Introduction

Welcome to People Matters.

We are a social enterprise and we don’t make a profit.

We started in 2002 and work in the Leeds area.

Everyone who uses People Matters is a member. Members lead how the organisation is run and what we do.

This means you are a member and we want to know what you think and want.

Our Aims

- **At People Matters** we want you to have good support and activities.
  
  We want it to meet your needs.

- We want to support you to be safe and have good friends

- We want to support you to learn new things and be more independent

- We want to support you to be healthy and comfortable
**Finding out more**

You can look on our website or on Facebook
(There is information on our website about how to find our office so you can visit us)

You can look at our leaflets

You can ask one of our staff

You can look at our annual report or what has been written down at directors meetings

All these tell you what we do.
They talk about how we work

**Who are our members?**

Our members are young people at high school and adults. (Family members and carers can also join us)

Members may have learning disabilities

Members may be on the autistic spectrum
Members may also have a physical disability or sensory impairment

Some members may need additional support for their emotions or behaviour

<table>
<thead>
<tr>
<th>When we are open</th>
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</thead>
<tbody>
<tr>
<td>The People Matters office is normally open 10am – 6pm Monday – Friday. It is closed on most bank holidays.</td>
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<tr>
<td>Both groups and 1 to 1 support can happen during the day or in the evenings. Sometimes sessions can happen at the weekend.</td>
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<tr>
<td>All sessions have an agreed start and finish time. We expect you to start and finish your session at the agreed time. Not too early or too late. We may need to charge you if your carer is late to pick you up.</td>
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<tr>
<td>Please telephone and let us know if you can’t do a session.</td>
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<tr>
<td>We expect all sessions at People Matters to start no earlier than 8am and finish by 10pm. It is unusual for us to work outside these times.</td>
</tr>
<tr>
<td>You can ask to change your session time for 1 to 1 support. This must be agreed well before the session starts. We generally need at least 2 weeks’ notice. Staff can be busy doing other things.</td>
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<tr>
<td>We will always do what we can to help. It might mean that it is a different member of staff. It might not be possible to make exactly the change you want. Especially if you don’t tell the office early enough.</td>
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</tbody>
</table>
Any members involved in sessions that are outside office hours will have a mobile number for contacting People Matters staff.

Managers will generally be available within office hours. Some people do not work full time. They may need to ring you back.

What happens when you say you want to join us

When you get in touch we write down your details in a file at our office.
We will ask you to fill in a form about you. You can have support to do this

We then decide if we think there might be something we can do for you

We talk with you about what you need and want.

We talk with you about how we can support you

We can give you information on how to find the People Matters office and members room

We look at what we can offer and how this could be paid for. We will let you know what needs to happen to do what you want.
Sometimes we have already found money to pay for what you are going to be doing and it will be free or just a bit of money.

Sometimes it is more expensive and we can support you to find the money. We have information we can give you about this. You may need to do an assessment with a social worker.

Sometimes we have to ask you to pay for support. You always have to pay for external activities, materials and travel.

Talk to us if you can’t afford to join in.
Next we will make a plan with you.

We will write down any risks there may be for you. We will see if we can do anything to make them as small as possible. We will ask about how you would like to be supported. We will ask about what you would like to be able to do.

If you take part in a group the records we keep are different from 1 to 1 support. We ask you to keep some records at home for 1 to 1 support.

All the staff you see at People Matters are trained and supported well by a manager.

Sometimes volunteers are involved. They always have member of staff to go to.

We will look at your plan after a while to check with you that your support or learning is right for you. We want you to tell us how things are going.

If your support is 1 to 1 this will be six weeks after it starts. Then reviews will happen every six months. Someone independent will usually be involved. You can tell them anything you need to say.

If you go to a group this will usually be at the beginning or end of a session. Your tutor or group leader wants to know about what you are achieving and what you want to do next.

**Important information about how People Matters works**

Everyone who has 1 to 1 support is asked to keep to an agreement before their support starts.

Agreements have a lot of information in them. They talk about all the important points about how we work with you. Please ask if you want to see anything that is in our support agreement. We have an easy read version to support you to understand what is in there.
All our groups have ground rules. These are about how we should treat each other. You should talk about them in the group. They have been written down. Ask if you can’t remember seeing or talking about them.

If you join a course you need to come to all the sessions. If this is impossible please let us know. Our funders tell us that we must have enough people going to sessions to run any course.

We know that sometimes you like to say thank you to staff and volunteers. We want to make sure that everyone keeps safe and feels OK about what we do. Please don’t be disappointed if someone says they can’t take a gift. We will explain why if you need us to.

### Making sure you have good service from us (Quality)

<table>
<thead>
<tr>
<th>Image</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Person Centred" /></td>
<td>It is really important that you get a good service from everyone at People Matters. We make sure this happens by</td>
</tr>
<tr>
<td><img src="image" alt="Friends" /></td>
<td>Asking you to keep telling us what you want to do and achieve so we deliver a good service. Getting you involved with making plans for every session</td>
</tr>
<tr>
<td><img src="image" alt="Staff" /></td>
<td>If you take part in a group the records we keep are different from 1 to 1 support</td>
</tr>
<tr>
<td><img src="image" alt="Training" /></td>
<td>Regularly talking to or watching our staff working</td>
</tr>
<tr>
<td><img src="image" alt="Meetings" /></td>
<td>Having training available that meets staff needs</td>
</tr>
<tr>
<td><img src="image" alt="Ideas" /></td>
<td>Having meetings with you to also check how things are going. You can bring someone with you to these if you want. We can get new ideas and make changes if they are needed</td>
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</tbody>
</table>
Having clear statements about how we expect to work then writing down what happens.

We look at these and write a report regularly about what has happened. The report will also say what we will do differently.

Managers, the chief executive and the directors will regularly check what has been happening. They will make sure that any changes needed happen.

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**Health, Safety and Insurance**

- **At People Matters the safety and security of everyone is really important to us.**
  We work hard to keep you safe while you are with us

- **But we do insure everything we do just in case something goes wrong**

- **It covers our volunteers and members**

- **It covers what our staff and directors do**

- **You can ask to see our insurance by contacting the office staff**
What to do if you are unhappy or worried at People Matters

If you are unhappy or worried about anything at People Matters please tell us

Speak to Elissa Hammond our Support Manager
or Sally Jude our Learning and Community Manager
You can also talk to Tina Turnbull our Chief Executive if you need to

You can call us on 0113 234 6896

You can have information on how to complain
You can have information about keeping you safe
We will look at your problem carefully and sort it out as well as we can. We will involve you in what happens. We will agree what to do with you.
Sometimes we might need to speak with carers or other people to help keep you safe. We see lots of people for just a bit of their time.

If you are worried about getting lost we suggest you join the Leeds safe places scheme. Please ask us about this

More on how we work

At People Matters we have lots of information written down to help us be clear about how we work.
Staff and volunteers can look at this information if they want to check something. It gives them extra help on top of their training.
We can share this with members, their carers and other people who represent them. This includes social workers.

We will only share information about you to people you say we can. This will only change if the law says we should share. We will talk to you about this.

Everyone at People Matters has an induction when they start with us. This makes sure they understand and follow the information we have written down.

If you want a list of the different types of information we have please ask a manager in the office.

We have written information on the things that affect what we do from the list the council expects us to have.

We follow what the law expects us to do.

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**Getting involved in deciding what happens**

At People Matters everyone is a member. This means you are a member too. Your views are important.

Two of our directors have learning disabilities and one is a parent.

You can find out what has happened at directors meetings by looking at the minutes which are put on our website.

Each year we hold an AGM to talk about what has happened.
<table>
<thead>
<tr>
<th>We write a report and share this with you</th>
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<tr>
<td>We hold meetings to ask you what you want us to work on doing. Everyone is welcome to get involved.</td>
</tr>
<tr>
<td>You can also find out more about donating to us on our website so we can do extra things.</td>
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Tenfold member of the year 2015

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Domestic Street Light Ind Estate,
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Web: www.peoplemattersleeds.co.uk
We are on Facebook too.