

FAQ

Why are you choosing to rename the Point 1 service?

Supporting Smiles is a new name for our wellbeing service and reflects a desire to improve and redefine our offering in pursuit of inclusion, diversity and needs-led support.

How was the decision reached and who was consulted?

Careful and extensive consultation was carried out with a variety of our stakeholders and collaborators, including our valued staff, who provide and support our delivery, as well as the children and young people we serve.

We spent some 6 months on this process and feel wholly satisfied that this is indeed a positive and appropriate step for such an 'in demand' service offering.

Feedback we received from our children and young people service users shows they feel this new name sums up exactly who we are and what we aim to do. They told us 'It makes you smile to hear it', and 'it makes it sound like you help people be happy and smile'.

What's changing?

In terms of what service users see – very little.

We are making changes in order to have a specific identity for this output as part of Ormiston Families, but, to a large extent, the offering is unaffected in respect of referral and delivery.

When does this take effect?

Our website already bears the name Supporting Smiles for this service, but it will formally be introduced as from 1st May 2022.

Will the level of support a young person receives differ from that which was possible previously?

No. We'll still be based out of our Norwich hub and providing mental health support to children and young people aged four to 14 years old, who live in Norfolk or Waveney and are registered with a GP.

We'll continue to deliver a child-led holistic approach, utilising specialist therapists, and staged at a variety of venues or schools.

Is this going to affect waiting times?

There will certainly be no disruption or extension to waiting times. If anything, we are working even harder on reduction of waiting times so that children and young people get the access they need even more quickly.

What changes will take effect when it comes to the referral process?

Current practice continues. You can download a referral form by visiting our website at www.ormiston.org/what-we-do/mental-health-and-wellbeing/ and email it to referrals.gy@ormistonfamilies.org.uk

Can individuals, families, child practitioners and allied services still make referrals as they did before?

Absolutely. We remain committed to helping individuals, families, teachers, healthcare professionals and allied services get the access they needed for a young person in the Norfolk region.

Will I be aware of different branding or correspondence?

There will be no 'rebrand' as such. You will simply see the words Supporting Smiles appearing on some signage, forms, and business cards.

How are you continuing to preserve my data?

Complying with UK GDPR and Data Protection Act (2018) regulations remains as important to us – and you – as ever. Even though we are making some minor changes to how we label this service output, it does not change our thorough guardianship of your personal information.

As a contractor, am I to expect alternative invoicing / administrative processes?

As of 1st May 2022, all processes will continue as at present. Please address your invoices to Ormiston Families Supporting Smiles and do not use Point One or any version such as Point 1.

What if I'm concerned about this change?

We welcome the opportunity to discuss this change with you. Please feel free to call us on **0800 977 4077** if you have any further questions.