

What you said about the Refugee Move On Support Service

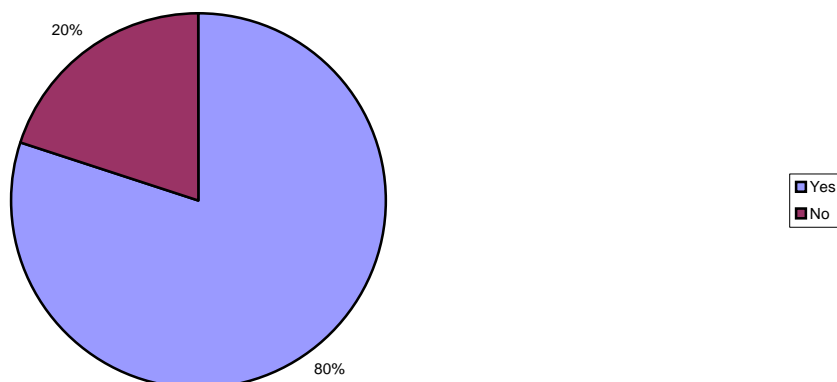
At the beginning of this year, we started asking you what you thought about our **Refugee move on service**.

We wanted to find out your thoughts and ask you if you had any suggestions for improving the support services. Contact was made by telephoning people and below are some of the results we collected from January 08 until July 08.

What you thought we were good at

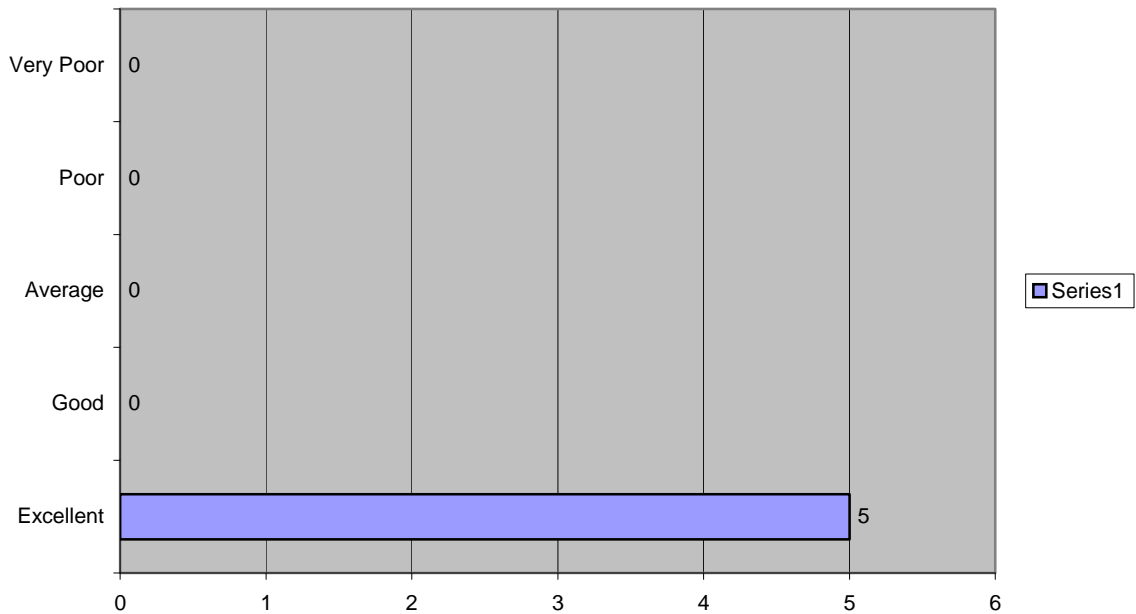
- Everyone questioned stated that their support worker and their support plan had helped them to achieve what they wanted.
- 80% of people questioned stated that they had accessed other services as a result of their support worker.
- 80% of people asked felt that they were now able to manage their tenancy after the support worker had stopped supporting them and was no longer visiting them.

Do you feel you are now able to manage your tenancy on your own



- All of those questioned stated that they had had all of their ideas included in their own personal support plans.
- Everyone stated that the treatment from the support workers was excellent.

How would you rate the treatment from your Support Worker



What you thought we needed to improve on

- 100% of people asked stated that they had their own ideas written into their support plan.
- 60% of those questioned felt that they needed more help after the support had come to an end.

You said, we did

We have now introduced an exit plan before support is signed off. This means that support workers now have to ask you the questions below before they finish supporting you

- **Do you need any more support?**
- **Do you feel you can manage in your tenancy on your own?**

If you feel you need more support or you feel that you are unable to manage your own tenancy, firstly we will consider whether or not support from your support worker should end or we will look to identify another agency who could support you longer term as within our support services, we are only able to support you for up to 2 years.

We are now encouraging people to write their own actions on their own Support Plan, in this way we feel that you will have your more of your own ideas incorporated into your own personal support plan.

We would like to thank everyone who took part in our questionnaires, we value your feedback and the improvements that we can make to the service. If you have any further suggestions for improvements you can pass these onto your support worker or contact the Supported Housing Manager directly on 4332419 or e-mail abigailsmith@gateshead.gov.uk.