

Recommendations summary

| It is suggested that New Beginnings considers: | Comments from the service provider |
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| <ul style="list-style-type: none"> Having a sign at the front of the building showing where the activity centre is and how to access it. | <p>We have received authorization that we are allowed to put a sign outside the church hall, we have now had a sign designed and it will be outside the building shortly.</p> |
| <ul style="list-style-type: none"> Having a sign inside the main entrance showing where the activity centre is. | <p>We have had a sign made showing where the activities room.</p> |
| <ul style="list-style-type: none"> Having a notice about the opening times, activities on offer and cost. | <p>We have a sign with times and what activities New Beginnings provide. This will be outside the room and in pubs this week. We have not put costs on the new leaflet showing our activities as costs could increase if the cost of the hall increases. The activities are non profit making and all the monies are put straight back into buying materials and keeping costs to a minimum.</p> |
| <ul style="list-style-type: none"> Having a sign showing where the toilets are. | <p>This was done straight away on receiving the letter.</p> |
| <ul style="list-style-type: none"> Allowing service users the choice of when they can have a drink whether included in the price or at an extra cost; although it is accepted that this | <p>We have a 2 hour arts and craft session Tuesday and Thursday and sing along and picture bingo on Friday. We stop half way through the session and offer free drinks included in the price, either hot or cold</p> |

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| <p>may come down to staffing levels and/or limitations of facilities.</p> | <p>drinks. We have a sign / picture sign with what is on offer, clients are free to bring their own drinks in to have when they like. Due to health and safety we are only able to offer drinks at half time especially hot drinks as drinks would need to be supervised at this period.</p> |
| <ul style="list-style-type: none"> Producing notices in Easy Read format so they can be clearly read and easily understood. This means using larger font, black writing on yellow or white paper, clear language with the use of pictures to illustrate the meaning of the text. | <p>We have updated our easy read documents in larger writing, however some of the leaflets are advertising other things going on in the community such as the disco and these leaflets are from other organisations.</p> |
| <ul style="list-style-type: none"> Consideration should be given to allow service users the choice of what they want to do when they attend the activity centre. It did not appear from some of the conversations that Hivewatch had, that service users were aware that this was the case. Therefore staff should clarify to service users that other activities are available if they would prefer, particularly for those people that do not take part. | <p>We provide set activity sessions, we are not a drop in centre. We have one room at the church hall where we provide arts and craft sessions and clients have choices if they do not want to make the craft that week, other things are on offer. We have received feedback from clients and their staff advising us that they like pre planned craft as they are aware of what they will be making the following week and this gives clients choices on whether they want to make or attend or make something different next week.</p> |
| <ul style="list-style-type: none"> Consideration should be given to allow service users the option of having a drink when they want rather than just at break time; although this | <p>We have a 2 hour arts and craft session Tuesday and Thursday and sing along and picture bingo on Friday. We stop half way through the session and offer free drinks included in the price, either hot or cold</p> |

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| <p>may come down to staffing levels and limitations of facilities.</p> | <p>drinks. We have a sign / picture sign with what is on offer, clients are free to bring their own drinks in to have when they like. Due to health and safety we are only able to offer drinks at half time especially hot drinks as drinks would need to be supervised at this period.</p> |
| <ul style="list-style-type: none"> • Consideration to be given to regularly encouraging service users to make suggestions regarding what activities are available either by way of a suggestion box, Easy Read survey or other similar method. | <p>We have now put a suggestion box at the arts and craft session asking for suggestions on things to make or ways to improve our sessions.</p> |
| <ul style="list-style-type: none"> • Consideration should be given to ensuring notices, letters, forms and leaflets are in Easy Read without service users having to ask. This means using larger font, black font on yellow or white paper, clear language with the use of pictures to illustrate the meaning of the text. | <p>As stated above some of our leaflets are not from New Beginnings and we will look at ways of passing on this information to see if other organisations can do easy read leaflets.</p> |
| <ul style="list-style-type: none"> • Consideration should be given to ask service users regularly what improvements could be made. | <p>We have now put a suggestion box at the arts and craft session asking for suggestions on things to make or ways to improve our sessions.</p> |
| <ul style="list-style-type: none"> • Making a complaint about a service can be difficult for most people even more so for people with a learning disability. Consideration should be given to informing service users how they are able to complain without | <p>We do have compliments and complaints forms easy read, however we have now improved them with a guide on what is a complaint all in easy read.</p> |

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| having to approach a member of staff, how the complaint will be dealt with etc. | |
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Comments:

Clients attending New Beginnings sessions are from all over South Gloucestershire and Bristol area residential homes, supportive living, dementia organizations and people on low support needs. New Beginnings have kept the cost low so this makes it affordable for people on a budget and supports with reducing social isolation. Over the years we have asked for suggestions regarding our sessions and we send out regular feedback sheets to clients and homes, this is done by the New Beginnings admin department.

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