

Charter

This Charter is intended to support a culture of learning and development and gives a clear commitment to continuous quality improvement for our services:

autism.west midlands aims to provide the best possible care and support and opportunities for development for people of all ages with a diagnosis of autistic spectrum disorder (ASD):

Our main aims are to:

- ensure we provide high quality services in a culture which engenders integrity, empowerment and equality of opportunity
- raise awareness among the general public and professionals working in the fields of Health, Education, Employment, Social Services and Voluntary Services
- provide relevant information and support to children and adults and their families
- create or facilitate the development of resources to meet Service User needs
- work in partnership with the appropriate authorities, supporters and other providers to influence and facilitate the development of appropriate education and training opportunities for children and adults with ASD
- promote the establishment of appropriate residential, education, training and recreational facilities and opportunities for children and adults with ASD
- promote good practice networking, meetings, social activities, seminars and events throughout the region for parents, professional and voluntary services
- to offer 'value for money'
- raise funds in order to further our aims and organisational development

For service users we will:

- treat people as individuals and recognise individual differences
- respect personal circumstances and to be sensitive to each individuals' wishes and aspirations
- create opportunities which facilitate lifelong learning and enhance personal 'lifestyles'
- support choice and decision making which improves quality of life
- encourage access to and use of local community resources
- provide appropriate education and personal development opportunities specific to ASD

For our staff we will:

- value and trust people to work with us towards achieving the highest possible standards
- provide training and continuing professional development
- encourage people to be creative and innovative and to work together to 'get things right'
- trust people to embrace change and development in services

For members, families, supporters we will:

- provide clear and useful information
- provide honest and informative comment in a friendly and professional manner
- provide an authentic point of contact for referral through an advocacy approach to support problem solving

For professionals within statutory or voluntary services we will:

- provide clear and useful information
- provide honest and informative comment in a friendly and professional manner
- provide an authentic point of contact for signposting or support

For funders and commissioners of our services we will:

- provide value for money services
- communicate clearly the service we offer for individual Service Users
- be open, transparent and realistic about what we can achieve
- have continuing communications concerning Service Users needs

For statutory authorities we will:

- meet statutory and best practice requirements
- provide clear and accurate reporting on a timely basis

To ensure quality we will:

- communicate with our 'customers' internally and externally to ensure that their views influence continuing quality improvement
- identify and achieve internal quality standards using audit and action planning for change and improvement
- use external quality standards and their inspection and audit processes to inform and action quality improvement
- provide relevant effective people and technology support services
- ensure efficient and effective use of resources

We do our very best to ensure you receive a high quality service from our organisation in a culture which engenders empowerment and equality of opportunity. If you feel we fall short of achieving our aims and objectives please contact the appropriate Service Manager to discuss any concerns or contact Information Services on 0121 450 7575 to be referred to the appropriate person.

autism.west midlands is an independent provider of services for people with Autistic Spectrum Disorders