

**Client Care Policy**

**1. WHAT DOES THIS POLICY COVER?**

This policy sets out how we will ensure that users receive a free, independent

advice service that meets their individual needs and that we adopt an

approach to delivering a service that delivers quality information and advice

and meets core values.

**2. RIGHTS OF CLIENTS**

Clients who visit Age UK Enfield are entitled to expect and receive:

**2.1 Independent advice**

This means that all staff and volunteers should ensure that all advice is given independent of any personal judgement, influence by funders or other organisations and reflects the individual user’s own needs. The only time that staff and volunteers should deny this service is where there is a conflict of interests or the user’s own behaviour means that Age UK Enfield needs to consider removing the right to service.

**2.2 Free advice**

Age UK Enfield does not charge for its information and advice service.

Where Age UK Enfield refers a user to a service where there is a charge, the client will be made aware of the potential costs.

**2.3 Information about their case**

All advisers will ensure that we have the Clients’ consent to undertake any action on their behalf.

We aim to respond phone calls within 5 working days.

Where at all possible, clients’ of the service will be given information about what to expect, e.g. confirming details of what documents and information they need to bring with them..

I&A workers will ensure that clients are kept informed about what is happening with their enquiry. In particular:

* where action cannot be taken immediately, clients will be informed when it is likely to take place and we will ensure that we keep track of all outstanding actions
* when we write to other agencies and correspondence is received, the client will be informed and will be invited to return to Age UK Enfield if there is any change in action as a result of the contact
* if Age UK Enfield is made aware of the outcome of a client’s case, the advice worker will contact the client to ensure that they are also aware of the outcome and that they are happy with the outcome.

**2.4 Confidentiality**

Staff and volunteers will work to the confidentiality policy.

**2.5 Diversity and equality**

Age UK Enfield promotes the wellbeing of all older people and works to make later life a fulfilling and enjoyable experience. In our delivery of information and advice we recognise that every person is an individual with different needs, preferences and abilities. We will always treat people fairly, with respect and dignity and will ensure that information and advice is delivered in an appropriate style and takes account of individual needs.

Our premises is physically accessible. However, if access to our premises is difficult for an individual client, we will endeavour to organise alternative provision.

We will not tolerate discrimination, victimisation or harassment on the grounds of age, disability, gender re-assignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. We will ensure that our services are open to all. We will make active efforts to ensure that I&A is promoted to all older people, particularly those whose needs are greatest and are not otherwise met.

**2.6 Change in service**

Clients and local partners will be notified as soon as practicable if any changes to our opening hours take effect whether short or long term.

**3. REVIEW**

The I&A Manager is responsible for monitoring adherence to this policy via day-to-day support and supervision of workers.

**Policy agreed:** March 2020

**Review due:**  March 2022

**Signed off by:**  Information & Advice Manager