

Our Client Charter

CLARITY OF PURPOSE To ensure that the individuals we support; referrers, health and social care services and funding agencies all receive information that helps them understand our services and the roles of our advisors, including its benefits and boundaries.

Our objectives and activities align with the principles set out in this Charter:

INDEPENDENCE We are independent from statutory organisations and all other service delivery and is free from conflict of interest, both in design and operation of services. Our culture supports staff to promote independence with individuals, professionals and other stakeholders; advisors will be free from influence and conflict of interest so that they can represent the person for whom they support.

CONFIDENTIALITY Information held by us about individuals will be kept confidential. We have a Confidentiality Policy that reflects current legislation. It will be clear about how personal information held by the us will be kept confidential, under what circumstances it may be shared, the organisation's approach to confidentiality in the delivery of services and how the organisation responds if confidentiality is breached. We will ensure that information concerning the people we support isn't shared with these individuals unless there are exceptional circumstances, when a clear explanation will be recorded. We are also aware of responsibilities of Safeguarding Children and Adults at Risk.

PERSON LED We will put the people's needs, views, culture and experiences first.

EMPOWERMENT We will support clients as far as possible, to access information and exercise choice and control in their decisions regarding advice, advocacy and support. Clients can choose their own level of involvement and the style of support that suits them. Our Members receiving our services will be involved in the wider activities of the organisation up to and including the Board.

EQUALITY & DIVERSITY We have an up to date Equality and Diversity Policy that recognises the need to be pro-active in tackling all forms of inequality, discrimination and social exclusion so that all people are treated fairly. We make reasonable adjustments to ensure people have appropriate opportunity to engage, direct and benefit from our activity.

ACCESSIBILITY Our services will be provided free of charge to eligible people. We will ensure that its premises (where appropriate), policies, procedures and publicity materials promote full access for the population that it serves. Advisors will provide information and use language that is easy to understand and accessible to each person.

ACCOUNTABILITY Our services are well managed, with appropriate governance arrangements in place, meeting its obligation as a legally constituted organisation. People accessing our services will have a named Advisor and a means of contacting them. We will have systems in place for effective recording, monitoring and evaluation of our work, including identification of the impact of the service and outcomes for people supported. In addition, it will be accountable to people who use its services by obtaining and responding to feedback and complaints. We will address systemic issues in health and social care provisions or other services.

SAFEGUARDING As part of supporting people to realise their Human Rights, We have a thorough understanding of safeguarding responsibilities and processes as set out in law and best practice guidance. We have clear, up to date policies and procedures in place to ensure safeguarding issues are identified and acted upon. Advisors support people to have their rights upheld and will be supported to understand and recognise different forms of abuse and neglect, issues relating to confidentiality and what to do if they suspect an individual is at risk.

SUPPORTING We will ensure that all staff are suitably trained, supported and supervised in their role and provided with opportunities to develop their knowledge, skills and experience, including access to legal advice where necessary. It will create a supportive culture that enables staff to undertake their role in line with this Charter.

We provide services, opportunities and voice to people with disability, long-term health conditions and their families.

We work in partnership with the people we support and take their side, promoting social Inclusion, equality and social justice.

We know it matters as we have disability and long-term health conditions too.