

Charter of Rights and Responsibilities for Momentum Service Users

Momentum, part of the Rehab Group, enables and empowers people with disabilities and those who are socially excluded throughout the UK to identify and achieve their goals.

This Charter is about:



Your Rights



Your Responsibilities



Momentum's Responsibilities

We develop and deliver services that give people:

- Choice
- Opportunities
- Independence
- Equality

The Charter has been developed in partnership with service users, front-line staff, managers and other groups involved such as funders, employers and carers. They have been consulted about the content of the Charter and about setting service standards.

Copies of this Charter can be made available on request in accessible and alternative formats.

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Your Rights

As a service user of Momentum, you have the right to:

- dignity, confidentiality and respect
- personalised assessments, service inductions and reviews
- clear and correct information about your service
- a complaints procedure where you can tell us if you are unhappy with our service
- be involved in making decisions about your future
- help, support, advice and representation
- tell us your opinions and have a say about the things that matter to you
- be in a friendly, safe and secure place
- a guarantee that these rights will be met



Your Responsibilities

In return, Momentum expects you to:

- respect other service users, staff, equipment and all other resources
- follow health and safety rules
- provide up-to-date and true information about yourself
- be actively involved with your service by attending regularly, joining in, giving us feedback to help improve the service and supporting others
- work towards your individual development plan



Momentum's Responsibilities

We will:

- look at the way we work with you and how to improve it
- work with service user representatives to get feedback on local services
- keep you up-to-date with what is happening in your service
- look at our services regularly to make sure that we meet your needs and the needs of other groups involved such as carers, funders and employers
- update the Charter every two years

You have statutory rights and Momentum will meet these.

Signed

Angela Kerins,

Chief Executive, Rehab Group
and Chairperson, Momentum Scotland

Signed _____

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Service User

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