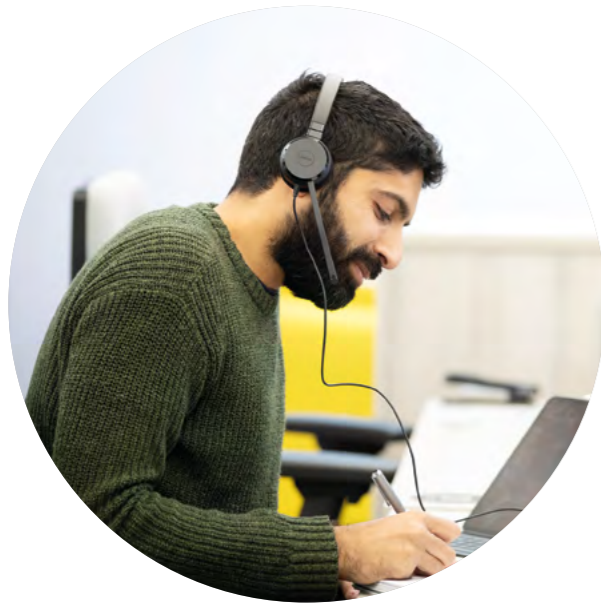


# Our Customer Inclusion Charter



**#BecauseCommunityMatters**



# Supporting you — our promise to Customers who need extra help

At Places for People, we’re here to support you — whether you consider yourself vulnerable, have additional support needs, or are simply going through a difficult time.

We know that life isn’t always straightforward, and we’re committed to making sure every Customer feels safe, respected, and supported in their home.

**We promise to:**

- Offer help without making you repeat your story, wherever possible.
- Focus on those who need support the most.
- Design our services so they’re easy to access for all Customers — especially if you’re facing challenges like health conditions, abuse, money worries, or other difficulties.
- Train our Colleagues to spot when someone might need extra help.
- Use what we learn to improve the way we support our Customers.
- Where needed, work with other organisations if it helps us support you better.
- Treat all Customers fairly and compassionately.



We’re here for you We care deeply about our Customers and Communities. If you’re going through something difficult, have additional support needs, or just need a little extra help, please know:

You are not alone. We’re here, we’re listening — and we’ll support you in a way that works for you.



# How we identify Customers who might need extra help

We may become aware that a Customer needs extra support when:



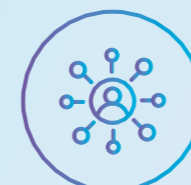
The Customer tells us directly.



A Colleague notices something.



We identify signs based on your situation or behaviour.



Another organisation shares relevant information (with your permission).

## Who might need extra help?

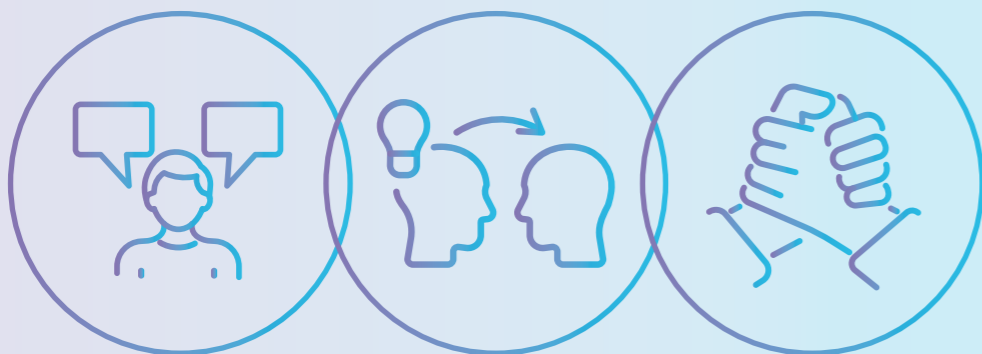
Some Customers might need extra consideration and support — especially if you are at additional risk of harm if we don't provide the help you need. This could be temporary or long term.

**You might need extra help if you are:**

- Living with a physical disability or long-term illness.
- Struggling with your mental health.
- Going through a life event, like losing a job or a loved one.
- Finding it hard to read, write, or use the phone or digital services.

You are not alone. We're here, we're listening — and we'll support you in a way that works for you.

# How we offer support and adjust our services for you



## We will:

- Take time to understand what you need and why.
- Try to make sure you only need to tell us your story once.
- Ask what help, changes or support you would find useful.
- If something isn't working for you, find a way to make it better.
- Have our Colleagues suggest helpful options based on what's worked well for other Customers.
- Work with you to agree on the best way forward.

This puts you in control and helps remove barriers to accessing our services.

## Protecting you from harm

Safeguarding is all about protecting people from harm, abuse and neglect. Some vulnerabilities can increase an adult's risk of experiencing harm, abuse or neglect or create a safeguarding concern about someone else.

For example, a current vulnerability may mean you are less able to care for a dependant or someone with support needs in your home and may need safeguarding.

If we have safeguarding concerns, we will act quickly and take appropriate action to support you or anyone else in your home to stay safe.

## Training and supporting our Colleagues

Our Colleagues are trained to recognise when someone may need extra support.

They have access to tools and guidance so they can provide the right help at the right time.



Designing services that work for all Customers. We work to create services that are inclusive and flexible by:

- Offering different communication formats (like braille or translations).
- Giving you time and space to make decisions.
- Giving you a single point of contact (SPOC) in more complex cases, so you get consistent support.



## Keeping your information safe

We follow Data Protection rules (GDPR) to keep your personal information safe. That means, we will not share your details, such as your name, contact information, or home address, unless it is necessary to protect or support you.

For more information visit  
**[www.placesforpeople.co.uk](http://www.placesforpeople.co.uk)**

or call **01772 667002**

Lines are open Monday to Friday 8am – 6pm  
(excluding bank holidays)