

# **Charter for everyone we work with.**

## **1. Introduction**

Age UK Bradford District is committed to delivering outstanding care and service to everyone that we work with. This Charter sets out what this commitment means in practice, what the people that we work with can expect from us and what we expect from them in return.

This charter relates to a member of the public who approaches any of our areas of work for assistance either on their own behalf or that of a family member or friend. Other professionals, our business partners, funders, commissioners, suppliers and stakeholders with whom we are in contact are also covered by this charter.

People can contact Age UK Bradford District by telephone, letter, email, website, social media or in person.

If we succeed in our commitment, older people, their families and their carers will be able to say "I go to Age UK Bradford District and....."

- I am listened to and treated with dignity and compassion.
- I only have to tell my story once.
- I am treated as an individual.
- My culture and lifestyle are respected.
- I can access information that is about me.
- I am provided with information about Age UK Bradford's work in a format that is accessible.
- I am at the heart of decisions about my life.
- My support network is recognised and involved according to my wishes and needs.
- I am given the time and support that I need to identify the solutions that are right for me.
- I am supported to develop my strengths and abilities, enabling me to lead the life that I choose.
- The people who are involved in my support work together and include me in planning the help that I receive.
- My support is well coordinated.
- I can access Age UK Bradford from a single point of contact.
- I can use my experience to help shape, develop, deliver and evaluate Age UK Bradford's work.

## **2. Age UK Bradford District promises to people that we work with and**

**support.**

- We will display the opening times of all elements of our organisation in our literature and on our website and adhere to it.
- We will ensure the work we do is as accessible as possible providing home visits where we can and offering a range of communication formats.
- We will do all we can to ensure the experience of those people we work with is always excellent, treating others as we would wish to be treated ourselves.
- We will deal with you in a helpful, polite, open manner.
- We will listen to you carefully and respond to your needs.
- We will not make assumptions about your needs or abilities.
- We will not discriminate against you for any reason.
- We will put your interests first.
- We will provide information that is clear, relevant and up to date to enable you to make informed choices.
- We will check your understanding and keep you informed of our actions.
- We will signpost and/or refer you to the most appropriate services and organisations for your needs.
- We will act in accordance with the law.
- We will respond within the time periods set out below.
- We will respond to any complaints in line with our Complaints Policy.
- We will respect your privacy and handle your personal information securely in line with our Privacy Statement.

**3. Age UK Bradford District requests of people we work with and support.**

- We ask that you provide us with the information that we need in order to help you.
- We ask that you treat our staff and volunteers fairly and with respect; they are not expected to deal with rude, abusive, discriminatory or threatening language or behaviour.
- We ask that you provide us with feedback; let us know what we do well and what we can do to improve.
- We ask that you keep appointments that you have with us or let us know if you can't for any reason, giving us as much notice as possible.

#### **4. Age UK Bradford District commitments to people in practice**

##### **a) Face to face**

- We will greet visitors, introduce ourselves and ensure our staff and volunteers identify themselves by wearing their name badges.
- We will respect your privacy, offering private areas for discussion if required.
- We will treat your home with respect when we visit you.

##### **b) Telephone**

*For our main reception number:*

- We will staff the main telephone number between the publicised hours.
- We will answer as many calls as possible first time within four rings.
- We will provide a clear and informative voicemail message when we cannot answer your call summarising our opening hours.
- We will return answerphone messages on the same day where possible and within 24 hours during the working week (Monday if the message is left Friday).

*For other direct dial numbers in our organisation to a particular person or team we will:*

- We will be accessible between publicised hours.
- We will answer as many calls as possible first time within four rings.
- We will provide a clear and informative voicemail message when we cannot answer your call explaining when we will be available, providing an alternative number if appropriate.
- We will record specific voicemail messages when we are on leave.
- We will return calls as soon as possible and always within two working days, unless otherwise stated on our voicemail message.

##### **c) Letters and Emails**

- We will respond to all written enquiries from members of the public including letters and emails into our main charity inbox, [info@ageukbd.org.uk](mailto:info@ageukbd.org.uk) within two working days of receipt, resolving the matter if at all possible in that time period.

- If the matter is more complicated, we will acknowledge your communication within two days and let you know how long it will take to provide a fuller response.
- We will ensure that the people we work with are given a named contact and the contact details of the person who is dealing with the matter.

#### **d) Social Media**

##### **i) Facebook**

- We will respond to all messages within two working days unless otherwise stated in our auto-response message.
- We will provide other contact details for you to use if you require a quicker response
- We will attempt to resolve your enquiry where possible or signpost you to other organisations that may be able to help you.

##### **ii) Twitter**

- If asked for assistance via a mention or direct message we will aim to respond to your query within two working days via a tweet or direct message.
- We will attempt to resolve your enquiry where possible, or signpost you to other organisations that may be able to help you.
- If your question requires a more complex answer than can be given in a tweet, we may ask you to contact us via email or ask you to provide us with another method of contact.

## **5. Ensuring the Success of this Charter**

We will:

- Publicise this Charter on our website and share it with our staff and volunteers for them to read.
- Ensure that each team puts forward an action plan to demonstrate how they will implement and maintain this charter.
- Ensure that staff and volunteers are committed to delivering excellent service and provide them with the necessary training, support and resources to do so.
- Carry out surveys and other forms of feedback to measure how we are performing and the difference we are making. We will review and act upon these making changes and improvements where required.
- Review complaints regularly to identify where we need to make improvements.
- Review our compliments and comments regularly so that we can do more of what works well.