

Questions and Answers for Service Users and their Carers at the Hamilton



I have heard that you are going to close Hamilton – is this true?

We are going to close the Hamilton building. This is because the Hamilton building is old and it is not a good place for people to learn the things they need to know to find a job.



When will this happen?

We are going to open Riverside on Monday 3rd November.



What am I going to do instead?

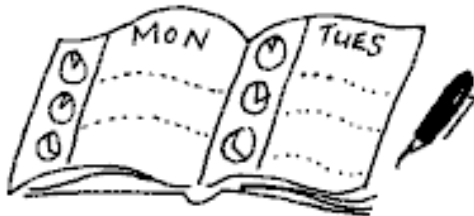
We are opening a new employment training service at Riverside, on Campbell Road, Stoke.

At Riverside we will train people for work and help them find work which interests them. We will give people support to do their job and to be happy at work.



**What if the new service is not right for me?
What if I think I won't get a job?**

We will ask you and your carer to tell us what you need. If necessary we will find you other things to do during the day



Will I still get five days service?

When you first came to the Hamilton, we agreed that you would come for a set number of days each week. We will help you to find something you want to do for the same number of days that you would have gone to the Hamilton



These may not all be in the same place. We will make sure that you have the support you need during the week to go to different places

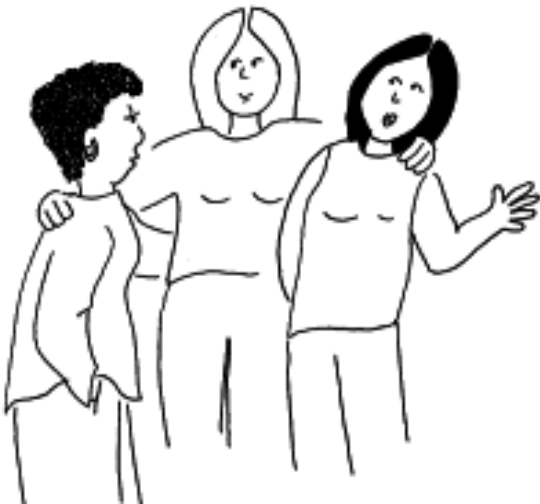
We will agree with you and your carer where you will spend your time during the week.

If you find it really hard to go to different places, we will find you somewhere permanent to go. This will not be Riverside



Will I be able to drop in to Riverside to see my friends?

No. Riverside is a training and employment centre. Your friends will be training for work. It would not be right for people to disturb them during their training.



When can I see my friends?

Meeting your friends is important. Everyone has different friends and we will help you to see your friends.

Staff from the Learning Disability service will do everything they can to help you meet your friends regularly

Will I be able to go to the new service forever?



No. The training and employment service is to prepare you to go to work. We will talk to you about how long you can spend at Riverside. We know that some people will need to spend more time at Riverside than other people.

We think that most people will be ready to move on into work after spending a year at Riverside.

What if I have not found a job in a year?



If you need more training we will help you to get this.

If there are no jobs available to suit you we will help you to find somewhere else to go during the day but we will carry on helping you to find work.



What do we mean by the word 'job'?

We mean any type of work. The work can be full time or part time. The work can be paid or unpaid, for example, volunteering.

We can arrange for work placements and work tasters so that you can try different jobs to see if you like doing them.

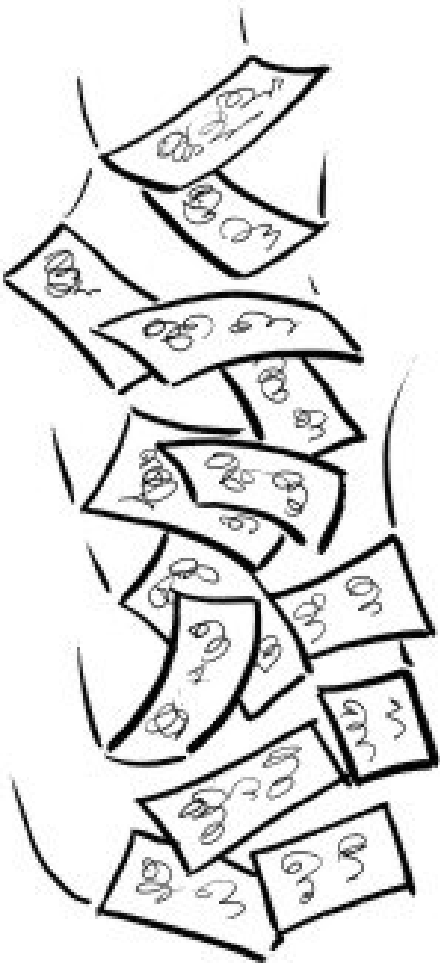
What about my benefits?

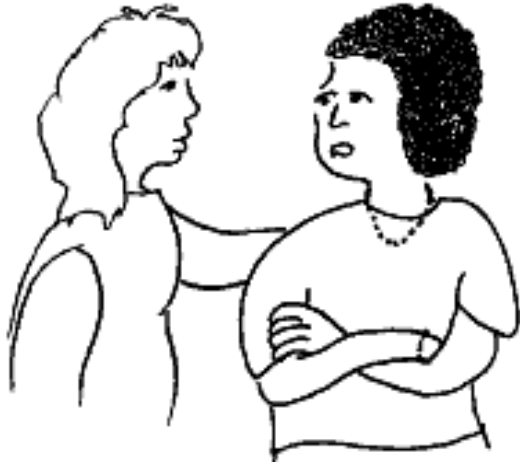
Before you start a job we will sit down with you and go through your benefits. We will make sure that you know about any changes that going to work may have on your benefits.

Everybody's benefits are different and not everyone's benefits will change when they start work.

If your benefits are going to change we will make sure that you understand the change. We will help you to decide the best thing to do.

You do not have to do a job that will affect your benefits. But you may find that you can earn more money than you have from benefits.





What if I lose my paid job?

Lots of people lose their jobs or change jobs. If this happens we will help you to find a new job.

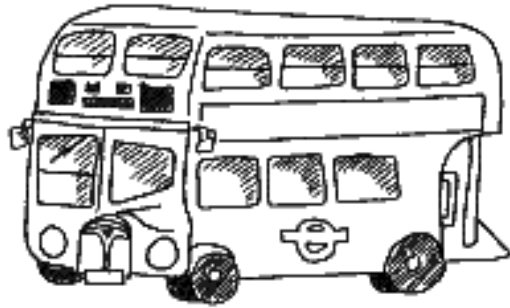
If you need to claim benefits we will help you.



Will I be able to do the same sort of things at Riverside that I do at the Hamilton now?

Some of the training will be the same, for example, Smart Start.

But some of the training at Riverside will be different.

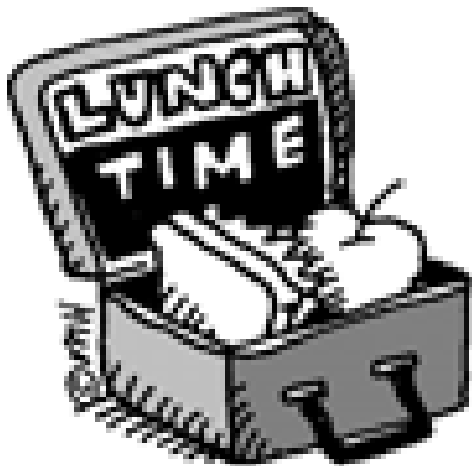


How do I get to Riverside?

We have talked to everyone at the Hamilton about how they will get to Riverside. We have worked out the buses you need to catch and at what time.

The staff at the Hamilton have copies of the bus timetable so if you are not sure about the buses they will be able to tell you.

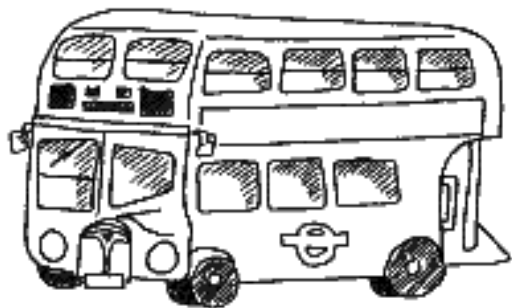
We will arrange for someone to travel with you at first if you need help to learn about the bus.



Are there any shops or café's nearby?

We are sorry to say that there are no shops or café's in walking distance.

There will be a sandwich van, or you can bring a packed lunch because there will be a place to keep it fresh until lunchtime. There is also a microwave for you to heat food.



How will I get to the shops and library?

There are a lot of shops and a library in Stoke which is on the main bus route.

If enough people want us to we can ask the mobile library to visit the site.



If I get a job for 2 days, what will I do for the other 3 days?

We will help you to find something you want to do for the days that you would have gone to the Hamilton



Can I go and look around the new building?

Yes. As soon as the building is ready and safe for visitors we will arrange for you to visit.

At the moment it is not safe to visit because of all the building work.



Can the Council keep the Hamilton open and provide the new service?

No, we have to close the Hamilton. We are going to do this because the Hamilton building is old and it is not a good place for people to learn the things they need to know to find a job.



What if I go to Riverside and I don't like it?

We will help you to find something you want to do for the days that you would have gone to the Hamilton

These services may not all be in the same place. We will make sure that you have the support you need during the week to go to different places

We will agree with you and your carer where you will spend your time during the week.

If you find it really hard to go to different places, we will find you somewhere permanent to go. This will not be Riverside.



Will the staff still be able to help me with all my problems?

Yes. Staff at Riverside will be able to help you with any problems you have that are to do with finding work.

If you have other types of problems such as family issues or problems with where you are living, staff from a different part of the service will be able to help you.

The staff at Riverside will be able to help you contact the right people to help you.

Notes