

This policy can be made available in different formats, for example, in larger print, Braille or audio-format. It may also be made available in other languages as appropriate.



blue triangle

Customer Care Policy

24 October 2022

Our Mission Statement

“To empower people to thrive.”

Revision history

Rev No.	Rev. Date	Consultation Requirements	Lead Officer	Committee	Approved by COM	Review Due:
0	May 2012	Revision and new template	SM	COM	13 Sept 2012	
1	Dec 2016	Updated after consultation with supported people	FS	COM	08 Dec 2016	
2	Oct 22	Updated Policy	LM	Board	17 Aug 2023	Oct 2025

Chairperson

Signed: 

Dated: 17th August 2023

Chief Executive Officer

Signed: 

Dated: 17th August 2023

This policy explains our commitments to supported people and details how we promote quality customer care standards. Customer care is an important element of our governance policy framework.

This policy is needed to ensure that we comply with law and good practice guidance in respect of customer care services. Customer care is essential to organisational practice by:

- ▲ promoting trust and respect between Blue Triangle and supported people;
- ▲ meeting our legal duties and good practice standards;
- ▲ ensuring that service provision is tailored to the individual needs of supported people and employees, including addressing their accessibility needs.
- ▲ respecting privacy and confidentiality rights.
- ▲ Ensuring that all services are delivered in line with the Equality Act and promote and support diversity whilst removing discrimination in all its forms
- ▲ Supported people get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Content

The Customer Care Policy explains our commitments to treating supported people with respect and meeting appropriate quality standards in relation to service provision. The policy is supported by a separate set of comprehensive procedures to implement policy commitments effectively into practice. The aim of the policy is to ensure that customer care is embedded in service delivery and therefore is “mainstreamed”.

CUSTOMER SERVICE CODE

This section describes the key policy objectives that we implement through our procedures and staff training. These objectives constitute what can be called our “Customer Service Code”.

Legal and Good Practice Framework

We meet all relevant legal and good practice standards in delivering our housing and support services.

Information and Publicity

We provide quality advice and information services that take account of national advice and information service standards. Advice and information is provided to supported people through a range of methods such as the Service User’s handbook, Occupancy Agreement, Support Plan, and Service User meetings which are all designed to meet individual supported people’ needs in a person-centred way. We provide information in a range of formats that encourages and empowers supported people to engage with us and to find out as much as possible about their service, their rights and obligations. We work in partnership with many voluntary and statutory agencies to provide a comprehensive housing support service and which enables access to specialist support which is specific to each service user’s unique needs in terms of for example, employment, education and training, health, benefits, and finance.

Accessibility Standards

We have established a comprehensive Accessibility Policy so that our services meet key standards, for example, our documentation is accurate, is written in plain language, and uses appropriate and positive language. Our quality standards relate to written information, information using other formats, and signage. We ensure that we follow best practice in terms of things like font type and size, length of sentences, design and layout of documents, clarity and coherence of information, and type of material used. We will tailor provision of information in line with accessibility requirements and personal preferences where possible.

Work Practices

We use this policy to set out clear standards of work practice to ensure our services are delivered consistently, and are of the highest possible quality. We understand that how we address people is closely related to the issue of equality in service delivery. We always address individuals according to their wishes and always in ways that are accurate, respectful, professional and clear. We avoid using words that have negative connotations and we are always aware of words that could be seen to be discriminatory and demeaning. We avoid jargon in both use of the written word or verbally to supported people as this type of language creates barriers and does not allow co-production of services. It also prevents building trust and rapport with supported people so that we can work effectively with them to deliver the best possible service which maximises outcomes for them based on an assessment of their individual needs. In delivering person-centred services we ensure that we review policies taking on board supported people' views and comments and also by collecting and listening to service user feedback. We ensure that we have a working environment that is reflective of our professional approach so that our work spaces are organised to protect data and ensure that supported people have privacy to speak on issues that are concerning them. We also ensure that our staff adopt professional but approachable standards of dress and appearance.

Staff Development

We provide quality training programmes for all our employees to ensure that they deliver services in line with policy objectives. This commences with recruitment as our practices are designed to only appoint staff who have the correct attitudes and values which includes "going the extra mile" for our supported people. We will ensure that all our staff receive initial training and refresher training on a regular basis throughout their time with Blue Triangle on customer care and what it means in practice. This will include, for example, how to listen effectively, interviewing techniques, body language, the importance of positive attitudes, and how to develop accessible services.

Policy into practice

We monitor our service delivery to ensure quality standards are met. We monitor the customer care policy in practical terms by:

- ▲ checking that any information whether verbal, written or visual, electronic or hard copy is compliant with our Accessibility Policy;
- ▲ seeking feedback from supported people through satisfaction surveys or exit interviews; and
- ▲ monitoring supported person complaints.

Partnership Working

We work with partner organisations to promote work practices that focus on providing quality services which is in line with this policy.