



and



Improved Organisation To Maintain Quality

After two years of working at providing a new kind of service our rate of growth has overwhelmed our original management structure. We have recently restructured the company to enable us to operate more effectively. We think that this new system will help us to continue to provide a high level of service to our clients both now and in the future. You can see who fits in where overleaf.

Eileen Jones

Welcome to Eileen Jones who started in October as our new administrator (taking some of the strain from Eileen Nolan). Eileen will be working in the main office for a few hours each week. Please help her to feel at home by introducing yourselves when you see her. There are a lot of new faces and names for her to learn.

Sally

Questionnaires

We are sending out a questionnaire for all *Supported Lives* staff to fill in. We will be asking our staff their views on management, support, conditions of work, communication and training issues. The results of this questionnaire will enable the directors to monitor and evaluate the service they give to their staff.

In the near future we will also be sending out another client questionnaire to people who have recently started using *Supported Lives* asking them what they think of the services they receive. We appreciate any feedback good or bad!

Tracy

Who Am I?

Maxine



Hi my name is Maxine, I am 48 years old, live in Keighley and I am supported by *Supported Lives* three times a week.

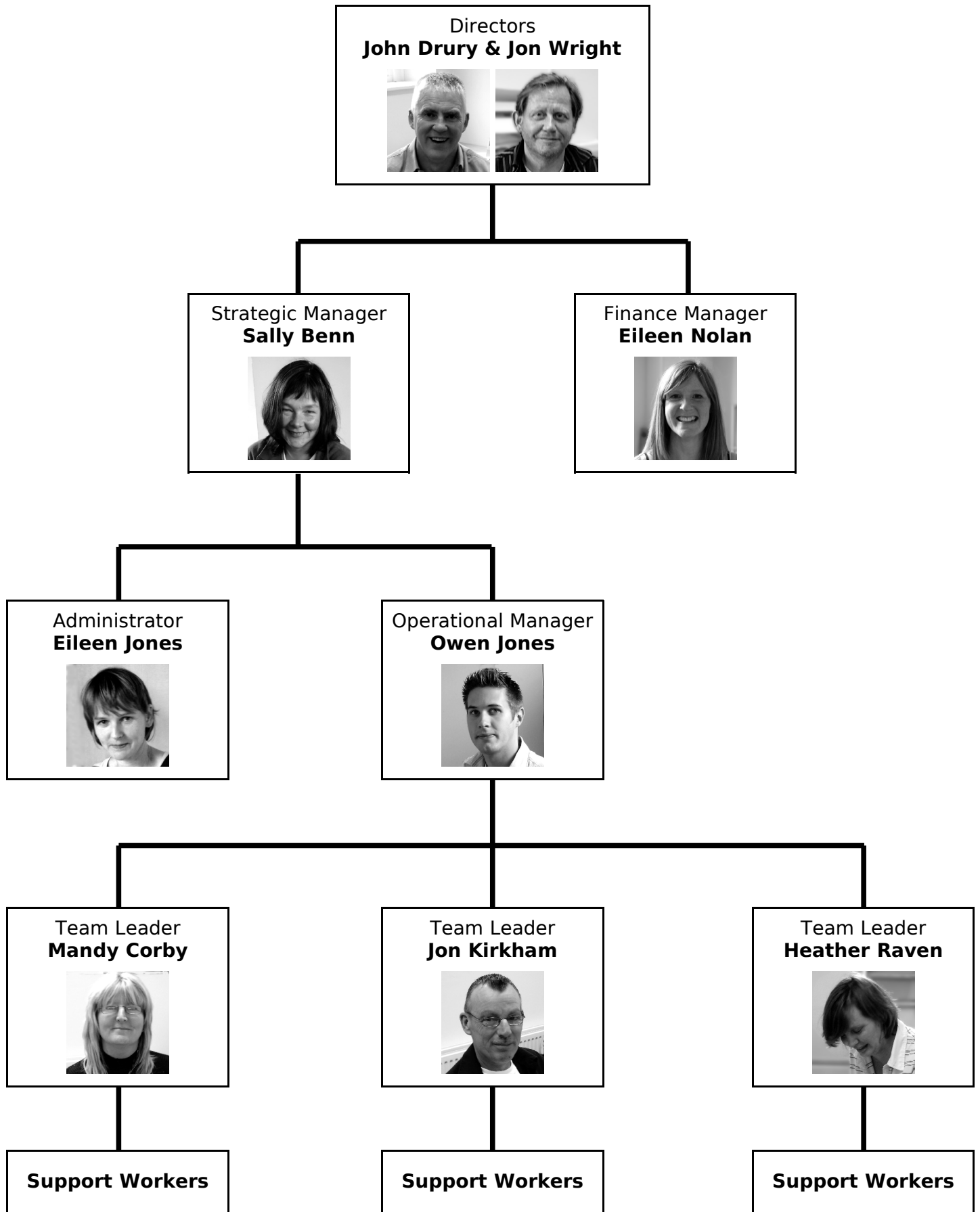
I had a stroke 12 years ago and this left me unable to use my right side. Now I manage to get about with help from my support workers, am sometimes in a lot of pain and feel very frustrated so one of the ways I deal with that is to paint using my left hand. This keeps me busy and gives me a great feeling of accomplishment.



I use water colours and acrylics and paint on hardboard. People have told me I have a talent which is really kind of them, but all I know is that I enjoy this - it gives me something to focus on when I am in pain or feeling down. One day I hope to have an exhibition of my paintings.

[You can see more of Maxine's picture, in colour, in the online version of the B&T - just visit the *Supported Lives* website:
www.supportedlives.co.uk]

Supported Lives Management Structure



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