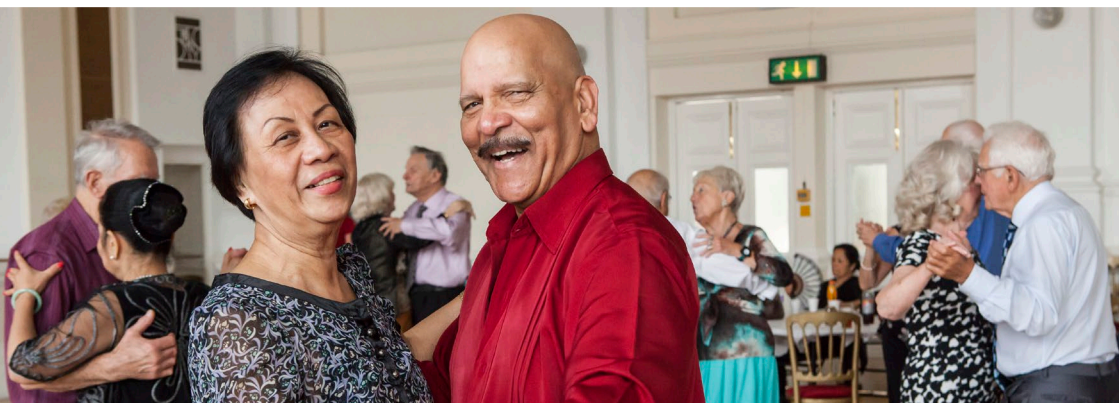
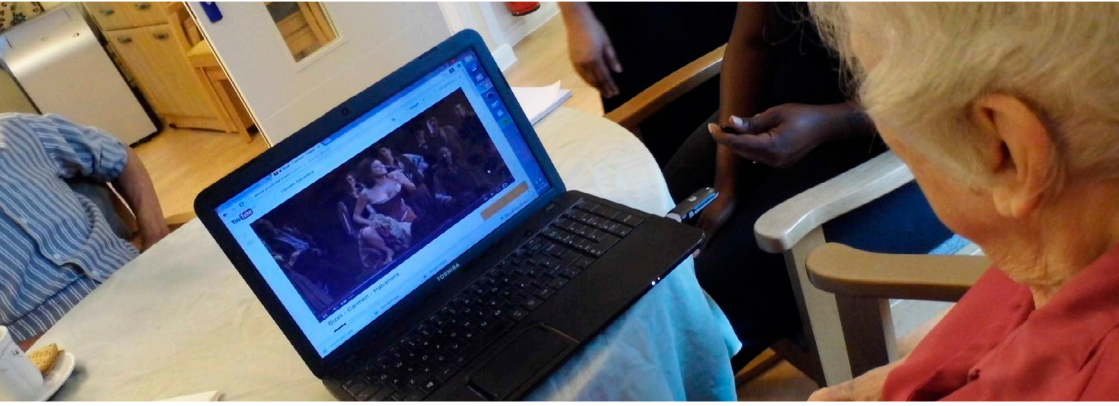


# Waltham Forest Older People's Charter



Waltham Forest Council is committed to supporting older residents to live happy and healthy lives. To demonstrate this commitment we have developed an Older People's Charter.

This charter outlines what you can expect from us and our services and it will be continuously reviewed and developed to make sure it is still relevant to you.

The charter has been developed in conjunction with older residents, carers and service providers, to ensure it reflects the diverse needs of Waltham Forest's older population. By signing this charter, we are pledging to work hard to make Waltham Forest a great place to spend your later years.



## **We will ensure that you are valued and respected**

We will always listen to your individual needs and wishes, and acknowledge the contributions you make. We have signed a Dignity Code with the Waltham Forest Pensioners Convention highlighting our commitment to upholding the rights and personal dignity of older people in the borough.

## **We will ensure that services support you to remain as independent as possible and keep you safe**

Our reablement service aims to restore independence and confidence around the home. Reablement is a complete service which offers up to six weeks of care in your home, integrated with occupational therapy, enabling you to get back on your feet and learn safe ways of doing things around the home.

## **We will respect your right to autonomy and control**

Direct payments allow you to arrange and pay for your own care, rather than having it supplied by us, giving you more choice and control over the type of care and support you receive.

## **We will make available and accessible the information that you need to make the best choices for you**

Up-to-date information on our services can be accessed via our website, **[www.walthamforest.gov.uk](http://www.walthamforest.gov.uk)** or by calling Customer Services on **020 8496 3000**. You can also talk to us in person by visiting a Library Plus service.

## **We will ensure that your views are respected and your carers' commitments valued**

We offer assessments for both you and your carers, to ensure you are getting the right help. We listen to your opinions and value you as an individual throughout your contact with us.

## **We will be committed to providing you with opportunities to be part of the local community**

We can help you find clubs and community groups to join, or places to visit in your local area. We also hold a variety of free events from Christmas Dinners to computer projects throughout the year – there really is something for everyone.

## **We will ensure services support you to feel safe**

We have policies and procedures in place to protect you from harm and to make it as easy as possible for you or someone you know to let us know if you feel unsafe.

## **We will work hard to ensure that you feel secure in all areas of your life, including advising on finances, accommodation and care**

We will make sure our services are there to support you if you are in any difficulty and will let you know about organisations that offer information and advice.

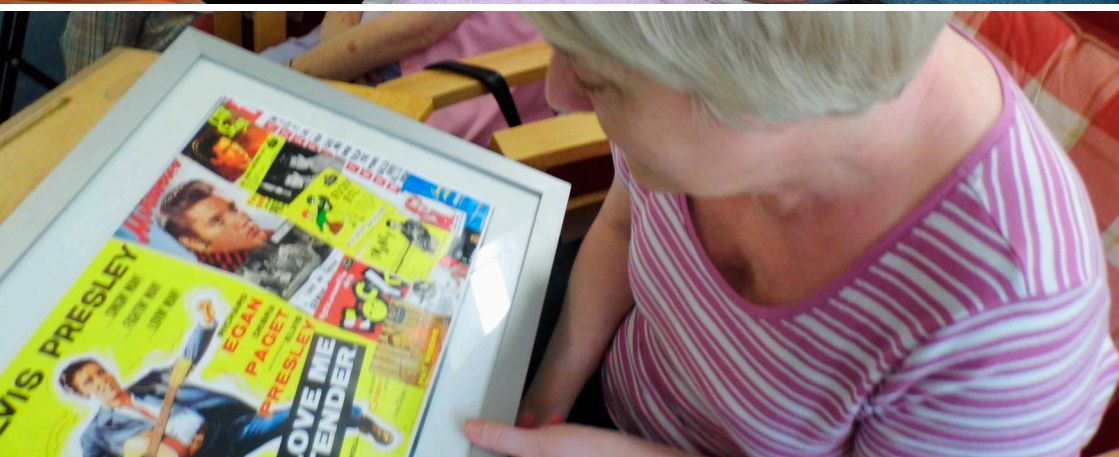
## **We will ensure all care and support provided promotes health, wellbeing and a good quality of life**

We regularly monitor our services to ensure they are meeting the standard that you expect. We ask for your feedback and make it easy for you to let us know what you think.

## **We will act in your best interests at all times**

We put you – your circumstances, wellbeing, safety – at the centre of all we do. We are here to support you.





## Waltham Forest

Waltham Forest Town Hall

Forest Road

Walthamstow E17 4JF

020 8496 3000

wfdirect@walthamforest.gov.uk



**Waltham Forest**