

A large yellow equilateral triangle is centered on a solid blue background. The triangle is oriented with its base at the bottom and its apex at the top. The text is centered within the lower portion of the triangle.

Involvement Triangle
Created by Torbay Toolkit Team

Involvement Triangle – Torbay Toolkit Team

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Involvement Triangle

The Involvement Triangle (IT) can be used to establish vulnerable service user involvement within a Supporting People service, or Local Authority team.

IT must be used in conjunction with the following Outcomes Star Collection documents:

- **‘The Outcomes Star’**
- **‘The Outcomes Star - a guide for key workers’**
- **‘The Outcomes Star - a guide for managers’**

The above documents provide essential background, and user information on the Outcomes Star, and guidelines, which can be easily related to the Involvement Triangle. ‘The Outcomes Star’ document provides the information in more accessible language, so can be used to help explain the process to service users.

Although IT was designed with Supporting People service users in mind, the method can be used to measure involvement within any service, as the principles apply to all and are not service-specific.

It is important to acknowledge that involvement success should be measured against the wishes of the service user - not everyone wants to get involved to the same degree, or in the same way. Also, the desire for involvement may vary, according to other factors such as mental and physical health, and this should be taken into account when assessing service user involvement.

Authorities or services planning to undertake involvement assessments, or surveys, should ensure that service users are fully supported in taking part - and that they understand the principles of, and parties involved in, the delivery of services.

What IT does

IT can be used to measure changes in involvement, over time, when working with vulnerable people who use services. IT consists of three ‘journeys’, each comprising ten steps, against which the

service user, with the help of a key worker, can align their position at a certain point in time.

The points, on each of the three scales, can be joined to create the Involvement Triangle. IT's shape and size will visually demonstrate the level at which the service user is;

1. Being involved.
2. Using their time.
3. Developing and maintaining social relationships.

The process can then be repeated after a pre-defined period of time. The difference between the shape and size of the two triangles directly relates to the progress, or otherwise, made by the service user along the three journeys.

IT's Journeys

Journey 1 maps the stages of service user involvement, and relates to the CLG outcome 'make a positive contribution'. The Torbay Toolkit Team developed it based on their personal journeys of involvement within their services and the Torbay Supporting People Team.

Journeys 2 and 3 are taken directly from the Outcomes Star, and apply to the CLG outcome 'enjoy and achieve'. These scales relate to 'meaningful use of time' and 'social networks and relationships' respectively, and both feed into the journey towards meaningful involvement within a service, and/or local Supporting People team.

Self-assessment Questionnaire

We strongly advise that the IT method is employed alongside a self-assessment questionnaire, to enable the service user to assess and feedback opinion on their level of involvement, against their desire for involvement.

The information received through an effective self-assessment survey will consist of quantitative and qualitative data, such as desired level of involvement, preferred involvement activities, and obstacles to involvement. Please see Appendix 1 for example

guidance (template letters) on the Torbay Service User Self-Assessment Questionnaire, and Appendix 2 for the questionnaire itself.

Self-assessment survey information is a key requirement if service providers and Local Authority teams are to tackle issues which may be preventing service user involvement in their area, or develop practice that supports it.

By doing this we will encourage and enable service users to progress along their journey towards satisfying, meaningful involvement.

Tools

The following pages contain the basic tools required to carry out an assessment of service user involvement.

Figure 1 is a template triangle, on which the relevant journey scale points can be marked and joined up to create a service user's Involvement Triangle.

Figures 2 and 3 show two example involvement triangles, documenting a service user's progress along two of the three journeys over a set period of time.

The remaining pages in section 1 (up to page 22) comprise a service user journey sheet, and a support worker guide for each of the three journeys.

Appendix 1 (page 23) contains example guidance on the Torbay Service User Involvement Self-Assessment Questionnaire, in the form of template letters sent to service users, support workers and service managers.

Appendix 2 (page 30) is a copy of the self-assessment questionnaire itself.

We hope you find this information useful, and good luck with your future service user involvement!

Involvement Triangle – Torbay Toolkit Team

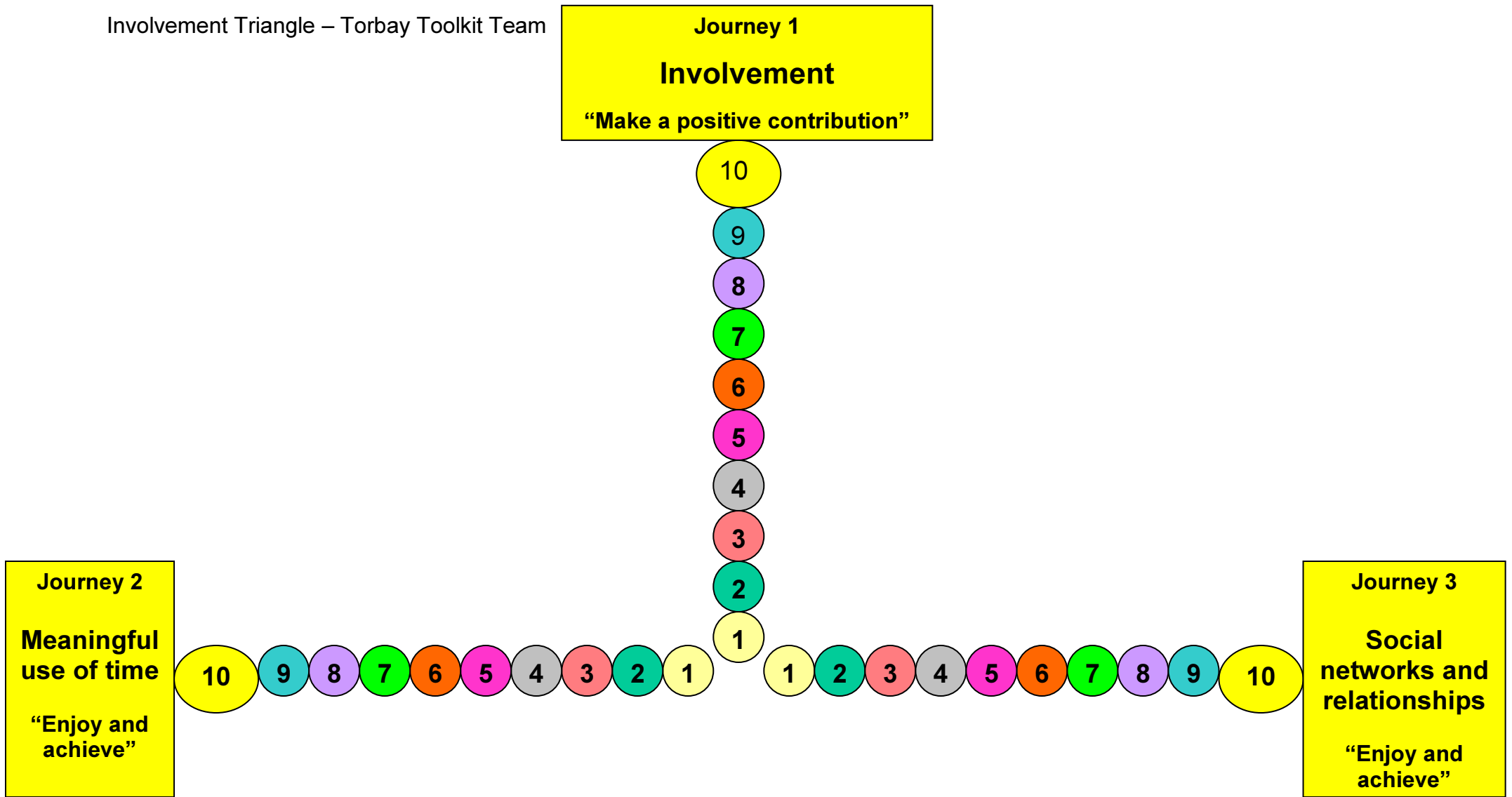


Fig. 1. Template Involvement Triangle, on which the points on the three journey scales can be marked and joined up to create a service user’s triangle.

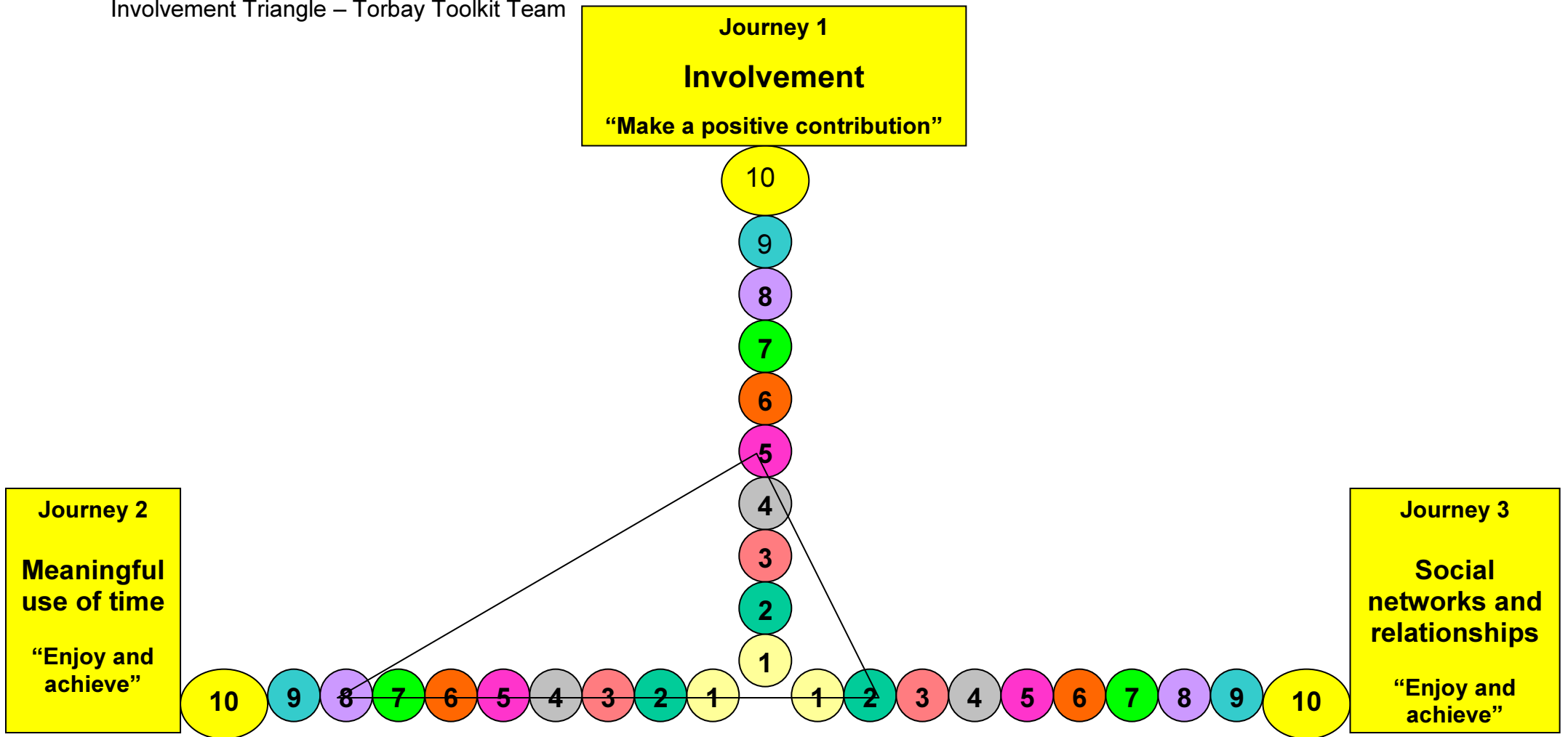


Fig. 2. Example triangle of a service user that is using their time meaningfully but still has issues with social relationships. The service user is mid-way along the involvement journey, indicating that they want to make a difference to the services they receive.

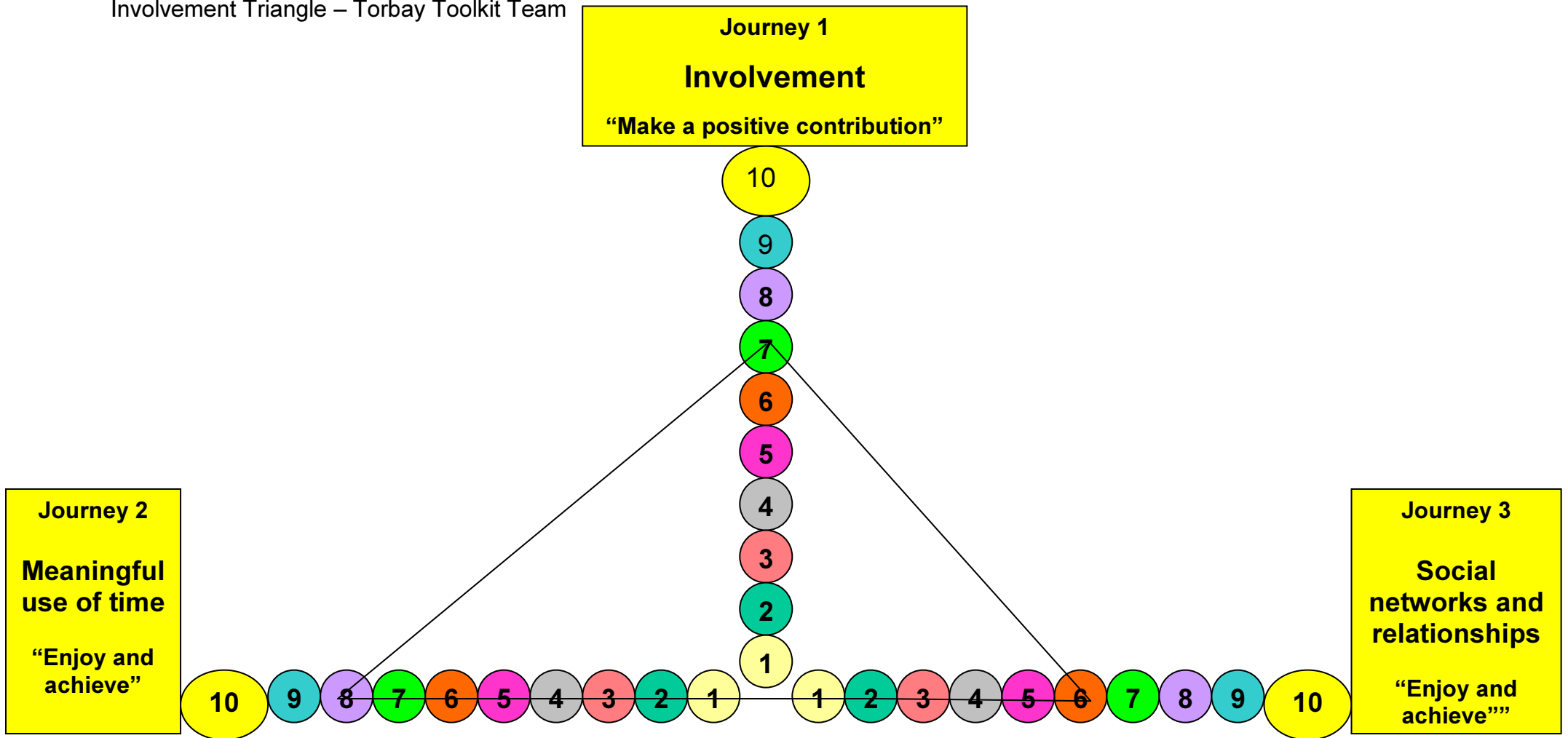


Fig. 3. Example subsequent triangle of the same service user as in Fig. 2. It shows they are still using their time meaningfully and have made progress, over a set amount time, with social relationships. Level 7 on the involvement scale indicates that the person is now at a stage where they feel happier knowing they can have a say in their services and can help to shape the future.

Journey 1 – Involvement Service user sheet

Please choose the level that best describes your current involvement with their Supporting People service or Local Authority Supporting People team.



Journey 1 ‘Involvement journey’ Support worker guide.

This journey is about how the service user is being involved with their Supporting People service or local team. It may be a journey from lacking self-confidence and not being able to look ahead, to starting to look to the future and working towards goals with an increase in social activity. It is important to recognise that involvement means different things to all people, and that establishing service users’ individual and evolving requirements is key. Use the information below as an aid when discussing and agreeing the appropriate point on the journey for the service user.

1. Not interested in the services I use – I just want to be left alone.

- Afraid of unknown and avoids social activity.
- Lacks confidence and self-worth.
- Can’t look to the future.
- Has other priorities.

2. Can see how services could be improved, but I don’t want to get involved.

- Realises and accepts that services could be better.
- Will discuss issues if encouraged, but reluctant to suggest improvements or plan for the future.
- Lacks motivation to become involved.
- Doesn’t think opinions will be listened to.

3. Don’t want to feel helpless any more.

- Not happy with current situation or services.
- Fed up with being isolated and not being involved.

4. May engage if I’m encouraged and supported.

- Knows what they want to change but not sure how to achieve it.
- Will discuss services with staff if prompted
- Feels more positive.
- Needs support to engage.

5. Want to make a difference to the services I receive.

- Identifies areas for improvement within services.
- Will engage in discussions about future.
- Shows signs of increasing confidence.
- Accepts that it may be possible to make a difference.

6. Starting to work towards my goals, and I'm more able to take part in social activities.

- Shows interest in becoming involved in the services they receive.
- Provides input, in whatever way suits them, with encouragement.
- Attends appointments and social activities with support.

7. Feel happier knowing I can have a say in my services and can help to shape the future.

- Feels empowered by being involved and is able to give opinions.
- Makes new contacts and shows signs of increasing self-worth / confidence.
- Willing to discuss future and shows optimism about service involvement.
- Would like to be more involved.

8. Enjoy being involved in my services and feel like I'm having a positive effect.

- Self-motivated but sometimes needs encouragement / support.
- Regularly 'involved' in services i.e. meetings.
- Learning new skills and developing confidence.
- Shows increasing independence.

9. Satisfied with my level, and type, of involvement – may sometimes need extra support.

- Sense of achievement is felt through being meaningfully involved.
- Willing to become involved in new ways, for example, attending events, volunteering, decision making.
- Still needs help occasionally, for instance when trying something new or meeting people.

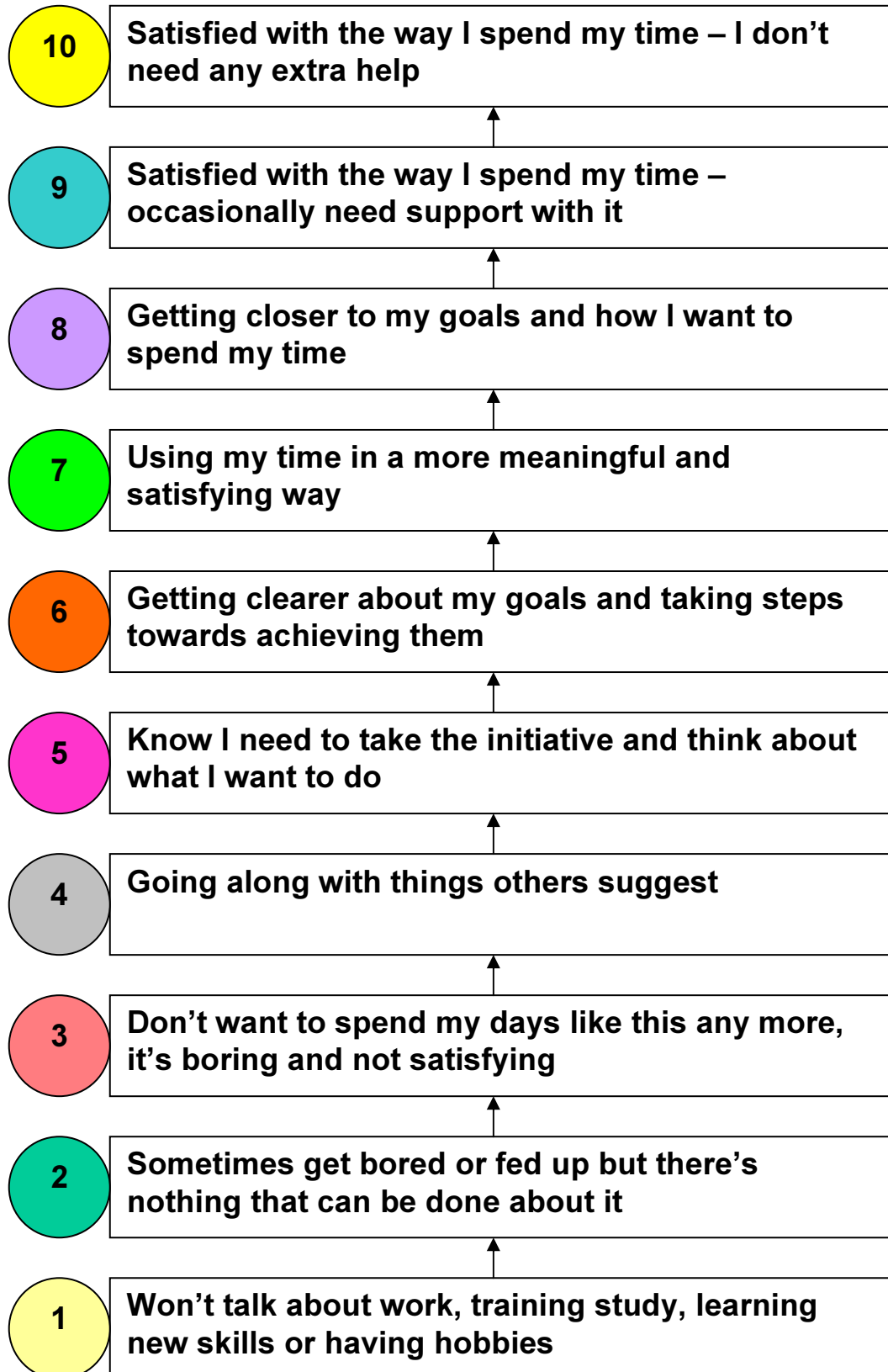
10. Satisfied with my level, and type, of involvement – I don't need any extra help.

- Able to be involved in a variety of ways, for example training, employment, new activities, as appropriate.
- May encourage or support others to become involved.

Journey 2 – Meaningful use of time.

Service user sheet

Please choose the level that best describes the way you currently spend your time.



Journey 2 'Meaningful use of time' Support worker guide.

This journey is about how the service user spends their time – whether they find the things they do interesting and satisfying and, if not, being clear about what they would like to do instead. It covers building the skills and confidence they need to do those things. For some people, this may mean moving towards education, training and/or employment, though this will not be appropriate for all. Use the information below as an aid when discussing and agreeing the appropriate point on the journey for the service user.

- 1. Won't talk about work, training study, learning new skills or having hobbies.**
 - Not possible to engage in discussion about how they use their time.
 - Avoids structured leisure activities.
 - Confidence very low (may be apparent or hidden behind facade of not caring).

- 2. Sometimes get bored or fed up but there's nothing that can be done about it.**
 - Occasionally will discuss the topic but not motivated to change.

- 3. Don't want to spend my days like this any more, it's boring and not satisfying.**
 - Signs of motivation for change but not consistent.
 - Doesn't like how things are but doesn't have a sense of what else is possible.
 - Agrees to things (for instance seeing specialist worker) but doesn't follow through.

- 4. Going along with things others suggest.**
 - Follows through on actions agreed in key work, if there is lots of encouragement.
 - May take part in activities within accommodation but expresses dissatisfaction.
 - Knows what they like but not what they want.

- 5. Know I need to take the initiative and think about what I want to do.**
 - More meaningfully engaged with key work process.
 - Wants to talk more about the future and the options

available.

- Able to identify things they want to do and has some sense of the direction they want to go.

6. Getting clearer about my goals and taking steps towards achieving them.

- Able to set and meet short-term goals.
- Starts doing small things themselves.
- More able to sustain interest and activities, though still needs a lot of support.

7. Using my time in a more meaningful and satisfying way.

- Trying new things out and discovering what works and what doesn't.
- Starting to get a sense of satisfaction from achieving small things.
- Addresses blocks to progress, for instance literacy.
- Sometimes runs into problems (for instance conflict with others, poor time keeping, personal presentation) and needs help – reassurance and constructive feedback.

8. Getting closer to my goals and how I want to spend my time.

- Has some kind of regular activity which works for them, for instance voluntary work, training.
- Encounters difficulties but with support can learn from these to improve employability and ability to achieve own goals.

9. Satisfied with the way I spend my time – occasionally need support with it.

- Has personal and social skills to maintain activity without professional support.
- Still needs help occasionally, for instance if circumstances change or a course comes to an end and they need to make new arrangements.

10. Satisfied with the way I spend my time – I don't need any extra help.

- Can manage activities on their own and access help as required.
- Able to organise new activities, training and/or work.

Journey 3 - Social networks and relationships

Service user sheet

Please choose the level that best describes your current social life and relationships.

10	Have the friends and contacts that I want and need and have no major family issues
9	Have people I can rely on but need help in this area now and then
8	Enjoying my (new) friends and/or family but sometimes we have difficulties
7	Have some sense of who I can trust and am starting to understand family issues
6	Feeling in-between – left old friends behind but don't have new ones yet
5	Have found someone I can talk to and trust. I want to address my family issues
4	Talking to new people but don't really like or trust them
3	Don't like feeling isolated, or the people around me aren't good for me
2	Sometimes fed up with being alone or with people I can't trust
1	That's how life is – you can't trust anyone

Journey 3 ‘Social networks and relationships’ Support worker guide.

This journey is about relationships. Who the service user mixes with, whether their social circle supports them in achieving the things they want in life, and whether they feel they can trust and rely on people. It may be a journey from being stuck on their own to having contact with others, or from spending time with people who keep them stuck in old ways to people who support them positively. Use the information below as an aid when discussing and agreeing the appropriate point on the journey for the service user.

- 1. That’s how life is – you can’t trust anyone.**
 - Completely isolated, or only associating with a street, addiction and/or offending community.
 - Any relationships may be exploitative, lacking in trust or regard.
 - Doesn’t see a problem with how things are.

- 2. Sometimes fed up with being alone or with people I can’t trust.**
 - Some awareness that their relationships are not as they would like them to be.
 - Starting to feel isolated and not wanting to be.
 - Still only relating to people who support destructive life choices.

- 3. Don’t like feeling isolated, or the people around me aren’t good for me.**
 - Recognises relationships aren’t satisfying and supportive, and may be exploitative, but doesn’t know how to change them.
 - Doesn’t know how to find people who will support them in any change.

- 4. Talking to new people but don’t really like or trust them.**
 - Engages with staff and/or people outside peer group but very warily – testing people out.
 - Starts to engage in activities in accommodation.

- 5. Have found someone I can talk to and trust. I want to address my family issues.**
 - Starts to value and trust key worker or another staff member, which gives them a sense of how relationships

could be and reinforces dislike of exploitative relationships.

6. Feeling in-between – left old friends behind but don't have new ones yet.

- Moving away from previous peer group but tentative in making new relationships and as a result very dependent on key worker or other trusting staff relationships.
- Needs support in recognising constructive relationships.
- If naturally private, may be able to express desire for privacy in a less hostile manner.

7. Have some sense of who I can trust and am starting to understand family issues.

- Able to establish positive contact with friends and/or family by this point, if not before.
- Has made some new relationships with people who support their more positive life choices.
- Recognises the destructive effect of some past relationships.
- May be making first steps to re-establish contact with family, if appropriate.

8. Enjoying my (new) friends and/or family but sometimes we have difficulties.

- New relationships deepen.
- Inevitable difficulties arise such as conflict or feeling let down; needs help to deal with them and learn from them.
- Building ability to communicate; can say yes and no, and live with differences.
- Sometimes misses their old community or isolation which was less demanding.

9. Have people I can rely on but need help in this area now and then.

- Relationships feel more secure.
- Greater sense of being able to deal with difficulties but still needs help sometimes.
- Willing to explore and take risks with new people.
- May be helping old associates change themselves.

10. Have the friends and contacts that I want and need and have no major family issues.

- Has trusting relationships and is part of a social network if they want to be.

APPENDIX 1

Example Guidance on the Service User Self-assessment Questionnaire

Please see three example letters below. These were sent to service users, support workers and service managers during the service user self-assessment pilot exercise in Torbay in early 2008.

Meetings were held with all service managers that took part in the exercise, to explain the self-assessment process, and the value of the information that would result from it.

It is important to recognise, and plan for, the fact that service users often require a lot of support, and explanations of the principles of, and parties involved in, the delivery of services.

Letter 1

Please reply to:

Telepho

Fax:

E-mail:

Website:

Date:

EXAMPLE LETTER

Dear Service User,

As Regional Champions in Service User Involvement, Torbay is looking to maintain this high standard, with your continued help.

Please have a look at the Service User Self-Assessment Questionnaire. This forms part of a practice run, being carried out in Torbay, of 100 service users, before we send out the questionnaires across the rest of England.

The questionnaire is split into two sections, with similar questions in each.

The first part is asking you about your Supporting People service. This is the housing-related support you get.

The second part asks you questions that are just like the first set, but this time we want to know about your Supporting People Team. This is the team within your Council deal with the housing-related support services that you receive.

If the questions aren't clear enough, or you need any help to understand the information, please phone the number at the end of the questionnaire and ask for help!

Self-assessments are a way to involve a wider range of people. This self-assessment was developed and produced with help from service users in Torbay. Please fill it in with your support worker or alone or with a friend if you would prefer. It is an anonymous survey so no one will know who filled out each assessment.

Please would you fill in the assessment, and return it to your support worker or service manager.

We really appreciate your help with this vital survey.

Yours sincerely,

The Toolkit Team (care of Ruth Binny at Supporting People).

Letter 2

Please reply to: Ruth Binny

Telephone:

Fax:

E-mail:

Website:

Date:

EXAMPLE LETTER

Dear Support Worker,

As Regional Champions in Service User Involvement (SUI), Torbay is looking to maintain this high standard, with your continued help.

Please find enclosed Service User Self-Assessment Questionnaire. These form part of a pilot exercise, being carried out in Torbay, of 100 service users, before we distribute the questionnaires nationally.

It is an anonymous survey on SUI, to be filled in by service users, with you as their support worker, or alone or with a friend if they would prefer.

The aim is to find out what works well in Torbay, and what could be improved. The assessment covers two main areas – involvement with the service, and with the Supporting People team.

Self-assessments are a way to involve a wider range of people, rather than telephone calls etc, as it is a more direct form of questioning. This self-assessment was developed and produced with help from service users in Torbay. Please fill it in with the person you support. Please use the blank page at the end of this letter to record any views you have on the questionnaire.

Please would you give this your immediate attention, and return your completed self-assessment/s to your Manager in order for them to return them to us.

We really appreciate your assistance with this vital survey.

Yours sincerely,

The Toolkit Team (c/o Ruth Binny - Supporting People).

SUPPORT WORKER VIEWS ON SERVICE USER SELF-ASSESSMENT

Letter 3 – to service manager

Please reply to:

Telephone:

Fax:

E-mail:

Website:

Date:

EXAMPLE LETTER

Dear Service Manager,

As Regional Champions in Service User Involvement (SUI), Torbay is looking to maintain this high standard, with your continued help.

Please find enclosed 20 Service User Self-Assessment Questionnaires, along with 20 letters to service users, 20 to support workers, and some leaflets on Supporting People and the Service User Group. These form part of a pilot exercise, of 100 service users, being carried out in Torbay. The self-assessment will become part of a SUI toolkit, available nationally, later this year.

The self-assessment is an anonymous survey of SUI, to be filled in by service users, ideally with their support workers or alone / with a friend if they would prefer.

Self-assessment is a way to involve a wider range of people, rather than telephone calls etc, as it is a more direct form of questioning. This self-assessment was developed and produced with help from service users in Torbay. The aim is to find out what works well in Torbay, and what could be improved. The assessment covers two main areas – involvement with the service, and with the Supporting People team.

Please hand the support worker letters, service user letters, and self-assessment questionnaires to your support workers and ask them to complete the assessments with the service users they support. Alternatively, we are happy for service users to complete the assessments alone or with help from someone other than their support worker if they would prefer.

We really appreciate your assistance with this vital survey.

Yours sincerely,

The Toolkit Team

c/o Ruth Binny
Supporting People Regional Champions Coordinator

APPENDIX 2

EXAMPLE

Service User Involvement Self-Assessment

The Questionnaire

This assessment should be completed by Service Users, with their Support Worker, or alone if preferred.

Please help us to improve your services by filling in this self-assessment; we really value the information you can provide.

Created by the
'Toolkit Team':

Mr. Mark Ford
Mr. Steve Robbins
Ms. Carole Williams
Mr. Ian Merrick
Ms. Ruth Binny



Yes / often



Maybe / sometimes



No / never

For each question, please circle the face that applies!

ABOUT YOUR ***SERVICE***

1. Are you asked what you think about your Supporting People service?



If  who asks you about your service?


Please tick

Support worker	<input type="checkbox"/>
Service manager	<input type="checkbox"/>
Social worker	<input type="checkbox"/>
Probation officer	<input type="checkbox"/>
Council worker	<input type="checkbox"/>

Any others (please tell us):

2. Are you as involved as YOU want to be in your service?



If  or  what stops you becoming more involved with your Supporting People service?

Please tick

You didn't know you could be involved in your service	<input type="checkbox"/>
You have never been asked or invited to take part	<input type="checkbox"/>
You can't get to the venue	<input type="checkbox"/>
Your disability makes it difficult for you to attend	<input type="checkbox"/>
You are shy	<input type="checkbox"/>
You do not have the confidence	<input type="checkbox"/>
You do not know what will happen at the meeting or event	<input type="checkbox"/>
You can't be bothered	<input type="checkbox"/>
There is a lack of facilities	<input type="checkbox"/>
You need more support	<input type="checkbox"/>

Any others (please tell us):

What would help you to become more involved?

3. Are you able to say what you think about your services?



If  what helps you?

Please tick

Good chair person in a meeting	<input type="checkbox"/>
--------------------------------	--------------------------

You are able to speak freely	
You feel comfortable	
You feel needed	
You feel like people listen to you	
You have confidence	
You are given enough time to say what you think	
You are asked clear and easy questions	
You feel allowed to have your say	

Any others (please tell us):

If 😊 or 😞 what stops you?

Please tick

You are shy	
You feel scared	
You lack confidence	
You are not strong enough	
You find it difficult to say how you feel	
You are given unclear information or questions	
You feel like no one is interested in what you are saying	
You are scared of being laughed at	

Any others (please tell us):

Do you think you are listened to when you talk about your service?



4. Who would you like to talk to about your Supporting People service?

Please tick

Support worker	<input type="checkbox"/>
Service manager	<input type="checkbox"/>
Social worker	<input type="checkbox"/>
Probation officer	<input type="checkbox"/>
Council worker	<input type="checkbox"/>

Any others (please tell us):

5. In what ways would you prefer to be involved in your Supporting People service?

Please tick

Meetings	<input type="checkbox"/>
Written questionnaires	<input type="checkbox"/>
Telephone	<input type="checkbox"/>

Focus groups	<input type="checkbox"/>
Suggestion box	<input type="checkbox"/>

Any others (please tell us):

6. What areas would you most like to get involved in?

Please tick

Planning future services	<input type="checkbox"/>
Helping to choose services	<input type="checkbox"/>
Attending meetings	<input type="checkbox"/>
Chairing meetings	<input type="checkbox"/>
Administration (for example sending letters)	<input type="checkbox"/>
Computer work	<input type="checkbox"/>
Design (for example art work on posters, newsletters)	<input type="checkbox"/>
Decision making	<input type="checkbox"/>
Cooking	<input type="checkbox"/>
Gardening	<input type="checkbox"/>
Cleaning	<input type="checkbox"/>
Arts and crafts	<input type="checkbox"/>




Any others (please tell us)

7. How would you like to be involved in your service?




Please tick	
Informal (like a chat)	<input type="checkbox"/>
Formal (like a meeting)	<input type="checkbox"/>
In the morning	<input type="checkbox"/>
In the afternoon	<input type="checkbox"/>
With lunch	<input type="checkbox"/>
Every week	<input type="checkbox"/>
Every month	<input type="checkbox"/>
As part of an art or music group	<input type="checkbox"/>
As part of a working group	<input type="checkbox"/>
As part of a small team	<input type="checkbox"/>
As part of a big team	<input type="checkbox"/>
Any others (please tell us):	

ABOUT YOUR *SUPPORTING PEOPLE TEAM*

8. Have you been offered the chance to get involved with Torbay Supporting People Team?

Do you know who the Supporting People Team are?

9. Are you as involved as YOU want to be with Torbay Supporting People Team?



If  or  what stops you becoming more involved with your Supporting People Team?

Please tick

You didn't know you could be involved	<input type="checkbox"/>
You have never been asked or invited to take part	<input type="checkbox"/>
You can't get to the venue	<input type="checkbox"/>
Your disability makes it difficult for you to attend	<input type="checkbox"/>
You are shy	<input type="checkbox"/>
You do not have the confidence	<input type="checkbox"/>
You do not know what will happen at the meeting or event	<input type="checkbox"/>
You can't be bothered	<input type="checkbox"/>
There is a lack of facilities	<input type="checkbox"/>
You need more support	<input type="checkbox"/>

Any others (please tell us):

What would help you to become more involved?

10. In what ways would you prefer to be involved with your Supporting People Team?

Please tick

Meetings	<input type="checkbox"/>
Written questionnaires	<input type="checkbox"/>
Telephone	<input type="checkbox"/>
Focus groups	<input type="checkbox"/>
Suggestion box	<input type="checkbox"/>

Any others (please tell us):

11. What areas would you most like to get involved in?

Please tick

Planning future services	<input type="checkbox"/>
Helping to choose services	<input type="checkbox"/>
Attending meetings	<input type="checkbox"/>
Chairing meetings	<input type="checkbox"/>
Planning meetings	<input type="checkbox"/>
Arranging meetings	<input type="checkbox"/>
Administration (for example sending letters)	<input type="checkbox"/>
Computer work	<input type="checkbox"/>
Design (for example art work on posters, newsletters)	<input type="checkbox"/>
Decision making	<input type="checkbox"/>

Training people on how to involve service users	
Reviewing local Supporting People services	

Any others (please tell us):

12. How would you like to be involved with your Supporting People Team?

Please tick

Informal (like a chat)	
Formal (like a meeting)	
In the morning	
In the afternoon	
With lunch	
Every week	
Every month	
As part of an art or music group	
As part of a working group	
As part of a small team	
As part of a big team	

Any others (please tell us):

13. Are you able to say what you think about your Supporting People Team?



If  what helps you?

Please tick

Good chair person in a meeting	<input type="checkbox"/>
You are able to speak freely	<input type="checkbox"/>
You feel comfortable	<input type="checkbox"/>
You feel needed	<input type="checkbox"/>
You feel like people listen to you	<input type="checkbox"/>
You have confidence	<input type="checkbox"/>
You are given enough time to say what you think	<input type="checkbox"/>
You are asked clear and easy questions	<input type="checkbox"/>
You feel allowed to have your say	<input type="checkbox"/>

Any others (please tell us):

If  or  what stops you?

Please tick

You are shy	<input type="checkbox"/>
You feel scared	<input type="checkbox"/>
You lack confidence	<input type="checkbox"/>
You are not strong enough	<input type="checkbox"/>

You find it difficult to say how you feel	
You are given unclear information or questions	
You feel like no one is interested in what you are saying	
You are scared of being laughed at	

Any others (please tell us):

Do you think you are listened to?



14. Have you heard about the Torbay Supporting People Service User Group where Service Users meet and take an active role in their services?



If  how did you hear about it?

15. Would you like more information on the Supporting People Service User Group?



If  how would you like to receive that information?

Please tick

Leaflets through the post	<input type="checkbox"/>
From your support worker	<input type="checkbox"/>
From your service provider	<input type="checkbox"/>
Through a presentation given at your home	<input type="checkbox"/>
By attending a Service User Group meeting and seeing what happens	<input type="checkbox"/>
By talking to other service users who already attend the Service User Group meetings	<input type="checkbox"/>

Any others (please tell us

16. Have you enjoyed doing this self-assessment?



If  what have you liked about it?

If  or  what could make it better?

We have two last questions!

17. Which term do you prefer to describe someone who receives Supporting People support to help them live as independently as possible?

Please tick

Resident	<input type="checkbox"/>
Service User	<input type="checkbox"/>
Customer	<input type="checkbox"/>
Client	<input type="checkbox"/>

Any others (please tell us):

Is there anything else you would like to tell us about?

Thank you very much for filling in this self-assessment.

We will use the information you have given us to help improve Supporting People services and service user involvement in the future.

Please feel free to contact me if you have any questions about this self-assessment, or Supporting People.

My phone number is (01803) 208706

My email is ruth.binny@torbay.gov.uk