

Your rights as a client of Transform

- You have the right to be treated fairly and to receive the same respect, treatment and opportunities as any other individual.

- You have the right to an allocated keyworker who will meet with you regularly (at times agreed with you) to support you with any issues in a two way process. This process will work towards you being able to maintain your home and achieve greater independence.

- You and your care needs are central to what we do. We will respect your individual needs and preferences and will always seek to offer choices about how these might be met.

- You have the right to a comprehensive care or support plan agreed by you and your keyworker. You will be offered a copy of your care or support plan which will be reviewed regularly or on request.

- You have the right to be provided with information and support to help you make choices, decisions and appropriate risks that affect your future or to help you develop the skills to gain confidence to move towards independent living.

- You have the right to be consulted and involved in the development and delivery of your housing and/or support or care services. Transform encourages and welcomes feedback and are committed to client involvement. Transform will seek your views on how you wish to be consulted and will seek feedback in a variety of ways to meet individual needs and preferences.

- You have the right to assistance to obtain information in relation to the delivery of housing services and access to independent housing advice.

- You have the right to information and/or other resources to help you become more involved in developing and reviewing Transform policies, services and performance standards.

- You have the right to an effective complaints and appeal procedure which is available to you in plain language and other formats as required.

In response we ask you to help us by making sure you keep to your responsibilities as stated in your tenancy agreement or at sign up to services.

This document contains information about our responsibilities to you as your support provider. If you would like this document in another language or format, or if you require the services of an interpreter, please contact your keyworker.