



TPS CONNECTS

"IT MAKES ME  
FEEL AS THOUGH  
I'M PART OF  
SOMETHING"





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Whether speaking with people in services or speaking with professionals at events, the questions “*What is TPS Connects?*” and “*What does TPS Connects do?*” always come up, so we decided to create this booklet.

We hope it answers those questions!

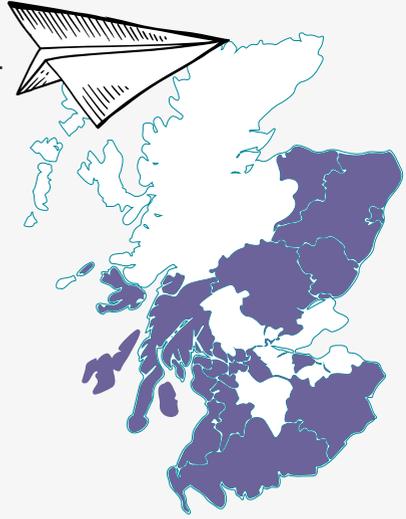


# NATIONWIDE

Turning Point Scotland supports people all over the country including:

- Moray and Aberdeenshire
- Edinburgh
- Dundee & Angus
- Perth
- Glasgow and the West of Scotland
- Dumfries & Galloway

The **PURPLE** shaded areas on the map shows where Turning Point Scotland works.



People being supported by **Turning Point Scotland** told us they wanted to get to know one another from across the services and have a say in the way the organisation was run.

While people socialised at events in their service, they wanted to meet people from different towns and cities.

And they also told us they wanted to be able to meet senior managers and Board members, to help discuss what changes they would like to see.

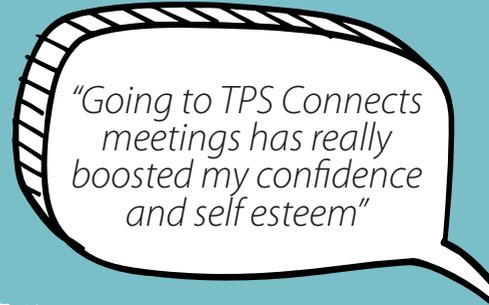
And **TPS Connects** was born!

# GET YOURSELF CONNECTED!



TPS Connects was created to bring people together and bring them closer to the organisation. It is for anyone that currently uses, or has used a TPS service in the past. The benefits of getting involved with TPS Connects are:

- **Decision-making**
- **Communication**
- **Express opinions**
- **Being listened to and valued**
- **Driving change**
- **Empower people**
- **Connecting people for social activities**

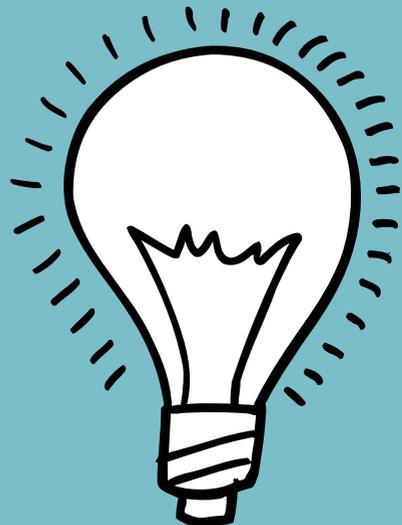


## OUR MISSION STATEMENT

TPS Connects is a forum that people who have used Turning Point Scotland services can become members of. It makes the link between services, aftercare and TPS management stronger, and it gives members the chance to get involved in decision making and activities throughout the organisation. Members often come up with ideas for ways to improve the way services are delivered, and then work with staff and managers to make them happen.

The people who join TPS Connects say it gives them a greater understanding of how the organisation works and builds their confidence by participation

in meetings and arranging events. Members who are in recovery say that being part of TPS Connects helps maintain their recovery. TPS Connects is about using members' knowledge of services in a positive way to improve how Turning Point Scotland works.







*"I've had the chance to give presentations to staff, I never thought I would ever have been able to do that"*

## TPS CONNECTS IN ACTION

TPS Connects is making Turning Point Scotland a better organisation because it responds to feedback from people using our services.

*We value your opinion and listen to what you have to say.*

*We don't just say we listen, we do.*

There are great examples of the way the organisation and people being supported work together to develop and enhance the experience for everyone.

## EASY READ POLICIES

There's quite a lot information people supported by Turning Point Scotland are given and it can be quite hard to take in.

Kevin Dunn from Kirkcudbright told Board members he thought policies & procedures should be easy to understand.

Groups of people got together to help create and produce easy read policies about the things that matter to them like support planning, holidays, being involved and bullying.



# TPS CONNECTS CONFERENCES

TPS Connects holds events around Scotland on a regular basis to allow everyone to have their say and meet new people.

Sometimes these are small informal meet ups.

But people being supported wanted something bigger and asked for a conference they would help create and take part in.

In 2011 TPS Connects held a conference in Aberdeen, Glasgow and one in Clydebank.

There were different activities including art, drama and music. And there were a whole range of ways to allow people to have their say about Turning Point Scotland and through debates, video diaries and leave comments on a talking wall.

The unique thing about the TPS Connects conferences was they were created and designed for people using Turning Point Scotland services, supported by staff.



A planning group had been set up to generate ideas and put into action all the activities during the conferences.

The fact everyone enjoyed themselves and the feedback was very positive says a lot about all the hard work that was put in by people using services.

*"I enjoy coming to meetings very, very much indeed... Senior managers really listen to me"*



# YOU SAID, WE DID



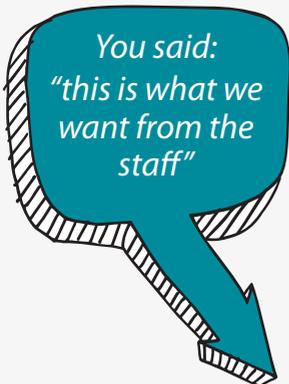
TPS Connects is about listening and responding to what people in Turning Point Scotland services are saying.

This kind of feedback is great because it helps make services even better.

Here are some of the other things we did after suggestions by people in our services:



**We did:** People supported by TPS attended Board meetings and made presentations.



**We did:** We produced a good practice guide to involving service users in recruitment for services and developed a training course about recruiting staff for service users.

**We did:** 'Have Your Say' booklet was made and sent to all prospective TPS staff.

# TPS CONNECTS MEMBERSHIP



One of the things people we support asked for was more ways to get involved and be part of Turning Point Scotland and meet other people.

We created a TPS Connects membership scheme to keep people informed about what was going on, events and also regular meetings to allow people the chance to meet new people.

To join, contact the TPS Connects team:



Call: 0141 427 8200

Call or text: 07951 449 880

Email: [tpsconnects@turningpointscotland.com](mailto:tpsconnects@turningpointscotland.com)

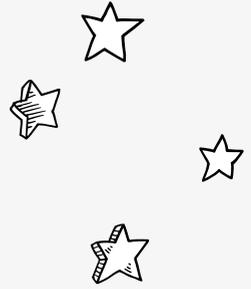
Or speak to a member of staff in your service and they will pass your details on.

Everyone who joins gets a welcome pack that includes a membership card.

"It's good that people with learning disabilities are making decisions"







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