

brunelcare 

# Together with Customers

## Charter



**Together**   
with **Customers**



[brunelcare.org.uk](https://brunelcare.org.uk)



# Together with Customers

## Overview

**Throughout 2021-2022, Brunelcare has been working closely with our customers to develop this charter which underpins the customer engagement strategy and delivery plan for the next three years.**

The Together with Customers Charter aims to embed a culture that values

the voice and experience of customers and strengthens the relationship between Brunelcare and our customers.

Each charter commitment will ensure our customers are involved in delivering our services and demonstrates how Brunelcare will meet these commitments.

## Vision

The Together with Customers Charter, alongside the 2022-2025 Customer Engagement Strategy vision, has been developed with customer feedback, existing customer engagement mechanisms, good practice examples, and the Brunelcare colleagues.

This Charter demonstrates Brunelcare's commitment to putting the customer at the centre of its values, culture and ethos.

Our vision is that we can demonstrate how customers influence the decisions we make. We believe that actions speak louder than words, and this is our approach to delivering effective and meaningful customer engagement.

We will maximise opportunities for consultation, participation and engagement with our customers to enable our customers to influence and shape services and service delivery.

## Mission

We recognise that the commitments of this charter will evolve as the priorities and aspirations of our customers may change.

Our mission by 2025 for this charter will ensure that Brunelcare has developed and embedded robust mechanisms to ensure that our customers are actively involved in shaping services, influencing improvements and decisions, and helping determine the future of Brunelcare.

Our customers will have a range of ways to easily engage with Brunelcare on the issues that matter to them and feel empowered to challenge and hold Brunelcare to account.

# Relationships

## Charter Commitment: Relationships

Our relationships with our customers will be based on openness, honesty and transparency.

### How we will meet this commitment

Brunelcare will:

- ✓ Be open and honest in our interactions with our customers
- ✓ Be approachable and provide regular and meaningful opportunities to engage
- ✓ Ensure that the customer service we provide is consistent and reliable

### How we will do this:

- Publish our performance information
- Engage with our customers early and involve them in upcoming meetings and consultations
- Identify training requirements for Brunelcare colleagues



# Communication

## Charter Commitment: Communication

Customers will receive clear, accessible and timely communication on the issues that matter to them, including information about where they live, how the charity is run, and how we are improving our services.

### How we will meet this commitment

Brunelcare will:

- ✓ Provide information and updates in a clear and accessible format in a way to suit our customers
- ✓ Ensure updates are timely and relevant
- ✓ Ensure communication is two-way: customers should be able to share their views and know we are listening

### How we will do this:

- Complete a communications review, working with our customers to gain a better understanding of what they want to see published
- Information will be accessible and evolve as our customers' needs change
- Publish our Annual Report
- Provide our customers with regular website updates and social media posts
- Publish Grapevine and service user newsletters quarterly



## Voice and Influence

### Charter Commitment: Voice and influence

We will seek and value the views of customers, and we will use this information to inform the decisions we make. Every customer will feel listened to on the issues that matter to them.

#### How we will meet this commitment

Brunelcare will:

- ✓ Ensure that customers have the opportunity to have their say
- ✓ Demonstrate to customers the difference that their input makes
- ✓ Involve customers in decision-making where possible

#### How we will do this:

- Produce a Customer Engagement Strategy and review yearly
- Conduct independent customer satisfaction surveys
- Review and publish the results of customer satisfaction surveys
- Involve customers in policy reviews



Thank you for the care, joy and patience you have shown mum over the past few months. Her strong, determined attitude makes care a difficult task. You have all shown so much respect for her. Thank you is not enough.”

Brunelcare Family Member.

## Accountability

### Charter Commitment: Accountability

Customers will work in partnership with Brunelcare to scrutinise and hold us to account for the decisions we make that affect the quality of the services they receive.

#### How we will meet this commitment

Brunelcare will:

- ✓ Share information about the key decisions we make which affects our services
- ✓ Provide opportunities for customers to ask questions and raise any concerns they have
- ✓ Ensure that the policies, processes and procedures we follow are clear and well communicated

#### How we will do this:

- Work with customers to develop robust arrangements in involving customers in scrutiny
- Publish key policies
- Increase opportunities for customers to be involved in procurement procedures
- Engage customers in the improvement and development of our services



## Quality

### Charter Commitment: Quality

Customers can expect the services they receive to be good quality, safe and well managed. Services will be delivered in a person-centred way, and customers will always be treated with respect.

#### How we will meet this commitment

Brunelcare will:

- ✓ Ensure customers feel safe and secure wherever they live
- ✓ Ensure our homes, services, and the support we provide, are of a good standard
- ✓ Provide customers with good value for money

#### How we will do this:

- Publish our planned maintenance programme
- Publish information on CQC
- Increase our Investment in maintaining our homes
- Monitor satisfaction of repairs
- Monitor satisfaction of quality of home
- Prioritise compliance issues



“

Brunelcare are so helpful and understanding. As someone who did not understand social housing, the information Brunelcare provided made it much easier to understand and help with the bidding process.”

Anonymous customer.

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## When things go wrong

### Charter Commitment: When things go wrong

Brunelcare recognises that things can go wrong. When they do, our customers can expect a simple and accessible way to raise any issues they have and will receive timely advice and support to resolve them.

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#### How we will meet this commitment

Brunelcare will:

- ✓ Recognise that things can go wrong and do what we can to put them right
- ✓ Make it easy for customers to contact us about a problem, ensure the process is clear and easy to follow
- ✓ Keep customers updated on the progress of their reported problem and who is dealing with it

#### How we will do this:

- Publish our performance and complaints information and procedures, including learnings from complaints
- Monitor satisfaction with our complaints process
- Publish the Housing Ombudsman complaints code
- Complete a self-assessment against Housing Ombudsman's Complaints Code



## Get in touch

To find out more about Together with Customers,  
or to share your views on the draft Charter:

Visit [brunelcare.org.uk/together-with-customers](https://brunelcare.org.uk/together-with-customers)

Email us at [together@brunelcare.org.uk](mailto:together@brunelcare.org.uk)

Call us on **07557 568 565**



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