

nepacs

Independent
Visitor 
service

for children and
young people in the
north east of England



What is the Independent Visitor Service?

The Independent Visitor service matches you with one of our volunteers.

This volunteer is someone you can connect with.

They are someone you can trust and who can talk to, but who isn't a social worker or carer.

Your Independent Visitor will visit you once a month and you will choose together when the visit takes place and what you do.

This could include activities or trips, going out with you and having fun!

An Independent Visitor Service is **YOUR** service.

So what does Nepacs do?

Nepacs provides Independent Visitor services for some local authorities in the north east.

This means we will find out exactly what you are looking for in your 'Volunteer Match'.

We want to know what interests you, the types of places you want to go and the things you want to do.

This will help us find the right person for you. We'll be working very hard to get that right and you'll be involved at every step.

We will support you and your Independent Visitor to get to know each other and will make sure the visits take place when you want them. We are here to help with any questions you may have.

We want you to have fun and to know that things are working out ok.

What can I expect from the service?



- ◆ **YOU can expect to be involved in all of the decisions. Our staff will be talking to you and / or your carer right from the beginning to make sure we understand what you are looking for.**
- ◆ **YOU can also expect that we will find the best possible match.**
- ◆ **Our volunteers will be fully trained and checked before the match is agreed, and you'll have plenty of opportunity to decide if the match is right for you.**
- ◆ **As well as your monthly visits, we'll be having regular contact with you and / your carer, just to make sure things are ok. We'll be in touch with your social worker and others to make sure everyone knows what is going on. If we need to change things, we will.**



As well as the visits you will also have the chance to get involved in our other young people's services including our 'Bee Yourself' package.

'Bee Yourself!' offers a 'pick'n'mix' menu of support and activities across three age-groups (4 to 7, 8 to 12 and 13 to 17 years).

Have you got any questions?

There's only so much we can tell you in a leaflet.

If you want to know more before you do anything else we are happy to talk to you about the Independent Visitor service.

We'd love to get to know you and find out what it is you're looking for.

Please get in touch.

You can contact Angela Donaghy, our Independent Visitors service coordinator by email IV@nepacs.co.uk or call 07903 818365.

nepacs



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