
- 5 medium carrots, sliced
- 2 medium onions, chopped
- 1 medium potato, peeled and chopped
- 2 celery stalks, sliced
- 2 chicken stock cubes
- 1 small tin of evaporated milk
- 1/4 teaspoon salt and black pepper
- Mixed herbs

Directions



- 1) In a pot, put parsnips, carrots, onions, potato and celery
- 2) Mix chicken stock cubes in one pint of hot water and add to pot
- 3) Add salt and pepper
- 4) Bring to boil, then reduce heat, cover and simmer for 30 minutes or until tender
- 5) Remove from heat and leave to cool for 20 minutes
- 6) Once cooled add small tin of evaporated milk
- 7) Heat gently
- 8) Once heated enjoy with crusty bread.
(If preferred, once evaporated milk has been added, can be transferred to a blender before heating)



Can be frozen.

Getting to know the team at the Colchester office



Adam Woller-Toyne

Team Leader,
Colchester

Daniel Mears

Floating Support Officer,
Tendring



Janet Blackman

Support Officer,
Tendring

Lynsie Mackenzie

Support Officer,
Colchester



Robert Colclough

Floating Support Officer,
Colchester

Sandra Pearse
Assessment Officer,
Colchester and
Tendring Gateway



Sometimes it's nice to get to know those who you may come into contact with whilst receiving support from Swan. Here are some of our support staff who you may meet.



Talk to your support worker about your dreams and aspirations.



As we want to provide you with the best support we can and help you move towards independent living, we want to encourage you to talk about your dreams and goals in life. Please talk to your Support Worker

or Housing Officer to see if they can help you take the steps to reaching your full potential. They may be able to signpost you on to agencies that can help you achieve what you want to do.



Community Grants:

If you have any ideas to enhance the community life in your area then this is ideal! Swan can offer your community up to £500.00 for a project that will benefit the neighbourhood.

Examples of what the Community Grant can cover include:

Fun Days, Away Days, Gardening or Litter Picking Projects, Painting and Sports Activities. If it benefits the community and is both affordable and achievable we will look into any application.

If you would like to know more please speak to your Support Worker or Supported Housing Officer. We will not fund projects that you have started without approval.

Head Office

Pilgrim House
High Street, Billericay
Essex CM12 9XY

Phone: 0845 6124700
Fax: 01277 844720



Our Pilgrim offices are open from 9am to 5.15pm, Monday to Thursday and 9am to 5pm on Fridays.

Floating Support Colchester Office

Suite 306/307,
Wellington House,
90-92 Butt Road,
Colchester
Essex CO3 3DA

Phone: 0845 6122551
Fax: 01206 572306



Floating Support Maldon Office

SVT Building
The Square, Heybridge,
Maldon, Essex CM9 4LH

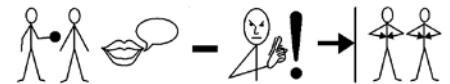
Phone: 0845 6122551
Fax: 01621 842561

Repairs service

(24 hours) Please call
0800 783 2768

Email

suinvolvement@swan.org.uk



Your views are important to us!



V Inspired

**Call 0800 089 9000
or txt 'v' to 80010
and someone will
call you back.**

A volunteering site for 16-25 year olds in England.

Mind

**Info line
0845 766 0163**

Mind- A Leading mental health charity for England and Wales.

Connexions

Call 080 800 13219

Guidance and advice for people aged 13-19 about directions in life. The service is also available to people with learning disabilities up to the age of 25.

BATIAS (LD advocacy group)

**Brentwood 01277 214210
Southend 01702 213986
Grays 01375 389869**

A support group for people 18+ with learning disabilities.

National Debt

Call 0808 808 4000

Debt advice

Pushy Mothers

**Call Rachel on
07989 831256**

Helping new mothers get back to fitness, offering different exercise programmes.

If you would like a copy of this newsletter in large print, Braille, CD or in your language please contact us on 0845 612 700



English

If you would like to receive this in your own language, please contact us on 0845 6124700

French

Pour les recevoir dans votre propre langue, veuillez nous contacter au 0845 6124700

Polish

Aby otrzymać je we własnym języku, zgłoś się do nas pod numer 0845 6124700

Somali

Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriir 0845 6124700

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0845 612 4700 ਤੇ ਸੰਪਰਕ ਕਰੋ

Bengali

আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের 0845 6124700-এ যোগাযোগ করুন

Arabic

إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم 0845 6124700

Urdu

اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے 0845 6124700 پر رابطہ کریں

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