



# About **New Prospects**



**We are New Prospects and we've been supporting people with a learning disability for over 20 years. We support people to live the lives they choose, whether they need support 24 hours a day or just a few hours a week.**

We've learned a lot over the last 20 years from the people we support and their families and we'll keep on learning and changing to make sure we stay focussed on giving people what they want.

We are small, local and well connected. Being small doesn't mean we don't think big!

### **Our Values**

- Openness, Honesty and Visibility
- Treating People as Individuals and recognising their individual needs, gifts and talents
- Valuing All
- Working with a positive outlook and attitude
- Delivering Results and Value for Money

At our AGM in September 2012 we got together with the people we support, their families, our staff and the Board of Trustees to create our new vision statement and to work on the five promises we make to everyone who is involved with New Prospects.

Our Vision statement now is;

*"We believe that every person has something to offer each other and to the community. Together we will open doors to build a welcoming world where everyone has the right to live the life of their choice with respect, encouragement and the chance to grow. We will realise potential and support each other to get the best out of life"*

Our five promises are;

- To always try to be the best we can be
- To listen to what you want and act upon it
- To support and encourage friendships
- To work together to achieve more
- To respect you and your rights

**You choose, you decide**

# About New Prospects



## Support built on strong foundations

Rest assured we are registered with the Care Quality Commission, and pride ourselves on the support and training we give our staff.



We know our place and understand that we only exist to offer good support to people, in partnership with their family and friends. Our organisation is designed to do just that.

## What can we offer you?

People are being given a personal budget to choose their own support. We love working this way as it means we can prove we really listen to what people want then create support that works for them. Our range of services are described in this pack – we know these work, but we will help you design whatever support works for you, as long as it's legal and it's what you want, we'll give it a go.

We build our support around people's skills, interests, relationships and networks and help you choose staff who enjoy the same things as you.

## How much do we cost?

At the moment our prices are worked out by the hour and you can find these on our price list included in this pack.

## Help with Personal Budgets

### Planning

At New Prospects we know that money for support isn't the answer to everything! We've always worked really hard to design support around people's own skills, their friends and family and what's available in the community – then we try and wrap our support around what people already have. When you get a personal budget, you need to make a support plan to work out how you are going to use your budget. We'll help anyone make a support plan, and help you explore all of the options – when you've made your plan you don't have to choose support from us but we are confident that once you've met us you will!

### Making it work

If you do choose support from us we'll work tirelessly to make your plan a reality, from helping you choose your own staff to helping you find technology to help you be more independent.

You can buy our support using a direct payment, your social worker can arrange it for you or we can look after your budget for you. If you choose us to look after your personal budget we will set up an Individual Service Fund. This means we look after your budget and only spend it on the support you say you want. We'll make an agreement with you which makes all of this really clear – you can still control your support without having to worry about managing the money.



# About New Prospects



## Honesty is the best policy!

We are not going to pretend we get it right every time. But on the very rare occasions when things do go a bit pear shaped we promise we'll work our hardest with you to make it better.

## Supporting Staff

As well as regular training, we are always looking for ways to inspire our staff to give their best. Our manifesto is there to remind us to always try to be the best we can be.



[www.newprospects.org.uk](http://www.newprospects.org.uk)

0191 251 7737



INVESTOR IN PEOPLE

New Prospects Association  
38 South Parade, Whitley Bay NE26 2RQ  
[www.newprospects.org.uk](http://www.newprospects.org.uk)