

# Newsletter

Happy New Year from SNAP!

## Christmas Open Day



Snap held a Christmas Open Day on Monday 21st December 2009 at their main office in Ipswich, where everybody enjoyed

the fun and games, which included:-

Entertainment (singers)

Face Painting

Buffett Lunch

Visit from Santa

Crafts

Games for Adults and Children

Raffle



Emma, Katie and Lucy who did an excellent job of entertaining us all by singing an assortment of Christmas Carols and songs aswell as dancing displays



Santa and Paul Kingston (SNAP Board Member)



Holly and Thomas enjoying themselves after the face painting, which was done by a SNAP Service User, Tanya!



Tanya and SNAP Support Worker Rob.

The day was a good opportunity for staff, Board Members and Service Users to meet each other and a good time was had by all who attended as you can see from some of the photo's taken.



Do you know someone who could benefit from our support? Don't forget that we can accept self referrals, by telephone or you can visit [www.cara-snap.org](http://www.cara-snap.org) and simply download a application form. If you would like more information on how to make a self referral, how to refer someone you know, or to find out more about the kind of support SNAP offers please contact us. It is important that before you refer

## Service User Information.

### The RSPCA Suffolk East & Ipswich Branch is Offering Free Neutering!

If you live in the Ipswich, Felixstowe and Stowmarket area and are receiving benefits (all benefits qualify) take this opportunity to stop your cat having unwanted kittens and/or picking up killer diseases.

For More Details Please Phone  
RSPCA Animal Centre on 01473 623280  
9am—4.30pm daily  
or  
RSPCA Clinic  
35a St George's Street Ipswich  
on 01473 231972  
Tues 12-1pm Thurs 5-6pm Fri 12-1pm  
or  
Branch Administrator 01449 614057  
Lets Get These Cats Neutered!

### Have Your Say

To all at SNAP,  
I would like to thank you all for the work you have done i.e., food parcels, if it was not for you, I would have starved or be very ill, also a big thanks for your help with my debts, I know there is a still a little way to go.

Thank you all  
Service User

### How To Deal with New Year Debt

- Work out how much you owe and how much you need to pay for priority debts like mortgage, rent, gas/electric
- Pay your priority debts first and then work out how much you need for food, travel and other daily expenses
- Work out what you can afford to pay each month on non priority debts like credit/store cards
- If you do not have enough money left to pay what your creditors are asking, speak to them and try to come to an arrangement about how much you can afford to pay them
- Only offer to pay off debts at a rate you can keep up, do not be panicked into offering more than you can afford
- If you need help to do this or they won't listen, make contact with a free advice agency such as your local CAB.

### Sudoku - can you solve it?!

5	3			7				
6			1	9	5			
	9	8					6	
8				6				3
4			8		3			1
7				2				6
	6					2	8	
			4	1	9			5
				8			7	9

### STAY WARM & KEEP WELL

- Grants are available from Warm Front Scheme for installing efficient and modern forms of gas central heating, loft insulation etc, call 0800 316 2805
- The Pension Service, the WFS and the Home Heat Helpline (0800 336699) offer advice and help to increase energy-efficiency and reduce fuel bills
- Wear plenty of layers to keep warm, have regular hot meals/drinks and try to move at least once an hour as it will generate extra body heat

## Feedback.

Between January and June 2009, we distributed feedback surveys to our service users and referring agencies.

### Service Users.

#### Of the 38 people that responded:

- o 71% felt that it was clear what would happen next, and how long they would wait to be contacted, once they had applied; 29% weren't sure.
- o 89% were contacted either 'very' or 'fairly' quickly once they had applied.
- o 97% felt that our input was helping them to address their housing related support needs.
- o 85% felt that the service had enabled them to become more independent; 11% weren't sure.
- o 87% felt that they were either 'fully' or 'very' involved in their support plans.
- o 92% were either 'completely' or 'mostly' satisfied with the support that they had received; a further 5% weren't sure.
- o 95% would recommend our service to a friend; 3% weren't sure.

#### Some of the comments received from service users were:

My Support Worker has been lovely and supportive and patient and helpful.

My confidence and independence is returning.

R said that without this support, he feels he would have reached a place he had been in the past when things were so bad that he wanted to take his own life.

I think you do a very good job helping people in need. It has certainly helped me when I most needed help - Thank You.

I am not as stressed and my self harming has reduced dramatically.

I feel more motivated to try and resolve any issues now that there is someone to support me in doing so.



## Feedback.

### Stakeholders.

#### 84 surveys were sent out; of the 18 responses received:

- o 89% rated their working relationship with the CARA and Floating Support Services as either 'excellent' or 'good'.
- o 72% felt that, following the initial application, the speed of contact from SNAP as the support provider was either 'excellent' or 'good'. 17% did not answer.
- o 56% rated the systems in place for information sharing as either 'excellent' or 'good'.
- o 78% rated the consultation between themselves and SNAP as the support provider as 'excellent' or 'good'.

#### Some of the comments received from stakeholders were:

I have had several different support workers allocated to my residents and I have found them all to be good.

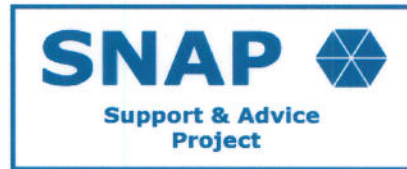
Very quick responses and very positive attitudes.

The support has been great and without the workers I wouldn't have achieved what I have.

Approachable, professional, easily contactable.

Positive relations with support workers and helpful intervention, including joint visits, are an option I have been offered.

The support worker has been an excellent member of your staff. He works extremely hard for our tenants and keeps me up to date with things. He is a credit to your organisation.



JANUARY 2010

## Feedback.

### So what did we do in response to the feedback received?

- o We responded to particular concerns raised by contacting the people providing that feedback.
- o We set up more joint meetings.
- o We reviewed systems and procedures in place and made these more robust where required.
- o We reviewed and amended our documentation; we consulted with service users regarding the paperwork that we use throughout their support.
- o We reviewed our service user introduction pack and made amendments and additions in order to explain everything clearly and include all relevant information.
- o We carried out refresher training with all staff as well as expanding our training programme.
- o We amended our self referral and agency referral forms.
- o We overhauled both the CARA and the SNAP websites.
- o We invited all of our contacts to attend our Joint Advisory Group meetings.

**We will be sending out further surveys around February 2010 and expect that there will be a higher rate of return. We welcome your feedback at any time; you don't need to wait until you receive a survey, just contact us on 01473 742690 or 01284 748380.**

## Joint Advisory Group Meetings.

The first SNAP meetings took place between November and December 2009, with the Suffolk Coastal meeting particularly well attended despite being so close to Christmas!

The next meetings will be taking place as follows:

**Waveney** - Thursday 28th January 2010 at 10.00am, Flagship Housing Group, 43a Sandringham Road, Lowestoft.

**Babergh, Mid Suffolk, St Edmundsbury, Forest Heath** - Monday 1st March 2010 at 10.30am, West Suffolk House, Western Way Bury St Edmunds.

**Ipswich** - Thursday 11th March 2010 at 2pm, Sudbury House meeting room, Dencora Business Park, White House Road, Ipswich.

**Suffolk Coastal** - Tuesday 23<sup>rd</sup> March 2010 at 10.00am, Suffolk Coastal District Council Chambers, Melton Hill, Woodbridge.

Flagship Housing and SNAP would like as many people as possible to attend this forum ongoing, as a platform to shape the CARA and Floating Support services. Please contact us on 01473 742690 if you would like to attend, so that we are able to make the appropriate arrangements. If you are in the Waveney area, please contact Flagship on 01502 589671.

**Feedback, comments or questions? CONTACT US AT:** SNAP, Sudbury House, Dencora Business Park, White House Road, Ipswich, Suffolk, IP1 5LT . Tel: 01473 742690 Fax: 01473 740261  
Textphone: 07796578113 [www.carasnap.org](http://www.carasnap.org) [www.snappartnership.org](http://www.snappartnership.org)