



So I can be
me

Family Charter

Our commitment to families

We understand how important your loved one is to you, and we want you to know that they are also now important to us.

This charter makes a commitment to you. It tells you how we will respect you, listen to you and work in partnership with you to make sure your loved one has a safe, happy and full life.

We hold five values very close to our hearts – you can read about them [here](#)¹. When we say that we live by these values, we mean it. They underpin everything within this charter. We expect and invite you to hold us to account on every one.

¹www.dimensions-uk.org/about/who-we-are/

Our commitment to you



Your loved one is our focus

We will always respect your loved one's capacity and their right to decide how to lead their life.

As such, we will be guided by them as much as is possible on what to share with you about their life, and how much to involve you in the planning of their support.



“ Instantly with Dimensions we had the feeling we could work together. It felt right.
Karen, Ellen’s mum

Listening to you and understanding your worries

When we first support your loved one, we will work with you (and them) to write their support plan. This is the time to share anything that will help us get to know your loved one and what matters most to them. We will respect how important you are to your loved one and what you uniquely know about them.

We will write a **Family Partnership Agreement** together. This is a conversation that includes and centres your loved one, and covers how we’ll all communicate with each other and we’ll work in partnership to make decisions.

We will review this partnership agreement at least once a year to make sure we all feel that we’re working together in the best way possible.

We understand that nothing is more important than trust, and families have told us how hard it is to trust anyone else to keep their loved one safe. Knowing that, we will earn your trust by keeping in regular contact, listening to you, being open and honest if things go wrong, and by showing the utmost respect to your loved one and their privacy, dignity, choices and ambitions.



We encourage you to tell us if anything significant changes (for example a special person passes away or becomes unwell, you move house, divorce or you welcome a new baby into the family). This is so that we have the information we need and we can help your loved one adjust to the change.

If you have specific legal status (for example, Legal Power of Attorney), we will talk this through and note it within the Family Partnership Agreement so that we're all clear about what that means for you, for your loved one and for us.

Sharing vital information

We will ensure that you have contact details for the person/people responsible for your loved one's support.

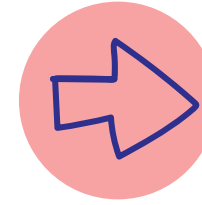


If we fall short of any of the commitments we make to you in this charter, or you need to make us aware of something that isn't right, you can do that in whichever way is easiest for you.

It doesn't matter how you tell us that something isn't right, we need to know. We will listen to you, and we will tell you how we're going to look into the problem. We will also tell you when and how you will hear back from us. We will be

honest about what we can and can't do (and why), and if we have made a mistake, we will apologise genuinely and tell you how we're going to put things right.

We also encourage you to share any compliments you have for our team. They mean a lot and we take pride in sharing these and nominating our people and our teams for recognition awards.



Scan here to raise a concern or complaint and contact our safeguarding team



Scan here to share a compliment



Resolving problems together



Please talk to us as soon as you can by:

- Speaking to your loved one's Locality Manager (or Operations Director, if the problem involves the Manager).
- Speaking to our Families Team.
Email: Family.help@dimensions-uk.org
Phone: 0300 303 9161
Monday – Friday 10am–12 noon
- Requesting a review of your loved one's support (via the Locality Manager).
- Raising a concern or complaint.
- Contacting our Safeguarding Team
Email: safeguardingteam@dimensions-uk.org

We will see things from different perspectives so we encourage you to talk us if you notice a change in your loved one that we might not see in the way you do. Perhaps it's a subtle change in their health or their personality.

We need to be able to talk to each other and work together respectfully and for that reason, we hold a firm line on how we will respond and act if ever you or we feel disrespected (you can read about this [here](#)²).

²dimensions-uk.org/wp-content/uploads/Whistleblowing-speaking-up-policy.pdf

To keep everyone safe, we will not be bystanders to disrespectful or abusive behaviour of any sort. If you need to report any such behaviour, please do so to the Manager responsible for your loved one's support or via our complaints phonenumber or email address.

We will be ambitious for your loved one. We understand that 'just enough support' is what enables people to feel the safety and security to try something new, the confidence to take control, and the space to thrive.

Your loved one, with your support and ours, will identify the things they want to work towards – things that they feel passionately about protecting, enhancing or changing in their life (like making friends, learning to swim, or finding a job). We will work together, using what we each know and our combined talents and skills, to help them to achieve those goals.

Working in partnership with you



Thank you for placing your trust in us. We will earn your confidence by living up to this commitment in the things we say and do every day.



Better Lives for More People

For nearly 50 years, we have been supporting people with learning disabilities and autistic people to have a louder voice, choice, and control in their lives.

We design personalised support for each individual, working towards specific outcomes in the cornerstones of a good life: health, relationships, work, hobbies, and having fun.

Find out more

dimensions-uk.org

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E enquiries@dimensions-uk.org

Find us on social media

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