

Humbercare Service User Charter

Striving to ensure all Service Users have the opportunity to be involved and have an influence on the delivery of our services. These are our promises created and agreed by our staff and those people who use our services.

You told us what matters to you, therefore **we promise to:**

- ✓ Treat you with kindness, dignity and respect
- ✓ Ensure your views are always listened to in a non-judgemental way
- ✓ Provide consistent, person-centred support in a way that meets your needs
- ✓ Always do our best to provide a professional, quality service

Our Values



Provide - providing quality accommodation, innovative services, choices and appropriate information, advice, and guidance



Prevent - preventing homelessness, reoffending, reliance on acute and long-term health and social care services



Promote - promoting potential, opportunity, and independence

What we expect from you as a Service User:

- ✓ Open, honest communication
- ✓ To be respectful
- ✓ Engage with your key worker
- ✓ Believe in your potential