



blue sky
TRUST

Welcome Handbook

SUPPORTING AND CONNECTING MEN, WOMEN
AND CHILDREN LIVING WITH AND AFFECTED BY HIV
AT EVERY STEP OF THEIR JOURNEY.



together for the journey

WELCOME TO BLUE SKY TRUST

WHO WE ARE

A registered charity facilitating an HIV community and confidential support for people affected by HIV in the North East of England and Cumbria.

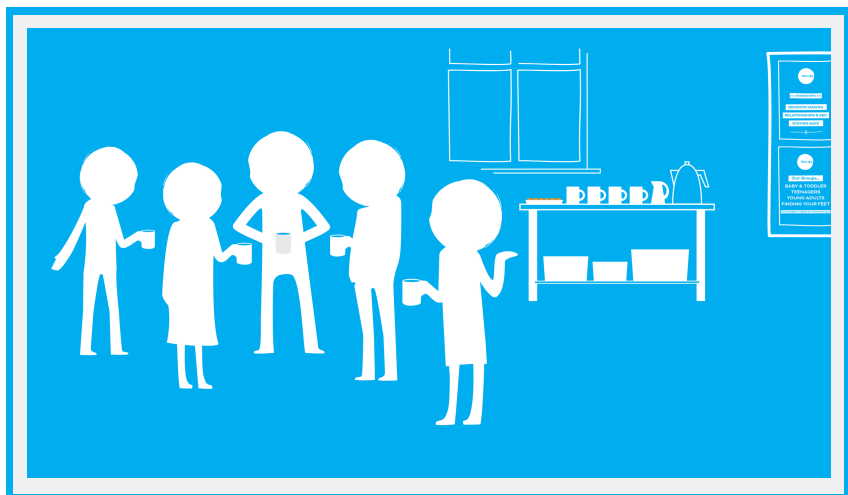
OUR VISION

A society where people living with HIV experience happy, healthy and prosperous lives, free from stigma and discrimination.

OUR ETHOS

As a Christian charity, we acknowledge the value and uniqueness of every human being regardless of gender, age, ethnic origin, creed or sexual orientation.

“When we’re here we don’t have to worry. We can just be ourselves.” Lynda



WHAT WE DO

As everyone's HIV journey is unique, Blue Sky Trust facilitates a range of projects, so you can choose how you want to be involved. This may include speaking to someone living with HIV, attending courses or events or coming along to one of our groups. Or you may want to train as a volunteer or peer mentor, or get involved with feedback sessions or serve on our stigma task-force.

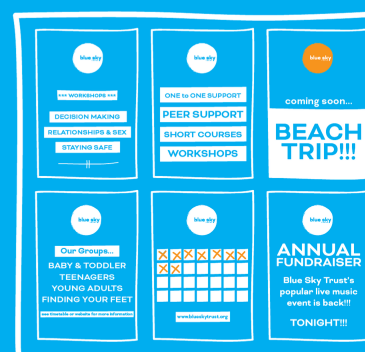
PEER MENTORING STIGMA TASKFORCE
 TRAUMA GROUP NEWLY DIAGNOSED COURSE
 OUT & ABOUT FILM CLUB KNIT & NATTER
 IT HUB YOUNG PEOPLE'S GROUP EDUCATION EVENTS
 VOLUNTEERING PEER SUPPORT ART GROUP

Before you attend any of our projects, you will have an introductory meeting with a member of our team to complete your registration and sign our confidentiality agreement. Once you are registered, you can sign up to groups and events through our website.

“Blue Sky Trust is a warm, friendly, homely place where you can feel relaxed and connect with others living with HIV.” Paul

You may not be ready to meet others living with HIV or attend a group straight away. Short term 1-2-1 support is available for those who need a little bit more. A support worker will help you take the next steps on your journey.

EVERYTHING WE DO IS GUIDED BY THE PEOPLE WHO ARE PART OF OUR HIV COMMUNITY, SO THE GROUPS AND ACTIVITIES WE PROVIDE CHANGE AND DEVELOP OVER TIME, AS NEW PEOPLE JOIN AND BRING THEIR IDEAS, SKILLS AND INTERESTS.



HOW WE WORK

WE WILL

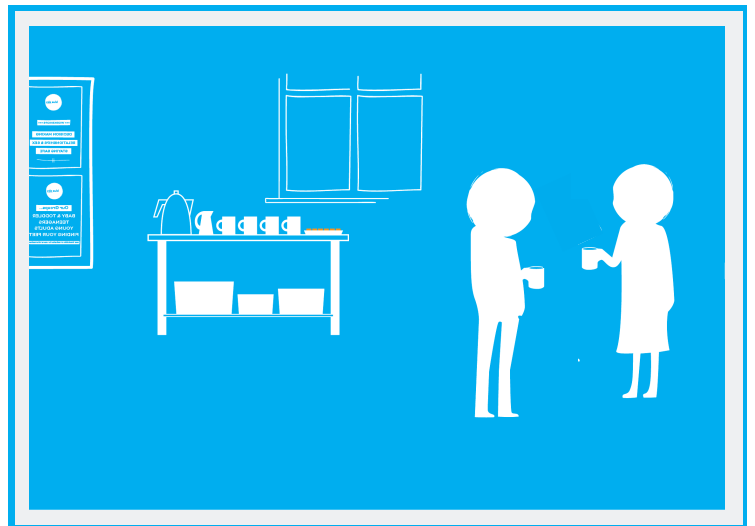
- listen to you and ask you what support you need
- be consistent and reliable
- treat you fairly and with respect
- do all that we can to ensure you are safe from harm
- respect your right to make your own choices
- work within professional boundaries

WE ASK YOU TO

- let us know what you need and how you want to be involved
- treat our workers and others in our community with respect
- let us know if you are unable to make an appointment
- tell us when we can do things better

WE ARE UNABLE TO

- accept gifts from you or give you money or gifts
- support those who are not registered with us
- be with you if there are people present we don't know
- be with you if you are under the influence of drugs or alcohol
- continue working with you if we are unable to contact you for 3 months



“Blue Sky Trust gives you access to people going through exactly the same thing as you are and doing well ... it’s good for me to see that in other people.” Will

KEEPING YOUR INFORMATION SAFE

When you register with us, we will explain our confidentiality policy and will ask you to sign a confidentiality agreement. This helps us to ensure that our groups and courses are as safe as possible for everyone who attends. We will not share your information with anyone else without your permission unless we are required to by law, to keep you or someone else safe from harm. Even then, we would try to speak to you first.

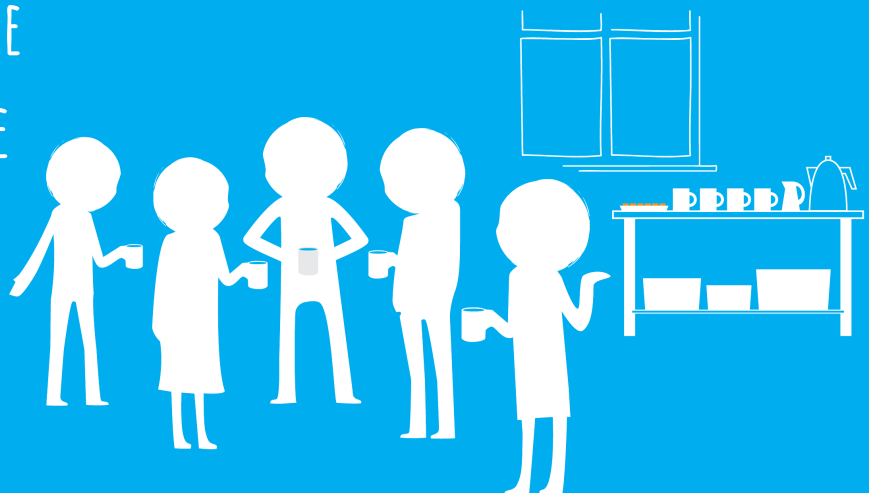
We safely store documents relating to your support on a secure electronic system (including information relating to ethnicity, gender/gender identity, sexual orientation, religion and health information). You will be offered copies of documents at the time, or can request to see your records by contacting Blue Sky Trust. We will respond within 10 working days.

STAYING IN TOUCH

The best way to be kept informed is through our monthly email. You can sign up for this when you register, or you can ask us for a form. If you want to stop receiving these emails you can unsubscribe at any time.

We will not share your email address with anyone else.

AS A REGISTERED CHARITY WE
ARE AUDITED TO ENSURE WE
COMPLY WITH DATA
PROTECTION LAWS AND ARE
GDPR COMPLIANT.



PROTECTING YOU AND OTHERS FROM HARM

We are committed to doing what we can to ensure that you and others are kept safe from harm. There are different ways in which people can harm you.

If you:

- feel unsafe or are frightened of someone
- have experienced harm
- have witnessed or are concerned about harm to others

Please tell us so we can help – even if the person is a part of Blue Sky Trust.

We will:

- listen and take your concerns seriously
- discuss with you what we are going to do and what will happen next

If you are unable to contact us or would rather speak to someone else, please contact your local social services department, or in an emergency, the police, both of whom are available 24 hours a day.

“You will be a better person if you go to Blue Sky Trust. You feel good there and they give you strength to go on, with happiness” Isabel

COMPLAINTS OR CONCERNS

We acknowledge that there may be times when the service does not meet your expectations and you may wish to share your concerns or make a complaint. In the first instance, we would ask you to speak to a member of staff with the aim of resolving the matter informally. However if it is not resolved, please phone the Blue Sky Trust Director on 07989 155175 who will discuss this with you further. A copy of our complaints procedure is available on request.

FAIR AND EQUAL ACCESS

We want our services to be accessible to everyone who needs them and to reflect the needs of the communities of people we work with – particularly under-represented groups. We will not tolerate any remarks or behaviour which diminish respect for a person or group, or which arise from prejudice, even if said in a joking manner.

If you need additional support to access any of our services (including help with travel expenses), are aware of a gap in service provision or have any concerns about inequality or prejudice, please tell us.

A copy of our travel expenses policy is available on request.

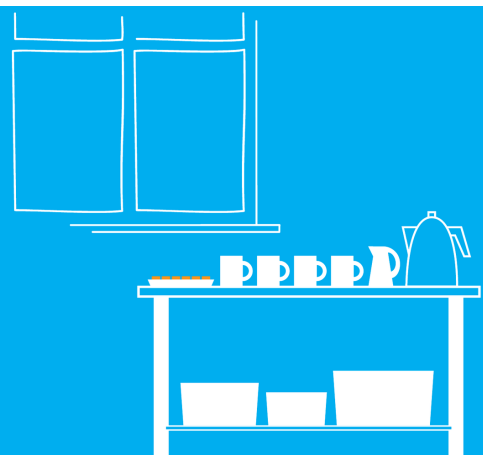
If you have experienced, or are concerned about, HIV related stigma in any area of your life, get in touch – we can give sensitive and confidential support and advice.

GET INVOLVED

There are lots of ways you can get involved: help us to be more inclusive, relevant and high quality, and use your skills and lived experience to help others. If you are interested in volunteering with us, or becoming a peer mentor, we would love to hear from you.

Your feedback and any ideas for a new group, event or activity are welcomed at any time. Get in touch by email, phone, comments box, interactive wall or just by chatting to us. We will formally ask you for feedback on occasion. There are also regular focus groups for you to get involved in.

"I am living with HIV and it has not stopped me achieving all the things I have achieved." Becky





together for the journey

www.blueskytrust.org

Newcastle & Regional Office:

The Castlegate, Melbourne Street, Newcastle upon Tyne, NE1 2JQ

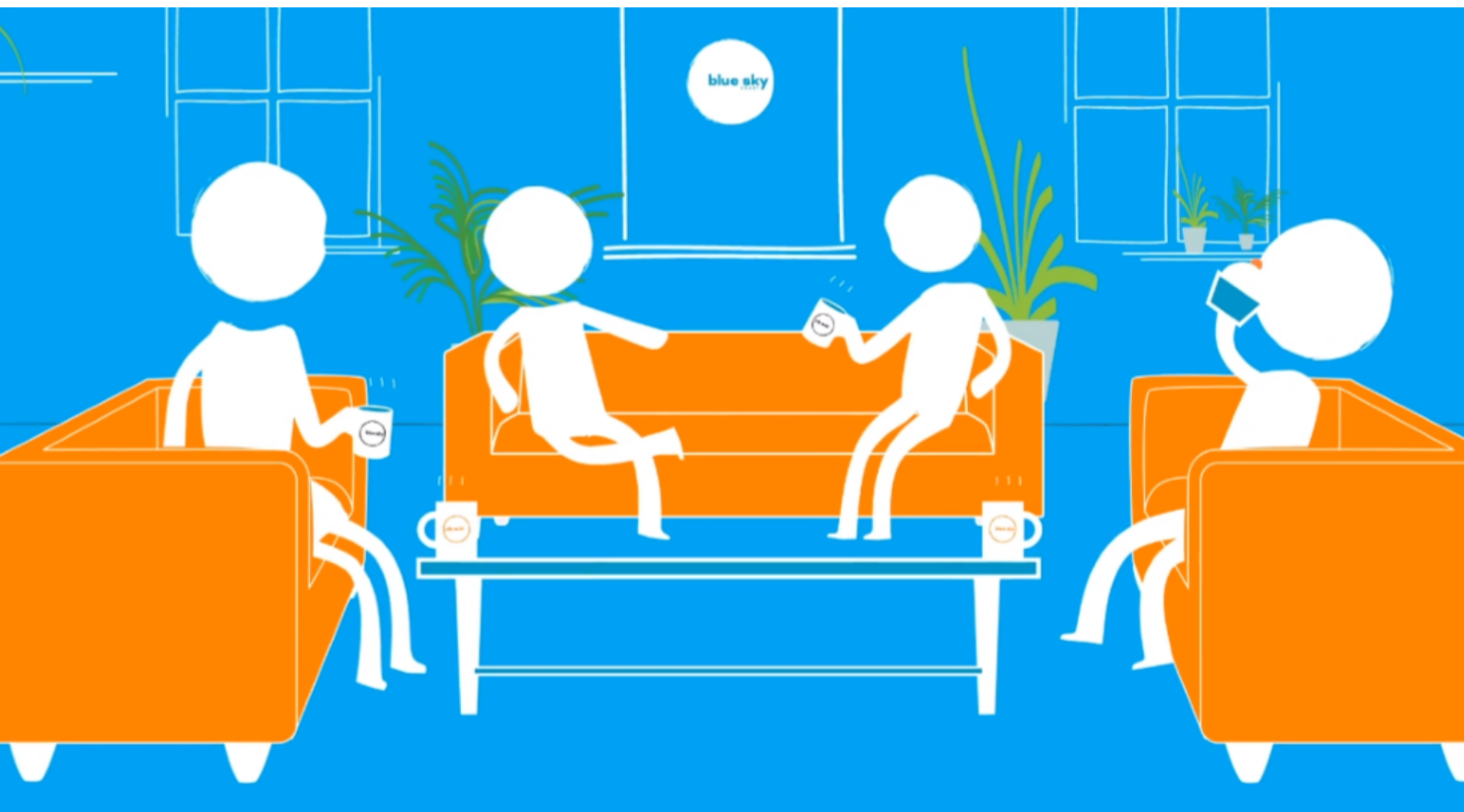
07989 155175

info@blueskytrust.org

Cumbria:

07896 783361

info@blueskytrust.org



If you would like this information in a different format please let us know