



ALABARÉ

“Making a difference in people’s lives”

Client’s Charter

Aim:

The Charter aims to provide a range of guarantees and rights offered by Alabaré to service users as well as outlining their responsibilities and expectations.

Scope:

The Charter covers all service users of Alabaré, both those who are resident in our accommodation projects and those who receive other services. It broadly covers five main themes:

Privacy & Confidentiality
Dignity, Respect & Equality
Safety & Security
Consultation, Choice & Participation
Complaint & Comment

Your rights and what you should expect from us:

- You have the right to **privacy and confidentiality, dignity and respect, equality of opportunity and freedom of choice**
- You have the right to be treated with respect, courtesy and dignity at all times, by staff, visitors and other service users alike. To be treated as an individual with individual needs and aspirations and related to in a non-judgemental, non-patronising way
- You have the right to equality of opportunity as defined by Alabaré’s Equal Opportunities Policy
- You have the right to enjoy **safe, secure & well maintained** accommodation and facilities
- You have the right and support to access appropriate services and facilities that empower you and which reflect your individual circumstances in your efforts towards social and economic independence
- You have the right to expect us to acknowledge and accept your beliefs and choices when making decisions affecting you

- You have the right to be **consulted**, and **heard**, about any aspect of provision that directly effects you as an individual or as a member of the service user group through correspondence and formal meetings, as defined in the Client Consultation Policy
- You have the right to complain or comment on the services using the procedure outlined in Alabaré's Complaints Policy

Your responsibilities and our expectations of you:

- We expect active participation in your Personal Support Plan with the support of the staff to enable self-empowerment and progression toward independence, including attendance at regular Support Planning Sessions
- It is your responsibility to make decisions about your personal circumstances and you will be expected to actively participate in residents meetings and agreed training sessions
- We expect you to comply with the Conditions of your License Agreement, House Rules and the Law and take responsibility for your visitors, who must comply with the same
- We expect you to keep the staff team up-to-date with the changes in your personal circumstances, particularly in relation to employment and benefits
- It is your responsibility to seek and secure alternative/progressive accommodation for the longer term, using the resources and assistance provided by the Foyer
- We expect you to treat all persons with courtesy, dignity and respect at all times and to be non-discriminatory and non-judgemental of others
- We expect you to inform us of concerns and complaints you have about the services we provide directly or provide access to indirectly

Agreements:

By signing this charter both parties agree to provide and access the services detailed above:

Staff Member: _____ Date: _____

Service User: _____ Date: _____