

nepacs

Independent Visitor service

for children and
young people in
the north east



Nepacs
20 Old Elvet, Durham City, DH1 3HW
Tel: 0191 3757278
Email: info@nepacs.co.uk
Or visit our website: www.nepacs.co.uk



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 you 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.

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.



How does the service work?

- ◆ The Nepacs Independent visitor's coordinator receives a referral for you with information about what you would like from the service.
- ◆ We contact you to see if there is anything you want to add, let you know we have the referral and we'll look for a match.
- ◆ When we have a match, we ask you if you are happy to meet the person we have found or if we can, we will give you a choice of volunteer.
- ◆ We will give the volunteer yours or your carers details to arrange the first meeting.
- ◆ The first meeting will usually take place where you live or somewhere nearby - you can have someone with you if you wish.
- ◆ They will have a general conversation to get to know you, your likes and dislikes, and make plans for visits.
- ◆ The Independent Visitors Coordinator will then contact you to check you are happy to go ahead. If you are that's great, if not we will try and rematch you with someone else.
- ◆ If at any point you are not happy with the service you can give the Independent Visitor Coordinator a call or you can make a complaint. (See back page for complaints process).

If you have any questions about this service you can ask:

- Your Carer
- Your Social worker
- Your Independent Visitor
- Your Independent Visitor Coordinator:
 - Angela Donaghy
Phone: 07903 818365 Email: adonaghy@nepacs.co.uk
 - Kara Hunter
Phone: 07483 345788 Email: khunter@nepacs.co.uk



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 will be having regular contact with you and / or your carer, just to make sure things are ok.

You will also have the chance to get involved in our 'Bee Yourself' package which offers a 'pick'n'mix' menu of support and free, fun activities across three age-groups (4-7, 8-12 and 13-17 years). To hear more about these opportunities please request our monthly newsletter by emailing iv@nepacs.co.uk or call Angela or Kara.

If you are preparing to leave care ask us about our '*Paving the Way*' programme , co-developed with care leavers, which could help you to understand your rights and help you cope with this change in your life.

What if I do not know what I want to do on my visits?

One way to help you decide what you would like to do is to make a collage.

Get some old magazines, books and newspapers and tear out pictures of all the things you love and enjoy, and things you have always wanted to try.

Then talk to your carer or independent visitor about how you can involve these things on your visits.





What are the boundaries between myself and my Independent Visitor?

Your Independent Visitor will be:

- ◆ **Friendly**
- ◆ **Supportive**
- ◆ **Respectful**
- ◆ **Non judgemental**
- ◆ **A good listener**
- ◆ **Willing to help with advice**
- ◆ **Willing to provide information where they can**
- ◆ **Discuss issues you want to bring up**

Your Independent Visitor will not:

- ◆ **Contact you or respond on social media**
- ◆ **Give lots of personal information**
- ◆ **Bring other people on the visit**
- ◆ **Meet up with out plans being made**
- ◆ **Give money or gifts except birthday**
- ◆ **Be available whenever you require**

What happens with my personal information?

When you are put forward to this service we make sure that any information we have about you is stored in a secure file on a secure system. The only people who have access to it are the Independent Visitor staff members. We only use this information to match you with a volunteer and to keep in touch with you.

When you have visits with your volunteer the volunteer will give feedback to the IV Coordinator about how the visit has gone, the general feel and some details like where you went, what you did and how long for. The volunteer may wish to share information if they have reason to be concerned about you. This might be raised with your carer ,but if it is more

Complaints—What to do if I am not happy?

If at any point you are not happy with the service you receive, you can make a complaint. This can be done through either your carer or social worker, or you can contact Nepacs directly. We would ask you to contact:

Angela Donaghy (07903 818365 or adonaghy@nepacs.co.uk)

Kara Hunter (07483 345788 or khunter@nepacs.co.uk)

If you feel it is not resolved you can call our head office on 0191 375 7278, or address a letter to our chief executive officer Amanda Lacey at 20 Old Elvet , Durham , DH1 3HW. Once we have received your letter/phonecall, it will be dealt with as soon as possible. We will contact you to go over your complaint and it will then depend on the type of complaint it is, as to how long it will take to resolve.

We will do everything we can to put things right.



Have you got any questions?

There's only so much we can tell you in a leaflet. If you want to know more 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 our Independent Visitors service by email IV@nepacs.co.uk or call Angela (07903 818365) or Kara (07483 345788).