

Client Information Guide

Promoting independent living and choice for older people, people with disabilities and people on low incomes.



Home Improvement
Agency Awards 2009
WINNER

Language statement

If you do not speak English and need help in understanding this document, please telephone the number below and state the name of your language. We will then put you on hold while we contact an interpreter.

Tel: 2406009

Bengali

যদি আপনি ইংরেজীতে কথা বলতে না পারেন এবং এই দলিলটি বুঝতে পারার জন্য সাহায্যের দরকার হয়, তাহলে দয়া করে নিচের নম্বরে ফোন করে আপনার ভাষাটির নাম বলুন। আমরা তখন আপনাকে লাইনে থাকতে বলে কোন দোভাষীর (ইন্টারপ্রিটার) সাথে যোগাযোগ করব।

Hindi

नेकर त्रुसी ईंगलिस नही बोलते अउे त्रुहानू इस दसतवेन नू समझत लएी सहायिता चाहीदी है तं किरपा करके हेठं वलले नंघर ते टैलीफोन करे अउे आपनी जघान दा नाअ दंसै। हेर असी त्रुहानू ईंतजार बरन लएी कहांगे तं जे असी किसे ईंटरपरैटर (दुब्रासी) नाल संपरक बर सकीए।

Punjabi

नेकर त्रुसी ईंगलिस नही बोलते अउे त्रुहानू इस दसतवेन नू समझत लएी सहायिता चाहीदी है तं किरपा करके हेठं वलले नंघर ते टैलीफोन करे अउे आपनी जघान दा नाअ दंसै। हेर असी त्रुहानू ईंतजार बरन लएी कहांगे तं जे असी किसे ईंटरपरैटर (दुब्रासी) नाल संपरक बर सकीए।

Urdu

اگر آپ انگریزی نہیں بولتے ہیں اور اس دستاویز کو سمجھنے کیلئے آپ کو مدد کی ضرورت ہے تو براہ مہربانی نیچے دیئے گئے نمبر پر ٹیلی فون کریں اور اپنی زبان کا نام بتائیں۔ اس کے بعد ہم آپ سے انتظار کرنے کا کہہ کر آپ کیلئے کسی ترجمان سے رابطہ کریں گے۔

Cantonese

如你不懂說英語而需要協助以明白本文件，請致電下列電話號碼並說明你的母語。我們將會請你稍候以聯絡口譯員。

Care & Repair Leeds, 323 Roundhay Road, Leeds LS8 4HT

Tel: 0113 2406009 **Fax:** 0113 2493349

email: enquiries@care-repair-leeds.org.uk

website: www.care-repair-leeds.org.uk

What you can expect from our staff

Our staff will:

- Respond in a prompt and efficient manner to any requests for assistance.
- If we are visiting you in your home we will always make an appointment and carry identification with us.
- You will always be given a name and contact number of the person visiting you and a description of how we will help you.
- We will always obtain your permission to contact other people or agencies on your behalf.
- Copies of relevant documents will be given to you.
- We will treat all personal and sensitive information received in a discreet and confidential manner.
- You have the right to see any information we have recorded about you, which may include any correspondence, estimates, plans etc.
- We will discuss with you what the work to be carried out will entail.
- We will make you aware of any work that you need to pay for and get your permission to proceed.
- At the end of the process, we will send out a client satisfaction survey to be completed which gives us information about how we can improve our services.

Care & Repair adopts a person centred approach to service delivery. As a client of Care & Repair you may request a review of the service you are receiving or your support plan at any time. Please speak to your caseworker about this. Your caseworker will offer you information on

organisations that may be of particular interest to you. If however you would like information on a particular service that you have not been given information about, please feel free to make a request to your caseworker and they will do their utmost to find the information you require.

Client responsibilities

Acceptable Behaviour

Care & Repair expects that their staff and other people sent by the agency, such as contractors, should be treated with respect. Violent, abusive, discriminatory and other forms of unacceptable behaviours will not be tolerated and could result in the withdrawal of our service.

Disruption to decoration

Although care will be taken to keep disruption to a minimum, internal decorative finishes that are affected by any work arranged by Care & Repair are your responsibility, unless otherwise stated.

Client information

Changes to the Service

If at any time you wish to review or change any aspect of the service that you are receiving from

Care & Repair, please contact the caseworker who has visited you.

Protection from abuse

Care & Repair recognises that abuse is a serious problem affecting many older and disabled people in Leeds, and as such we have a robust abuse policy and procedure - you may ask your caseworker for a copy of this. If you or anyone you know is experiencing any kind of abuse, you can talk to the caseworker who has visited your home, and he/she can offer help and advice about what to do. They will do their utmost to find you the information you require.

Care & Repair therefore declares its intention to work for the furtherance of equal treatment in employment, service delivery and committee representation.

Equal Opportunities Statement

Care & Repair recognises that Britain is a diverse society and believes that no person or group should suffer discrimination on the basis of race, colour, ethnic or national origin, creed, gender, class, visible or invisible disability, sexuality, unemployment, trade union activity, domestic

responsibility, marital status or age. It also supports the Declaration of the Rights of People with HIV and AIDS.

Additional information

The following organisations can offer help and advice on any kind of discrimination and equality issues.

Leeds City Council Equality Team
Tel: 0113 2474190

Leeds Advocacy
Tel: 0113 2440606

Age Concern Leeds
Tel: 0113 2458579

Equalities and Human Rights Commission
Tel: 0845 6046610

We give advice about other services that are available and make referrals where appropriate. We have staff who can speak Urdu, Punjabi and Bengali and we also have access to interpreters who speak other languages.

We can check that you are receiving your full entitlements to benefits.

We are developing new services based on a social enterprise model, all aimed at helping people to live independently.

Your caseworker will offer you information on organisations that may be of particular help or interest to you. If however you would like information on a particular service that you have not been given information about, please feel free to make a request to your caseworker and they will do their utmost to assist you.

Data Protection Policy

We will use information given by you to access the advice and services you require. To achieve this, we may disclose this information to other organisations, but will only do so when necessary.

We may contact you about other services or projects that may be of benefit to you. If you wish to see the information we hold about you please complete a Subject Access Form, which is available from our office, and return it together with a payment of £10.

This policy complies with the Data Protection Act of 1998. If you need any further information about your rights under the Data Protection Act please contact the Director.

Compliments, comments & complaints

We want to hear from you

We are constantly trying to ensure that we are delivering the best possible services and it is important to us to listen to what you have to say. We want to know what you think about us, our services and the way we deliver them.

Compliments

If you have been pleased by the quality of service you have received from any team or individual, please contact the office on 0113 2406009 or write a note to us at the address on the back of the booklet and we will pass on your comments.

Comments

Your feedback is very important to us and helps us to shape the services we offer.

Get involved

Why not join our distance focus group and play an active part in how we do things from the comfort of your own home? if you would like to be involved please telephone us on 2406009.

Complaints procedure

Care & Repair is committed to being helpful and courteous to all those who use its services. We aim to provide good advice, support and assistance as well as speedy replies to any enquiries.

As part of our commitment to improving our services, we welcome your views. Of course, we hope that you will have no cause to complain. However, we offer the following complaints procedure to ensure that any problem is dealt with properly and fairly.

The procedure is designed as a series of stages. If you are not satisfied, you should take your complaint to the next stage.

We want to try and bring any dispute to a speedy and friendly conclusion. At all stages, we will be looking to reach an agreement.

Who can use the complaints procedure?

Any individual, organisation or their representative who has had contact with Care & Repair can use this complaints procedure

What issues are covered?

The procedure is designed to cover complaints about any of our services.

Informal contact

Each client or contractor will have an agency worker with whom they have, or have had, regular contact and it is anticipated that most grievances will be dealt with through these contacts. Alternatively anyone can raise their concerns informally with the Director of Care & Repair before making a formal complaint.

The four stages in the complaints procedure

Stage one - To the Director

You do not have to make the complaint in writing, and it can be made by telephone. However, the Director will create a written record of the complaint, which you will be asked to sign. You should receive a written response from the Director explaining the decision or any action taken, within 14 days.

Stage two - To the Secretary of the Management Committee

If you are not satisfied, you should refer the issue to the Secretary of our Management Committee, whose name will be available from the agency's office. The complaint should be

written, (though not necessarily by you) and agreed (signed) by you. It should be addressed to The Secretary of the Management Committee marked Private and Confidential at the Care and Repair office. You should expect a written response within 21 days.

Stage three - To the Management Committee

If you are still not satisfied, you can ask for your complaint to be heard by the full Management Committee, which meets at least 4 times a year. You may submit your views in writing or you may attend the Committee meeting in person in order to put your point of view. The decision made by the Management Committee is the final point of decision-making within the Care & Repair structure.

Stage four

If you are still not satisfied, you can refer your complaint to the statutory body that provides funding for the particular service your complaint refers to.

This may be Leeds City Council
Tel: 0113 2224444
(www.leeds.gov.uk)

or NHS Leeds: Tel: 0113 3057370
(www.leeds.nhs.uk)

If you need help and support in making the complaint, the following advocacy services are available in Leeds:

Voluntary Action Leeds provides a directory of advocacy services:
Tel: 2977920 (www.val.org.uk)

Advonet provides information on advocacy services in Leeds:
Tel: 2449045 (www.advonet.org.uk)

Age Concern Leeds: Tel: 2458579
(www.ageconcernleeds.org.uk)

Leeds Advocacy: Tel: 2440606
(www.leedsadvocacy.org.uk)

Care & Repair is an independent Home Improvement Agency, helping older people, disabled people and people on low incomes to live in safe, secure, well maintained, warm and adapted homes. It is an Industrial and Provident Society with charitable status - registration number 25858R.

Care and Repair is committed to the furtherance of equal opportunities in employment, service delivery and committee representation.

For further information, please contact:

Care & Repair Leeds

323 Roundhay Road, Leeds LS8 4HT

Tel: 0113 2406009

Fax: 0113 2493349

website: www.care-repair-leeds.org.uk