

## What you can expect from us – Care Connect 24/7

### Our Service Standards

As a Care Connect 24/7 customer you can expect the following service standards from us:

- We will provide a 24-hour/day, 7 days a week response service to anyone who feels at risk by specialist support officers who wear a uniform, and ID badge and are checked by the Disclosure and Barring service to those on our response service.
- We will replace or repair within 24 hours any faults with the alarm equipment being reported.
- We will install the alarm unit within 2 weeks of receiving the request.
- We will visit you once a year to see how you are, check on your welfare, and see if you need any support to keep you independent at home. We will check our alarm equipment and update records.

### Our Promise

- We also promise to consult and involve you in decisions related to changing the service.

### Our Values

These are our values and the behaviours you can expect of our team when delivering our service to you:

- We will do what we say we will do and if we can't, we will keep you informed and explain our reasons why.
- We will act in a professional manner to you, your family, and other professionals supporting you.
- We will treat you as an individual, with dignity, respect, and kindness.
- We will actively listen to you showing empathy.
- We will promote an inclusive environment, respecting diversity, and beliefs.
- We will respond to you in a timely manner, communicating quickly and effectively.
- We welcome new ideas from our service users and residents to improve our service, keeping you informed along the way.

- We will work together as a team to ensure you receive a seamless service.
- We will work collaboratively with internal departments and external professionals.
- We will use plain English without jargon and abbreviations when talking or corresponding with you.
- We will be transparent, giving clear and accurate answers to you.

## What we expect from you

Please always treat our staff and other service users with respect (in person, on the phone, or in writing/email).

We will not tolerate verbal or physical abuse, or aggressive or bullying behaviour and will take appropriate action where this occurs, such as limiting contact and may put your tenancy or service at risk.

## Feedback

We always welcome feedback from our customers - the good and the bad.

We hope our service makes a difference to you or a loved one and if you would like to say a thank you or compliment the team, please email [care.connect@stevenage.gov.uk](mailto:care.connect@stevenage.gov.uk) or call 01438 242912.

If we didn't get something right, we would like the opportunity to make it right and improve our service in the future.

To make a complaint about our service you can use the [compliments and complaints online form](#) on our website or by phone on 01438 242242.