



WHAT CAN YOU EXPECT FROM YOUR SERVICE AT BIRMINGHAM & SOLIHULL WOMEN'S AID?

This sets out the standards you can expect from us and we can expect from you if you are engaged with one of our projects. If you do not feel that the service you receive measures up to these standards we would encourage you to follow our complaints procedure which you can get from your project worker or from our website.

ACCESSIBILITY. WE WILL:

- ❖ tell you about the services we offer
- ❖ do our best to ensure our service is accessible to you and meets your needs
- ❖ provide you with a service in your own language through the use of professional interpreters wherever possible
- ❖ treat you as an individual and adapt our service to meet your particular needs
- ❖ not use jargon when we speak to you
- ❖ be flexible about how we offer you a service

SAFETY & CONFIDENTIALITY. WE WILL:

- ❖ prioritise your and your children's immediate safety
- ❖ ensure we respect your confidentiality
- ❖ not give other people any information about you without your consent unless we think that you or someone else is at risk

SUPPORT, INFORMATION & RESOURCES. WE WILL:

- ❖ believe your experience of abuse
- ❖ listen to you and hear what you say
- ❖ empower you to make your own choices and not tell you what to do
- ❖ keep you informed at all times of any work we do that impacts on you or your children
- ❖ support you to access information and resources
- ❖ tell you about options available to you or other services that you may find useful
- ❖ be realistic about what is available to you
- ❖ keep the information you give us in a file that you can look at

CHILDREN. WE WILL:

- ❖ support you to access services for your children
- ❖ provide specialist children's workers and space to play in all our refuges
- ❖ be honest with you about any action we need to take to enable you to protect your child

FEEDBACK & STAFFING. WE WILL:

- ❖ ask you what you want from us and work with you to identify the service that best meets your needs
- ❖ provide you with opportunities to give us feedback on the service you receive
- ❖ inform you of any changes we make to our services as a response to your feedback
- ❖ keep to a minimum the time you have to wait to access a service
- ❖ ensure the staff you work with are police checked, well trained and supported to do their job
- ❖ be consistent in the service we provide and meet you when we say we will
- ❖ not overload you with unnecessary paperwork when you first engage with us

WHAT WE EXPECT FROM YOU:

- ❖ *Let us know if you are unable to make an appointment*
- ❖ *Tell us if you are not happy with the service you are receiving*
- ❖ *Follow our house rules if you are living in one of our refuges*
- ❖ *Inform us of any changes to your personal circumstances so that we can continue to meet your needs*
- ❖ *Treat our staff and other women using our services with respect*