

**Service User Charter**

Rights and Responsibilities of Service Users

First Housing use the term ‘service user’ for a any individual who is living in our supported accommodation or who receives a housing related support service (support from a recognised and authorised support provider).

Every Service user has rights and equally has responsibilities both legally and ethically.

**Quality Standards**

First Housing will make available to you good quality accommodation which we will expect you to keep in good condition. We will visit your accommodation to complete Health and Safety Checks, talk to you about repairs and other problems you may have with your accommodation. First Housing will expect you to co-operate with us to ensure that quality standards are maintained.

**Right to Information**

First Housing believe that right to receive information is an essential part of your support and it is First Housings responsibility to make available information that is legally necessary, i.e. Licence Agreement showing all rights for you as licensee and also your responsibilities.

First Housing will provide you with a Service User Handbook which gives local information and policies and procedures. First Housing have lots of policies and procedures setting out these things in more detail. You can ask to see them - this is a mini guide to key things.

Within this handbook you will find a statement of Equality, and a Staff Code of Conduct which states how staff should conduct themselves, whilst working with you. You will also find our Safeguarding and Complaints Procedure, These procedures are there to advise you what you should do if you encounter difficulties with our service. In order to deliver a Support Service to you we will require information from you, we will not use this information without your consent either in written form or that held on computer.

**Our commitment**

We believe service users have the right to:

* Confidentiality, we will not share information without your consent.
* Information on the role, function and cost of any service, its aims and objectives and any access criteria for services.
* Information on how to rearrange, request additional Support or ask for a review at any time.
* Receive notification in advance of any changes to the services.
* Know about the decisions made and services planned that affect you.
* Have access to written information in your personal file.
* Receive information in a language and method appropriate to their needs.

**Service Users have Legal Responsibilities:**

* Not to harass or discriminate against another person.
* To operate within the license agreement.
* To pay service charges on time and not accumulate debt.
* To maintain the accommodation to an acceptable standard and not cause damage to the property

**Service user’s rights in support**

Service Users who use our services have the right to be supported under the guidelines of the Supporting People Outcome criteria which is to be fully participative in your support plan.

Your plan will be based on a Risk and Needs Assessment with a plan of support agreed by you and your key worker which underpins the following objectives:

• Achieving economic wellbeing.

• To enjoy and achieve.

• To be healthy.

• To stay safe.

• To make a Positive contribution

First Housing will work in partnership with you and relevant professional bodies to identify and address your support needs and continue with an ongoing commitment to provide a quality service.

**Review of your Support Plan**

This will be agreed with you and your key worker but you have the right to change the review date at any time.

**Choice**

First Housing believes that you are an individual with a right to live an ordinary life as independently as possible. We encourage our staff to respect you and recognise your rights as an individual. These are the principles that lie behind the standards of support and service delivery that we provide.

**Professional Standards**

Our relationship with you will be based on respect and as such our role will be one of;

Empowering And Enabling - the way we work what this means in practice

We won't tell you what to do with your life.

Through talking and looking at the possibilities we'll help you find out what the choices are and support you to make your own decisions about:

Short term practical things that need to be done

The future - your hopes - and what you want to do in the long term

Difficult problems that feels scary and complicated

We'll make sure that together we find a way through and that we have all the information so that you feel OK and in control of what happens next

If we don't have the information you need - together we'll find someone who does

First Housing believes that as an individual you have the right to live an ordinary life as independently as possible. We encourage our staff to respect you and recognise your rights as an individual. First Housing has a responsibility to work with you and where practicable support you in your choices

**Our Principles**

We believe Service Users have the right to:

Live the lifestyle of their choosing.

Be treated as an individual.

Have their dignity respected.

Have their political, cultural, ethnic, religious, sexual and emotional needs accepted and respected.

Independence, choice and responsibility for their actions.

Privacy and confidentiality.

**Using Our Services**

* You will be given information about the service
* We will make sure that you feel involved and make time to hear your views about the service and how we can improve it
* While you are staying with us you will have your own accommodation so you can have some time to yourself and some peace and quiet
* We will do our best to make sure that you feel safe and protected within our services
* Some of our paperwork is complicated - we'll try to keeps things simple and explain things
* We'll take care to explain your Licences Agreement which sets out your rights and responsibilities
* We will provide you with support and will plan things with you
* If you want to leave the service and come back or have advice another time - this is fine
* We'll help you settle into the area and make sure you know where everything is
* We'll support you to make new friends and to keep in touch with friends and family
* We want you to feel able to ask questions if you are not sure about anything and to tell us if you think you have not been treated fairly

This Charter explains the standards of support we will provide and how our service will affect you. We recognise that there will be times when it is not always possible to maintain the levels of support we advocate here. However if our standards are not being met you should contact the Service Manager of First Housing to discuss any area of dissatisfaction.

**Complaints and Appeals**

First Housing has a Complaints and appeal policy whereby service users can say if they are dissatisfied with anything relating to our service which you consider to be unjust or unsatisfactory.

Support Staff will support you with this process and ensure that you are given due respect to have you complaint resolved. Our complaints process will give you rights to complain to outside bodies if you feel we have not satisfactorily solved you problem.

The service user has the right not to take up the offer of support and or accommodation. However, First Housing has a responsibility to offer support but if this support is no longer required, First Housing has the right under the licence agreement and our working agreement with Supporting People that notice will be issued. We endeavour at all times to work with you to enable us to support you to move on in a planned way. .

**APPROVAL**

This Service User Charter has been updated and amended February 2017 and has been approved by First Housing Board of Directors and

authorised by:

Kevin Wright (Name)

Chief Officer (Position)