

SPLITZ

Support Service

Service User Handbook

Wiltshire & Swindon



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Protecting you

Our service is here to provide support to you if you are experiencing difficulties. The issues you are dealing with may make you feel very vulnerable. It is important that no-one takes advantage of this. You do not have to tolerate any form of negative treatment regardless of the circumstances you may find yourself in.

If you feel that someone, who is supposed to be providing you with support, is not behaving appropriately towards you, you can get help to stop it.

Discrimination: treatment that's different including that based on your age, disability, ethnicity, gender, religion/belief, sexual orientation.

Sexual abuse: includes physical contact as well as non-contact acts which you do not consent to.

Psychological abuse: emotional control through acts of neglect as well as intimidation.

Financial or material abuse: misuse or misappropriation of property including theft and fraud.

Neglect: withholding or failing to provide access to services including ignoring medical needs.

Physical abuse: includes assault, inappropriate restraint or sanctions.

If you feel you have been treated inappropriately contact your support worker, or contact us on **01225 775276**.

Our service standards

About us

We are a charity that provides support services to people who are experiencing difficulties. This booklet tells you about the services we offer.

Our service to you

We will work closely with you to help you identify, come to terms with and overcome your difficulties.

We mainly work with people from Wiltshire and Swindon but sometimes can provide support if you live elsewhere. Each project has its own eligibility criteria.

We are committed to giving you the support that makes sure you are able to reach and maintain independence.

Referral service standards

When you get in touch with us or are referred to us, we will:

- listen carefully to your needs and confirm those needs with you, and
- give you an idea of how long it might be before a support worker gets in touch.

Your support worker

Your support worker is responsible for managing your support from the time we are able to allocate one. Your support worker will:

- contact you to arrange an appointment to discuss your needs
- meet with you and listen to you
- indicate where we can help and where we need to signpost you to other organisations
- assist you to engage with specialist advisers
- be your point of contact at all times
- explain the extra services we can give from time to time

You can find out more about these services from your support worker and our website at www.splitz.org.

What we ask of you

To help us meet these standards and support you in reaching independence, we ask you to:

- give us as much information about your needs as possible when you use our service
- provide us with your up to date contact details
- tell us if any other organisations are also providing you with support
- let us know if you can't keep an appointment
- let us know as soon as possible if your needs change, and
- give us feedback on the service you receive from us.

Confidentiality and data protection

Any information you give us will be treated as confidential and not shared with other organisations without your approval, unless we are required to do so by law.

We are committed to meeting the principles of the Data Protection Act 1998. We are registered with the Information Commissioner and have strict procedures for managing the confidential data we hold.

If you would like to know what data we hold about you please write to us giving us enough information to enable us to locate your records.

Health and safety

Your safety is important to us. As is the safety of our staff.

Before we can provide a service we will need to be sure your support worker will be safe. Your support worker will complete a risk assessment and ask for your comments on it.

When we begin to provide a support service to you we will complete another risk assessment to determine any risks to you.

General service standards

We are committed to giving you the best service we can when you contact us. We want to make sure you are satisfied with the way we treat you when you use our services.

Whenever we deal with you, we aim to meet the following service standards.

Answering phone calls

When you contact us by phone, we will:

- aim to answer your call within 20 seconds, or
- ensure you can leave a message for us.

Our staff will always answer the phone in a friendly and professional manner.

Giving you information

We aim to make sure that the information and advice we give you is:

- accurate and up to date
- relevant to your needs
- easy to understand, and
- in a format that suits you.

When you write to us

When you contact us by email, letter or fax we aim to reply within 10 working days.

If we cannot reply within this time, we will tell you:

- who is dealing with your email, letter or fax
- the reason for any delay
- if there is anything you need to do
- how long it will be before we can provide a service to you, and
- who you could contact in the meantime.

If you have a disability

We are committed to meeting our responsibilities under the Equalities Act 2010. If you have a disability or health condition that affects how you use our service, we want you to tell us so we can provide other ways for you to use our service.

Equality of access

Splitz is committed to applying the principles of equal opportunities in its programmes and services.

Every possible step will be taken to ensure that individuals are treated equally and fairly and that decisions on access to our services and support given are based solely on objective criteria.

Measuring success and making improvements

At various times throughout the year we will carry out a survey with a number of people who have used our service. We use the information to:

- measure how well we helped you, and
- improve the services we offer.

You can find out how we are meeting our targets each year in our Annual Review and Statement of Accounts, which is available on our website at www.splitz.org.

Feedback on our service

We aim to support you fairly and to treat everyone to the same high standard.

We value all feedback on the services we provide. We record this information and use it to help us improve existing services and develop new ones.

If you want to tell us about your experience of our service, you can complete a feedback form on our website, call us on **01225 775276**, or contact your support worker.

If you have a complaint about the service you have received please write to us. A copy of our complaints procedure is available on our website.

We aim to acknowledge receipt of your letter within 10 working days and send a written response within 4 weeks. If we cannot do this, we will contact you to explain why.

Contact details

Our office hours are Monday-Friday 9am-5pm. You can contact us online or by telephone:

www.splitz.org

01225 775276

Other useful numbers

| | |
|--|---------------|
| Police - emergency | 999 |
| - non emergency | 0845 408 7000 |
| National Council for One Parent Families | 0800 018 5026 |
| NSPCC | 0808 800 5000 |
| Childline | 0800 1111 |
| Women's Aid DV Helpline | 0808 2000 247 |
| Respect | 020 7549 0352 |
| Citizens' Advice Bureau | |
| Wiltshire | 0845 120 3737 |
| Swindon | 0845 050 5155 |
| Wiltshire Racial Equality Council | 01225 766439 |
| Swindon Racial Equality Council | 01793 528545 |
| Mulit-Cultural Education | 01793 463000 |

For other cultural and religious groups, contact your local library

Services we provide

All our services are free and confidential. The services we provide may vary by area. If we cannot provide a service to you in your area we can help you find an alternative service.

The types of service we provide includes individual support to:

- victims of domestic violence and abuse
- children who have witnessed domestic violence and abuse
- people who are parenting alone
- homeless young mums
- people with housing issues

and groups for:

- victims of domestic violence and abuse
- children who have witnessed domestic violence and abuse
- perpetrators of domestic violence and abuse
- people who are isolated

Our projects

Buddy Scheme

The Buddy Scheme provides a low level support service to people who have received a higher level of support or who only have minor needs. This project is being developed to provide a service in Wiltshire and Swindon.

Paloma Project

The Paloma project provides a service to adult victims of domestic violence and abuse. The service is available to both female and male victims. This project is available in Wiltshire and Swindon.

Turnaround Programme

The Turnaround Programme is for male perpetrators of domestic violence and abuse who voluntarily seek help to change their behaviour. Groups are available in Trowbridge and Salisbury.

An integrated Women's Safety Service is available to the (ex) partners of the men on the programme.

Making Changes

Making Changes is a series of workshops for women who are or have been victims of domestic violence and abuse. Workshops are run when and where there is sufficient demand.

Newburn House

Newburn House is a residential mother and baby unit in Trowbridge for young mums and their babies. Support is also available to help with settling into a new tenancy.

KidzPace

The KidzPace project is for young people (11-16yo) who have witnessed domestic violence and abuse and are experiencing difficulty, and living in north or west Wiltshire.

SplitzKidz

The SplitzKidz project is for young people (11-16yo) who have witnessed domestic violence and abuse and are experiencing difficulty, and living in south or east Wiltshire.

Community4

Community4 is a consortium of 4 local community service providers. This service is for people who have housing related issues and is available in Wiltshire.

Help us develop our services

We are always seeking to improve the range of services we provide. If you would like to contribute to the development of a new service contact your support worker.

Your feedback is essential. There are many ways you can help us by sharing your opinion of the service you received. Feedback can be given through our end of service questionnaires, service user forums and surveys. We have an online feedback form and may sometimes have online surveys.

During assessment we will tell you about how you can give us feedback and the various methods available to you.

Our charter

We have a charter of how we work with you when we provide support to you.

What Splitz aims to do for you

- Your support worker will treat you with respect
- We are 'hear to help' and will listen to what you are saying
- We will agree with you the support you need
- We will tell you how our support service works and what you can expect from us
- We will help you to identify your choices and we will support you with your decisions
- You will have a say in the way our service is planned and run
- You can be supported to be included in the community
- You will be able to talk confidentially to your support worker
- We will explain to you how to complain if things are not going well with the service
- We will make sure our service is well managed and complies with all relevant laws
- We will review our service to make sure it is working in the best way for you and for us
- We will make sure our staff are managed and given the opportunity to train in different ways of doing things
- We will do our best to enable you to reach and sustain independence
- We will support you in reaching your full potential

We would appreciate if you would

- Let your support worker know if you are unable to keep an appointment
- Ensure pets are in a different room during the visit
- Use the time with your support worker to share openly so that you can work together to achieve your goals
- Treat your support worker with respect
- Make sure your home is a safe place for your support worker to visit
- Help your support worker complete the forms we need to provide you with a service
- Provide us with feedback so that we can continue to improve our service

Harassment

Harassment is any form of unwanted comments, looks, jokes, teasing, emotional or physical, sexual or mental contact which is found objectionable, violent, offensive or makes you feel threatened or uncomfortable.

We recognise that harassment can put you in such a vulnerable position that you are unable to cope with a situation which you would usually deal with.

If you feel that you are being harassed by a member of staff you should contact us immediately. If you are being harassed by someone else, contact your support worker.

Abuse

If during our visit we are concerned about the safety of anyone in your home we will discuss this with you.

Depending on the seriousness of our concern we may be required to discuss this with another agency. If we suspect that a child is at risk of significant harm we have a responsibility to share that information. This also applies to any vulnerable adult if we suspect they may be at risk of abuse.

If we need to discuss our concerns with another agency this may need to happen without your permission. However where possible we will always try to talk with you before any action is taken.

Complaints procedure

If you are unhappy with the service you have received, please write to:

The Operations Manager
Splitz Support Service
29 Duke Street
Trowbridge
Wiltshire
BA14 8EA

We aim to acknowledge receipt of your letter within 10 working days. We may ask you for further details to help in the understanding and consideration of the complaint.

An investigation will be undertaken regarding the circumstances surrounding the complaint. The Operations Manager will aim to provide a written response within 4 weeks of receiving complete details. This will include a clear explanation of any outcomes.

If you are dissatisfied with the result of this inquiry, you have the right to appeal.

You can obtain a copy of our complaints procedure online from our website or by calling us.

Appeals procedure

First Contact

If you have been refused support by us and wish to appeal, contact the Operations Manager, or call us on **01225 775276**.

If the situation cannot be resolved satisfactorily then you have the right to make a formal appeal. Copies of the full appeals procedure are available on request or can be obtained from our website.

Appeals Letter

A letter outlining the complaint together with all supporting evidence and why you are appealing, should be sent to the Executive Director, Splitz Support Service, 29 Duke Street, Trowbridge, BA14 8EA.

We will record your letter and initiate our internal procedures to review the case. These will involve setting up an appeals panel at a suitable date which you will be invited to attend. You may bring a friend or other adviser with you to the appeal.

Appeals Panel

The appeals panel will consist of the Executive Director, a Splitz worker or trustee and an independent adviser. The panel will review the case and give you an opportunity to speak. The panel will treat all information as confidential and no details will be released to other agencies, groups or the public.

Decisions

It is expected that the panel will make a decision on the day, and this will be given to all parties in writing. The decision of the appeals panel is final. No further appeals can be entered into.

How we use your personal data

To provide you with the best service we sometimes need information about you. We would be glad if you could help us with this.

Non-Sensitive Information

There may be times when it would be helpful to share non-sensitive information with other organisations to enable us to provide you with the best service.

We will not provide information about you to any organisation, agency or group for marketing purposes.

If we need to share non-sensitive information we will ask you to complete an information release form.

You have the right to access the information we hold about you on our records. If you wish to have access to this information please let us know. If anything is inaccurate or incorrect please tell us and we will correct it.

Sensitive Information

The Data Protection Act defines certain information as sensitive (ie racial or ethnic origin, political opinions, religious beliefs, trade union membership, physical or mental health, sexual life, criminal proceedings and offences).

We may ask you for sensitive information about yourself or your family. We will use this information to produce anonymous monitoring data to help us identify the different groups of people we work with.

If we need to share sensitive information we will ask you to complete an information release form in each case.

Contacting you

We may contact you by letter, telephone or email to tell you about other services or workshops. If you would prefer not to be contacted please let us know.

We may wish to contact you to conduct a satisfaction survey at some time either during your support or after it. We would greatly appreciate your input, but recognise that you may not want to relive events. Please let your worker know if you would prefer not to be contacted this way.







Splitz Support Service
29 Duke Street, Trowbridge
Wiltshire BA14 8EA

Telephone 01225 775276
Fax 01225 774405
Email admin@splitz.org

www.splitz.org

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