



Cefnogi Pobl a Chymunedau
Supporting People and Communities

Statement of Commitment to the People We Support

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Statement of Commitment to the People We Support

Introduction

Cartrefi Cymru's mission is to support people in Wales to lead fulfilled lives, at home and in the community.

Our Business Plan is all about delivering the best outcomes, with the most pride, at the least cost. In other words, we want a motivated workforce delivering affordable services with real-life outcomes for the people we support.

Real-life outcomes means positive things that make a difference to people's lives. Things like respect, security, friends, good health, skills, personal autonomy, and self-esteem.

Putting our own self-interest to one side, we believe that the ideal outcome from our work would be that the people we have supported are able to live fulfilled lives *without our support!*

We believe people are more fulfilled as citizens and community members if they have a range of social roles and relationships, and can regularly spend time with people who are not paid to be with them.

We believe people are more fulfilled by doing things for themselves than if they have everything done for them.

These are fundamental beliefs and they need to shape the way we work both as an organisation and as individual workers. Therefore we are reviewing everybody's job description so that they begin with the following responsibilities:

- *To understand and embrace the company's Commitment to the people we support*
- *To actively ensure that the company's Commitment is honoured to the fullest extent of your role and abilities.*

The Statement of Commitment is set out below. It closely reflects the company's Charter of Involvement. Please read carefully, consider how you in your role might be able to help us implement it, and discuss with your manager and team colleagues. If you have any comments, suggestions or positive examples of its implementation, please let me know.

Adrian Roper
Chief Executive

Statement of Commitment to the People We Support

We will all do everything we can to ensure that the people we support are:

- **Respected**
- **Safeguarded**
- **Enabled**
 - We will **respect** people as individuals with the same rights and responsibilities as any other citizen.
 - We will **safeguard** people from abuse and neglect - and from unnecessary restrictions on their freedom, happiness and capacity to achieve.
 - We will **enable** people to have as much control over their life as they want and can manage.

In particular, we will **respect, safeguard** and **enable** people so that they are as active and in control as possible in relation to the following:

- **Exercising choice and making decisions....about:**
 - How they live now.... *Things like:*
 - Daily routines
 - Likes and dislikes
 - Health and well-being
 - Friends and relationships
 - Staying safe
 - How they would like to live in the future.... *Things like:*
 - Where they live
 - With whom
 - Dreams and aspirations
 - Getting a job / contributing to the community
 - How their service is organised.... *Things like:*
 - Who supports them
 - What happens to their money
 - What policies and procedures apply
 - What changes are planned

- **Exercising rights and responsibilities**

- Home related.... *Things like:*
 - Maintaining their tenancy
- Community related... *Things like:*
 - Volunteering at community facilities and events
- Citizen related.... *Things like:*
 - Voting in elections
- Relationship related.... *Things like:*
 - Visiting a sick relative

In addition, we will **respect, safeguard** and **enable** people by providing every opportunity for:

- **Involvement in organisational activities....** such as
 - Training people (Our staff and other people we support).... *Things like:*
 - Attitudes and Values
 - Keeping safe
 - Making choices
 - Recruiting staff
 - Monitoring the quality of our services
 - Their own
 - Other people's
 - Our offices

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POLICY INFORMATION / AMENDMENT TRACKING FORM

Date of Review	Name of reviewer	Reviewer's comments and recommended changes	Changes agreed (date)	Document updated (date)

