

**ruils**

RICHMOND USERS INDEPENDENT LIVING SCHEME

# Client CHARTER

The standard of service that you can expect



# RUILS

(Richmond Users Independent Living Scheme)

is a group of people just like you – we all rely on extra support to live at home. This means we know what it is like if the standard of this support is not as good as it should be.

This Client Charter is based on the things that you have told us are important to you. We are committed to making those things happen.



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## Our Services

We support elderly, disabled people (both young & old) and people that use mental health services to remain living at home and to be a part of their community.

### Our services include:

- **Direct Payments Support:** Independent Living Advisors help you to set up and manage your Direct Payment. They can also support you to employ your own personal assistant or set up a support arrangement with the provider of your choice.
- **paFinder:** Helps you to find and recruit your own Personal (care) Assistants.
- **Brokers:** Help you to prepare a Support Plan which describes how you would like your support to be and helps you to get that support in place.
- **Information and Advice:** Our helpline (**0208 831 6083**), website [www.ruils.co.uk](http://www.ruils.co.uk), the RUILS forum, newsletter and factsheets help to answer your questions and keep you in the know.
- **YourSay:** Is a group of people (who get support), who meet once a month to talk about their experiences or give their views on policies, procedures and documents.
- **Buddy Scheme:** We can introduce you to someone who has been through the experience of setting up their support who can answer your questions and give you that bit of extra support when you need it.

## Our Commitment to you



### When you contact us our staff will:

- tell you their first name,
- treat you with respect,
- treat you as an individual,
- listen to what you say,
- be fair, helpful and easy to talk to,
- give clear explanations,
- keep what you say to us confidential,
- explain to you what you need to do,
- and what information we need.



**Contacting us by phone:**

- Our helpline is open between the hours of 10am and 4pm Monday to Friday (excluding Bank Holidays)
- Our other staff will be available to speak to you between the hours of 9am and 5pm Monday to Friday.
- If you leave a message on one of our answering machines a member of staff will return your call by the end of the next working day.
- If you ask to speak to a named member of staff who is currently unavailable, the named member of staff will return your call by the end of the next working day.
- If you call us and you request that we call you back to save on your phone bill, we will do this immediately.
- If a member of staff is on leave or uncontactable for the day they will make this known on their answering machine message.
- If you text us we will reply by the end of the next working day.

**Contacting us by letter or email:**



- We will reply to your letter within 5 days of receiving it.
- We will try to acknowledge all emails by the end of the next working day and will reply in full within 5 days of receiving it.
- If a member of staff is on leave or uncontactable via email they will set up a message on their emails so that you are aware of this.

**If we visit you:**

If we need to visit you at home or elsewhere, we will visit you at a time and/or that is convenient to both you and the member of staff.

**Before the visit we will tell you:**

- the name of the person who will visit,
- the time, date and location of the visit,
- if there are any papers you need to have ready.

**On the day of the visit:**

- We will visit you within 10 minutes of the agreed time.
- If we have been unavoidably delayed, we will always tell you before the time of our meeting and give you an estimate of our arrival time.

On arrival, the member of staff will always show you their identity card. If you would like to you can tell us a password for our member of staff to use when they come to your home.

If, following the contact, it is agreed that more work needs to be done, then the visiting member of staff will:

- Agree the next time that they will contact you.
- Agree how often we will contact you after that to keep you up to date on the progress that we are making.

**We can give you information in the following ways:**

- large print,
- braille,
- computer disc or memory stick,
- text and email.

If you require a British Sign Language interpreter that can be arranged for you.

**If you do not speak English:**

- We can arrange for an interpreter to be present when we meet you.



**Your information**

**We respect your privacy and rights and are committed to ensuring that your details, information and work that we do with you is protected.**

**Our commitment to you is that:**

- All services you receive from us are provided in confidence.
- Any personal records about you that we keep are fair, accurate and kept secure.
- All our staff are trained to follow set ways of working and handling personal information. They cover:
  - statutory requirements on disclosure and storage,
  - what any exceptions are and why,
  - breaches of confidentiality and how these will be dealt with,
  - forms of authority enabling RUILS to speak or act on your behalf,
  - how you may access any information held about you.

### How do we use your information?

- We keep records for all our clients. They include your contact details, information about the support that you require (your Support Plan where appropriate) and any notes that we have made on the work that we have undertaken.
- We may use your contact details to invite you to RUILS events or give you updates and information. Please let us know if you would prefer us not to do this.
- RUILS will never disclose your personal details to a third party.
- We may disclose information that does not identify individuals to our funders or partners for monitoring and research purposes.

Should you wish to have access to the information we hold about you, please contact 020 8831 6083 and speak to our helpline operator.

### Tell us what you think about our service



#### Ideas for making our service better:

We want to give you the best service we can. If you have an idea for making our service better, please tell us by emailing [info@ruils.co.uk](mailto:info@ruils.co.uk) or calling 020 8831 6083.

#### If you are unhappy with our service, please:

- Contact us as soon as the problem happens.
- Tell us what you are unhappy about.
- Tell us how you want the problem solved.
- We will look into what you say and contact you about it.
- We aim to answer your complaint in 5 working days. If our answer will take more than 5 working days, we will tell you the reason for this and when we expect to send you a full answer. Our answer will tell you what to do if you are still unhappy.

Our full Complaint Policy is available on our website [www.ruils.co.uk](http://www.ruils.co.uk) or from our helpline advisor.

**Finally ...** We promise to regularly check how well we are achieving the above standards and to read your complaints and suggestions. All the results will be used to modify how we do things so that our service to you is responsive and easily accessible.

Richmond Users Independent Living Scheme (RUILS) is an independent grassroots organisation that is user run and led by its peers – the people who use its services. We support individuals to live independently in their community.

We act as the champion, representative and peer supporter for anyone who has a Personal Budget and in particular a Direct Payment. Our aim is to ensure that people get the outcomes they want from their Personal Budget and Direct Payment and that it gives them maximum choice, control and independence. Interested to find out more about RUILS? Then join us on our website forum or our facebook group. There is plenty to find out about. Simply go to our website, or call our helpline 020 8831 6083 and start a conversation.



**RUILS**  
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