

The background image shows a group of people, some in wheelchairs, seated in a room facing a large presentation screen. The scene is captured from a low angle, focusing on the backs of the attendees. The floor is a light-colored wood or laminate. The overall atmosphere is professional and inclusive.

aschamhomes

www.aschamhomes.org.uk



Service Standard

Involving and
consulting you

We will:

- Present information in Plain English, avoiding jargon where possible
- Make information available in different formats such as Braille, audio cassette, CD and in large print
- Provide an interpreting service if English is not your first language
- Provide comprehensive and up to date information on our website
- Produce the Ahead newsletter at least four times a year
- Share information with residents through letters, newsletters, phone calls, text, email, website and in person
- Ask your opinion through surveys and focus groups to ensure we deliver a good service and provide you with feedback
- Consult residents formally and informally on how we manage and improve the services you receive
- Offer a range of opportunities to be involved at whatever level you wish, at a time and in a way that suits you
- Provide regular training for interested residents
- Provide expenses to ensure residents that participate are not out of pocket
- Consult interested residents from all backgrounds, including traditionally 'hard to reach' groups to strengthen the community
- Publicise the dates and venues of meetings and events in advance on www.aschamhomes.org.uk