

## Resurgam Healthy Living Centre Client Charter

### Our Mission:

We, as an organization and as individuals, will provide supportive listening, advice, and care to people who may be experiencing emotional distress, loneliness, health and emotional wellbeing concerns or other health and social support needs. We will do this through the human responses of caring, kindness, and acceptance. We are committed to providing this within a relationship of trust and respect for each other. We will achieve this through listening, supporting, offering advice, support, learning, education, training, and a range of additional helping services including counselling. We promise that all of us will be appropriately trained in the specific areas of work that we undertake with any person using our services.

### Our Commitment to you:

Our aim is to provide a place of genuine acceptance, active safety, and living hope, to those who don't feel accepted, who don't feel safe and may have lost hope. We will do this by:

- Practicing these living values in our lives
- Supporting each other to live these values, freeing each other to be our real selves
- Acting on these values by communicating them to all who seek our services of advising, listening, supporting, learning, education, training, and our other helping services including counselling.
- Committing ourselves to maintain the highest ethical standards which will be facilitated by organizational policies and procedures in relation to confidentiality, supervision, line management, equality, safeguarding and health and safety.
- Sharing our knowledge and findings with statutory, community and voluntary groups and the wider community in general as is appropriate. This can ensure people who need our services are aware of them and know how to access them.

### Our values:

Resurgam Healthy Living Centre, Staff, Volunteers and wider Resurgam Trust Directors are committed to high quality, client-focused, professional service provision aimed at enabling children, young people and adults, in all their diversity, to develop and sustain improved health and wellbeing.

#### ***Our services are firmly based on the ethical principles of:***

- autonomy – independence, free from control or influence
- resulting in good/doing good (beneficence),
- cause no harm (non-maleficence)
- justice – being fair and reasonable
- being trustworthy

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***And in line with the community development values<sup>1</sup> of***

- Social justice and equality
- Anti-discrimination
- Community empowerment
- Collective action
- Working and learning together

**Ethical Standards:**

Resurgam Healthy Living Centre recognizes the essential dignity of each, and every person and our practices are supported by the following ethical standards:

- Resurgam Healthy Living Centre services are to be used only for the good of the organization and not for personal gain or profit by our staff, volunteers or Resurgam Trust Board members.
- Resurgam Healthy Living Centre's policy of confidentiality is paramount - further information is available in The Resurgam Trusts Privacy Statement.
- All Resurgam Healthy Living Centre staff or volunteers have a responsibility for preventing situations which may cause harm to themselves or others, by working safely and identifying risks to safety.
- No staff or volunteers will engage in any sexual relationship with a direct client or former client(s).
- Resurgam Healthy Living Centre staff or volunteers will not provide direct counselling to their specific partners, direct family members or close friends.
- The Resurgam Healthy Living Centre staff or volunteers will adhere to the values as documented in this charter and as stated in the Community Development Occupational Standards (referenced earlier in the document).
- As a new client, you will usually be contacted within 5 working days or earlier and be seen within 2 weeks depending on the pressures within the service and/or your availability.
- Where possible if a Healthy Living Adviser/Social Prescriber is unable to attend, enough notice of at least 48 hours will be given to the person using the service and an alternative support session offered and new date for the next appointment. We aim to contact all people referred/self-referred the day before their scheduled appointment to confirm attendance. If you cannot attend, we would ask that you also give us 24-48 hours' notice if you find that you are unable to attend the agreed appointment.
- If you do not attend without notification the Resurgam Healthy Living Centre staff will contact, you by phone or by contacting your emergency contact or when necessary

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<sup>1</sup> [CDNOS-Standards-2015-FOR-WEB.pdf \(elevateni.org\)](http://www.fcdl.org.uk/) summarised from <http://www.fcdl.org.uk/>

implement the appropriate risk management protocols to ensure your well-being and safety.

- Resurgam Healthy Living Centre will ensure that all Advisors/Social Prescribers receive appropriate coaching/supervision, line management, support and if necessary and in line with the Resurgam Trust Wellbeing Policy support if affected by work carried out with you on behalf of Resurgam Healthy Living Centre.
- Resurgam Healthy Living Centre staff are prepared, where it is helpful and agreeable to you, to make appropriate referral on to another Resurgam Trust's programme or service or appropriate external service.
- You will be invited to give feedback on completion of the programme.

### **Confidentiality:**

Your right to confidentiality is of great importance to us here at Resurgam Healthy Living Centre and will be honored to the highest level. You should be aware however that when an advisor suspects or is informed by a client about risk to children, young person or adult, including abuse, or reasonably believe that there is a threat to life of a client, or another person, property or to public safety then the right to confidentiality may be limited.

In accordance with the General Data Protection Regulations (2018) all client information will be treated with the utmost care and respect. Client records and case notes will be stored and administrated using the Elemental Social Prescribing Platform or password protected data management system. Your details are password protected and will only be accessible to the staff involved in the service to you. All paper-based records will be stored in locked storage and will only be available to those staff who are involved with the client. Records will be kept for 2 years or for the duration of the project and will be destroyed by shredding.

### **Privacy Statement:**

Resurgam Trust's Healthy Living Centre is committed to providing you with a quality service which includes ensuring that your privacy is maintained. We are a "data controller" for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 ("Data Protection Law"). This data protection policy ensures The Resurgam Trust:

- Complies with data protection law and follow good practice
- Protects the rights of staff, customers and partners
- Is open about how it stores and processes individuals' data

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- Protects itself from the risks of a data breach
- Know why your personal information is being collected and how it will be used.
- Be informed and agree with any use of your information other than its original purpose e.g research studies where your personal details will be anonymized.
- Ask for access to your records, including your case notes.
- Correct inaccurate information about you.
- Know and agree which organization, if any, will be given your personal information.
- Agree what information will be shared.
- Resurgam Healthy Living Centre is committed to providing you with an excellent client service and welcomes feedback on the services we have provided you and any feedback on how we might do things better.

### **Resurgam Trust's Complaints Policy:**

If you are not happy with any aspect of the service, you have received please:

- Speak directly to the member of staff working with you to try to resolve the issue.
- If you are still concerned, please phone our office on 02892 528233 and ask to speak to the Healthy Living Manager Gillian Lewis.
- If you are still concerned that we have not listened please put your complaint in writing to: The Chairperson, Board of Directors, Resurgam Trust, Laganview Enterprise Centre, 69 Drumbeg Drive, Old Warren, BT28 1QJ.
- All Complaints will be responded to within 5 working days of receipt.

### **Emergency Numbers:**

If you find yourself very distressed at any time outside of Resurgam Healthy Living Centre normal working hours, we urge you to contact the out of hours GP on: 02892 602204 after 6pm or the Lifeline free-phone helpline on: 0808 808 8000 anytime.

Signed:



Designation: Trust Director

Review Date: May 2025

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