



Cwm Taf Care & Repair

## **Client Charter**

Cwm Taf Care & Repair is a not for profit organisation that is funded by Welsh Government, Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council and Cwm Taf Morgannwg University Health Board. Our role is to provide a free support and advice service for older and disabled people. Our vision is to allow them to remain in their own homes with greater independence, warmth, security and safety. Our service is independent and confidential. We aim to provide free, quality advice and support, tailored to each older person, so they can repair, adapt and maintain their homes.

The service can be over the phone, via email or a visit to your home to discuss your concerns and needs. As well as repairs and adaptations we can discuss energy efficiency, paying for fuel, falls prevention, home safety, welfare benefits, and health and wellbeing. Clients will be well informed of the services available to them, both through the Agency direct and via sign posting to other service providers.

## **Our Service Standards**

We will:

- Deal with your enquiries and communications as quickly as reasonably possible. We will endeavour to return telephone calls the same day and reply to emails, letters and social media correspondence as quickly as possible. Our national baseline for visit clients is within 15 working days of the initial enquiry.
- Tell you who is dealing with your matter and who your contact is and keep you informed of any changes.

- Progress your matter as quickly as reasonably possible and inform you of the up to date position and the timescale for future actions on your behalf.
- Do our best to communicate with you in a way that you prefer and can understand to ensure our services are accessible through the use of braille, translators, email or text if requested.
- Respect cultural and religious diversity and language needs.
- Seek to empower you to make decisions on how you wish to live in your own home by providing advice and options to resolve your issue/s and will support you in putting those decisions into practice.
- Update you when appropriate if we are unable to continue to help you as your need is outside our remit and endeavour to find suitable local services to meet your needs.
- Operate within our Quality Guidance and review this regularly to ensure we maintain robust quality procedures and continue to deliver the highest quality advice services.

## **Our Commitment to Client Care**

We will:

- Consider carefully all your comments about our service. If you feel that you are not receiving the service that you hoped for, please tell the person dealing with your matter immediately.
- We will ask you to complete a feedback form at the end of your matter which we will use to help us improve our service.
- Operate a complaints procedure which is available on request and on our website.
- Regard each client as an individual, considering their specific social and personal circumstances, as well as the condition of their property. This is to ensure equality of access to the Agency services.
- Represent your interests and handle and keep your information confidential and private in line with our Privacy Policy and GDPR legislation

**To help us provide this advice we need you (our client) to:**

- Treat our staff politely and with respect.
- Be open and honest and open with the adviser to enable them to assist you in the best possible way.
- Provide us with clear, timely and accurate instructions.
- Respond promptly to requests for information with accurate information.
- Consider carefully and act upon our advice to you.
- Let us know if you need an interpreter to use our services or information in a specific format.
- Keep to your appointment time and let us know at the earliest opportunity if you are unable to attend an appointment.

**To discuss this document, to make a complaint or give us feedback please call 01443 755696 or email [enquiries@cwmtaocr.org.uk](mailto:enquiries@cwmtaocr.org.uk)**