



SERVICE USER CHARTER AND CARE POLICY

City & Hackney Carers Centre (CHCC) is committed to delivering an excellent service. This customer care policy sets out what this commitment means in practice, what our service users can expect from us and what we expect from our service users.

CHCC provides a wide range of services for carers of all backgrounds in the borough of Hackney and the City of London. It is important that everyone receives the same high quality service from us. If City & Hackney Carers Centre is unable to help a service user or there are other service providers that can provide better help, then we will signpost or refer carers to appropriate external services.

Throughout this policy, the term Service Users represents City & Hackney Carers Centre's carers and any other service users.

OUR PROMISE TO YOU

We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. Workers and volunteers are responsible for providing an efficient, caring and professional service.

RESPONSES

Client contact should be provided in the most appropriate format. For example, it is not necessarily the case that all letters will receive a postal response.

We will ensure that you are dealt with:

- quickly
- fairly
- In a courteous, helpful manner.

We will always:

- be open and honest and explain our decisions
- ensure that workers take responsibility for resolving or dealing with your query, or that they refer it to an appropriate colleague
- give as much information as possible to help you make informed choices
- Act in accordance with the law.

We would like you to:

- give us the information we need to help you
- treat all our staff fairly and with respect
- give us your views and suggestions to help us to improve our services.
- keep any appointments that you have with us.
- tell us if you know of any other carers who need our help or feel they have not been treated fairly.

OUR CUSTOMER CARE STANDARDS

Face to face contact

We will:

TITLE: SERVICE USERS CARER POLICY AND PROCEDURE

DATE: January 2023

REVIEW DATE: January 2024

STATUS: Ratified Dec 2020

OWNER: Advice Service/COO



City & Hackney Carers Centre

- make sure that our buildings are accessible
- display the opening times of public buildings and adhere to them
- greet visitors and introduce ourselves in a courteous manner
- respect your privacy, offering private areas for discussion if required
- make sure our staff identify themselves
- listen to you and respond to your needs
- be welcoming, courteous and helpful at all times
- treat your home with respect when we visit you.

Contact by telephone

We will:

- aim to answer the telephone within a reasonable time, depending on capacity, during normal working hours. If a member of staff is not available, their telephone will allow for a message to be left and your call will be returned as soon as possible.
- use answerphones as appropriate but the message will be as helpful and informative as possible.
- attempt to resolve your query at the first point of contact. If this is not possible we will pass your call to someone who can help and ensure that you have the name of the worker dealing with the query.

Contact in writing

We will:

- aim to respond to standard written enquiries within **5 days** working days of receipt, resolving the issues raised if possible. If the issue is more complicated and likely to take longer to resolve, we will give you an idea of how long this will take.
- ensure that our **service users** are aware of relevant policy and procedures that apply.
- ensure that within the response provided, **service users** are given a named contact of the CHCC worker dealing with the issue.

WHAT WE ASK OF YOU

City & Hackney Carers Centre's staff and volunteers should not be expected to deal with rude, abusive or threatening behaviour. If such unpleasant behaviour is encountered and cannot be calmed down, CHCC staff will politely state that they will have to terminate the contact (put the telephone down/leave the meeting etc). City & Hackney Carers Centre will take appropriate action against any individuals who are abusive to CHCC staff.

Delivering an effective service to users with different needs

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All our service users have the right to expect the same quality of service. City & Hackney Carers Centre should be careful not to make assumptions about people's needs or abilities but should consult them to identify their particular needs.

We will make every attempt to supply information in an appropriate format and we will make sure that people with disabilities and people whose first language is not English can, dependent on resources and availability, get access to interpreting, translation and communication support.

MAKING THE POLICY A SUCCESS

This policy sets out City & Hackney Carers Centre's commitment to its **service users**. In order for us to learn and improve our services we want to use the feedback from the contact that we have to make changes.

We will do this by:

- publicising our standards to our **service users** – which is available on our website <https://www.hackneycarers.org.uk/> and our leaflet which is given in the registration pack (see **Appendix 1**).
- taking carer's feedback to measure the success of the policy.
- introducing internal monitoring to help all our services meet the standards.
- supporting and training CHCC staff to provide better customer service.
- monitoring our complaints to identify where we need to make improvements.

CUSTOMER CARE POLICY

If you feel that we have not met the standards set out in this policy, you can speak to a member of our senior management team to give us your feedback. All feedback received will be investigated and receive a full response.

Confidentiality, Data Protection & Privacy and Conflicts of Interest

All our **service users** have full access to all their information and data that we hold on to. Data and information will be used in line with our Confidentiality and Data Protection policies and Privacy Statement, and the provisions as regards rights for individuals under GDPR legislation.

We also have in place policies and procedures that enable us to identify and manage conflicts of interests internally and as regards the provision of services.

APPENDIX 1)



City & Hackney Carers Centre

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HOW DO I ACCESS THE CARERS CENTRE SERVICES?

To access our services you need to register with us.

Call us on **020 8533 0951** and request an information pack, email us at info@hackneycarers.org.uk and we will email you our registration form to complete and email back to us.

or visit www.hackneycarers.org.uk and download the registration form.

Once we receive your completed registration form, your details will be entered onto the Carers Centre confidential database and you will be able to use our services.

The work that we carry out is funded through various different sources such as the local authority, CCG, charitable trusts and other nationally recognized funders.

We also welcome donations.

Charity no: 1054962 registered in England

Phone line

Operating Times:

Monday to Friday

10.00am - 4.00pm

Please contact us in one of the following ways to find out more about what services and support is available to you

Tel: 020 8533 0951

Email: info@hackneycarers.org.uk

Website: www.hackneycarers.org.uk

Facebook: [@HackneyCarersCentre](https://www.facebook.com/HackneyCarersCentre)


Twitter: [@HackneyCarers](https://twitter.com/HackneyCarers)

Instagram: [@hackneycarerscentre](https://www.instagram.com/hackneycarerscentre)

Are you an unpaid Carer?

Do you provide regular care and support to a family member, relative or friend who is ill, has a disability, substance misuse or mental health issues?

If the answer is YES then you could be eligible for support from our service at



City & Hackney Carers Centre

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SERVICES FOR CARERS OF ADULTS

- Access to the information and advice service, including advice on benefit entitlement and access to a benefit check.
- Counselling and Coaching
- Projects and groups

SERVICES FOR PARENTS OF CHILDREN WITH DISABILITIES

- Access to the information and advice service, including advice on benefit entitlement and access to a benefit check.
- Counselling and Coaching
- Projects and groups

PROJECTS AND GROUPS THAT WE OFFER

- Brocals Project - buddying and trips for men aged 50+
- Carers Collective - an arts collective for people who care
- Working for Carers - supporting carers into work
- Digital Inclusion - supporting carers that are digitally excluded

SERVICES FOR CARERS LIVING IN THE CITY OF LONDON

If you are a carer living in the City of London then you will be eligible to access our Counselling and Coaching Services and Dementia Discussions.

Please contact the Adult Social Care team in the City on **020 7332 1224** to arrange a Carers Assessment or email them at adultsduty@cityoflondon.gov.uk

City Connections provides community based support for carers you can contact them by

PLEASE NOTE: City & Hackney Carers Centre does not carry out Statutory Carers Assessments

If you're the carer of an adult:

For access to an assessment of the needs of the person you're caring for, or access to your own Carers Needs Assessment:

Please contact the Adult Social Care Team on 020 8356 6262, or email access@hackney.gov.uk

If you're caring for a child with disabilities:

For access to an assessment of your child's needs, or your own Carers Needs Assessment:

Please contact the Disabled Children's Service on 020 8356 6789, or email fast@hackney.gov.uk

For access to a short break:

Please contact the Short Breaks Team on 020 8356 6796, or email short.breaks@hackney.gov.uk

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