

"you meet people and make lots of friends"

"another benefit has been to my wife, who is my main carer. She now has time for herself"

"something for everyone"

"I never used to go anywhere. I will go anywhere now on my own – it's done me good"

"before...I felt isolated. However, I now feel more confident through meeting people, taking part in activities and helping on reception duties"

"lots of learning skills if wanted, computers, lots of different courses"

Contact information

For more information on how to get help from the Adult Social Care and Health Department contact:

● Customer Service Centre

☎ 0844 9 80 80 80

minicom: (01623) 434 993

email: customerservice.centre@nottsc.gov.uk

Opening times:

Mon-Fri 8am-8pm / Sat 8am-12noon

Calls cost 3p/min from BT landlines.
Mobile costs may vary.



Customer Service Centre, PO Box 9320,
Nottingham. NG15 5BL

phone **08449 80 80 80**

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e-mail customerservice.centre@nottsc.gov.uk

website www.nottinghamshire.gov.uk



INVESTOR IN PEOPLE



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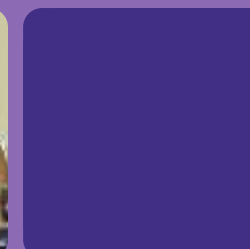
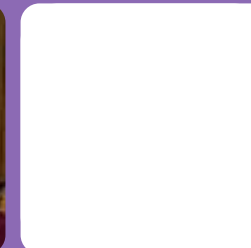
Contact the Customer Service Centre if you need this information in a different language or format.



Nottinghamshire
County Council

Day and Community Support Services

Services for people with physical impairments



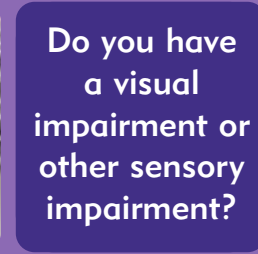
Putting the  in independence

June 2008



Do you want to be more independent?

Do you have a permanent physical impairment?



Are you aged between 18 and 65?

Do you have a visual impairment or other sensory impairment?

Putting the **i** in independence

Day and Community Support Services might have something just right for you

Our services do put the **i** in independence.

We know everyone is different. The things you need to be independent are special to you. So talk to us to find out how we can help you.

We listen to what you need. We agree with you the things we can help with. And we help you make things happen.

If you have ideas about the sort of help you need to become more independent then tell us. We will do the best we can to give you the help you need.

Q What do Day and Community Support Services (DCSS) offer?

A All sorts of things:

- confidence building
- health and well-being
- decision making
- accessing education, employment and training
- practical life skills
- using your local facilities (for example leisure centres)
- finding accommodation right for you
- getting advice and information
- signposting to direct payments
- meeting personal assistance needs.

Q How do I get the service?

A Please get in touch with us (see back page).

Someone will talk to you about your situation to find out if you can receive the service. We call this an assessment.

Q How much time do I have to spend with the service?

A This depends on the help you need. We can agree a programme that suits you.



Q Where do services take place?

A This depends on the type of service or help you need.

It might take place in:

- your own home
- your community (for example your local college)
- our own specialist bases.

Our bases are:

- Ashfield DCSS, Sutton in Ashfield
- Balderton DCSS, Newark
- Dallas Street DCSS, Mansfield
- DCSS BGR, West Bridgford
- Eastgate DCSS, Worksop

Q What do I do about transport?

A We encourage you to make your own way to places.

However, should you need transport we will arrange it in our own vehicles.

We will carry out an assessment to see whether you need this service.

Q Is there a charge?

A The only charges are for:

- any transport we provide
- any snacks or lunches you buy in our service bases
- any community activities you may wish to take part in.

Q How long can I have the service for?

A This depends on what is agreed with you. You may only need the service for a short time or it could be that you need it for longer.

If you need to use us again, please feel free to get in touch.

Q What if I am unhappy about the service?

A Please tell us. Talk to the service staff.

If you are still unhappy you can make a formal complaint. Contact the Customer Relations Service. Tel: 08449 80 80 80