



## Promise to You (Adult Social Care)

We set these standards ourselves and everyone in Adult and Community Services aims to meet them, although we have to work within the constraints of our budget. When the demand for services is very high we may not always be able to provide the level of services that people expect, and in less urgent cases we are not always able to respond as quickly as people would wish. However, we always try to provide a service where someone has an urgent need for help or support and we are always careful never to compromise the quality of the care we provide.

### How we see our role

In Dorset, we provide a wide range of adult social care services for:

- Older people
- People with physical or sensory disabilities
- People with a learning disability
- Carers
- People who need help with drug or alcohol misuse
- People with mental health problems

In fulfilling our legal obligations we also aim, within our budgets, to provide a good service that people are proud of and want to use.

We hope people find our services:

- Helpful
- Good and reliable
- Flexible
- Easily accessible
- Good value for money
- Do not discriminate against anyone

### What you can expect from us

We aim to respond to all enquiries about services promptly and efficiently.



**Local offices:**

- Our offices are open Monday to Thursday from 9.00am to 5.00pm and 9.00am to 4.00pm on Fridays.
- Reception areas are clearly signed and have wheelchair access.
- Addresses and contact telephone numbers of all our local offices can be found at the end of this factsheet.

**When you write to Adult and Community Services:**

- You will receive a reply/acknowledgement of your letter (normally by second class post) within 10 working days.
- You will receive a reply written in simple, clear language.
- All our letters to you will give the writer's name, job title and telephone number so that you know whom to contact.

**When you telephone any of our offices:**

- Your call will be answered with 25 seconds.
- Staff answering the phone will give the name of the office you are calling.
- Staff will give a clear and helpful response.
- Staff will try to put you in touch with the person you ask to speak to or the most appropriate person to help you – or suggest an alternative if they aren't available.
- You will be given helpful information about a variety of services if you request it.

**When you visit a local office or County Hall you will find:**

- A reception area that is neat and tidy in appearance, with up to date information on display.
- Polite and prompt service from reception staff wearing name badges.
- Staff who will provide helpful information on a variety of services.
- A place where you can discuss your affairs privately, out of hearing of other members of the public or staff.
- If we can't keep an appointment we will tell you as soon as possible and try to make new arrangements to suit us both.



## **Out of hours**

When our offices are closed the Out of Hours Service deals with emergencies throughout the county. The telephone number is 01202 657279.

## **Your rights**

If you have contact with Adult and Community Services in Dorset at any time in your life and for whatever reason, you can expect to be treated with dignity and respect. You can also expect:

As an adult:

- To have your views, beliefs and choices taken into account in all decisions made about your welfare.
- Confidentiality in your dealings with us.

As a carer:

- Services that respond sensitively to your needs.
- To be involved in the development of services.
- To be provided with advice and support.
- Information about local and national resources.

As another statutory agency:

- Co-operation from staff at all levels.
- Open exchange of information.
- Straight forwardness in all our dealings.

As a voluntary or private organisation:

- Respect as a fellow professional.
- Up-to-date information about our policies and activities.
- Negotiated contracts.

As a supplier:

- Open competition.
- Clear instructions.
- Prompt and reliable settlement of accounts.

Our staff are important to us - please treat them as you would like them to treat you.



### **Open and honest**

We promise to deal with you honestly and openly at all times, and respect the confidentiality of any information we hold about you.

### **Access to files**

You have the right of access to your personal file and any information kept about you. This includes written and computer files. Ask for full details from your local social care office (details can be found at the end of this factsheet).

### **Consultation**

We regularly ask the general public - including people who use our services - for their views about the way services are delivered. This is to find out if we are providing what they want and need and how we can plan to do it even better.

### **Reports on our performance**

Each year we produce reports on our performance, including our plans for the year ahead so that you can judge for yourself how well we are doing and how well your money is being spent. These reports are available in all local social care offices and libraries.

### **Advocacy**

We can arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

### **We're easy to contact**

If you are a new customer or have no current involvement with us, please contact the Adult Access Team, Dorset Direct, PO Box 7184, Dorchester, Dorset DT1 9ER. Telephone: 01305 221016. Minicom: 01305 267933. Email: [adultaccess@dorsetcc.gov.uk](mailto:adultaccess@dorsetcc.gov.uk)

If you currently receive a service from us, please contact your social care local office. Contact details can be found at the end of this factsheet.

Information and specialist services can be found on the Dorset County Council website: [www.dorsetforyou.com](http://www.dorsetforyou.com)



You can get free access to the internet at the libraries throughout the county. You can contact us by email:  
socialcare@dorsetcc.gov.uk

### **Compliments and complaints**

Adult and Community Services staff in Dorset are committed to providing quality services to our service users, their carers and families. We welcome comments from our service users as this helps us to understand what aspects of our service people like. If you are unhappy about the service you have received and want to make a complaint, our factsheet 'How to complain' describes the procedure. Our Complaints Officer can give you advice on the process and can be contacted on 01305 224322.

### **Diversity statement**

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at [www.dorsetforyou.com](http://www.dorsetforyou.com)

If you have views about our services and the way they are provided, we would like to hear them. We listen to both positive and critical comments and use them to develop and improve services and build on our successes.



If you do have something you'd like to say to us, please write to:

The Director  
Adult and Community Services (QA)  
Dorset County Council  
County Hall  
Dorchester  
Dorset  
DT1 1XJ

or write directly to:

The Chairman of the Performance Overview Committee  
Dorset County Council  
Adult and Community Services  
County Hall  
Colliton Park  
Dorchester  
Dorset  
DT1 1XJ



## Your views are important to us

Please tick the answers that reflect your views.

- |   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| ▪ Did you find this 'Promise to you' factsheet helpful? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▪ Did you find it interesting?                          | <input type="checkbox"/> | <input type="checkbox"/> |

This leaflet expresses a number of hopes about how people will find our services. In your experience, have you found our services:

- |  | Yes                      | No                       | Don't know               |
|--|--------------------------|--------------------------|--------------------------|
| ▪ Helpful?                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ▪ Good quality and reliable?                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ▪ Able to adapt easily to your changing needs? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ▪ Easily accessible?                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ▪ Good value for money?                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ▪ Do not discriminate against you?             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

The 'Promise to you' factsheet sets out the rights you can expect when you have contact with Adult and Community Services in Dorset. In your experience:

- |  | Yes                      | No                       | Don't know               |
|--|--------------------------|--------------------------|--------------------------|
| ▪ Have your rights been respected?                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ▪ Have you been dealt with honestly and openly at all times? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

The 'Promise to you' factsheet claims that we're easy to contact. In your experience:

- |                           | Yes                      | No                       | Don't know               |
|---------------------------|--------------------------|--------------------------|--------------------------|
| ▪ Are we easy to contact? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you would like to make further comments about our services, please use the space below.

Please return this form by either folding and sealing, as detailed overleaf, or by sending in an envelope to: The Director, Adult and Community Services, QA, Dorset County Council, FREEPOST RRYH-AGJZ-TRGG, Dorchester DT1 1XL

NO STAMP REQUIRED

Please secure all open edges with sticky tape before posting

second fold

---

No stamp  
required

**The Director  
Adult and Community Services (QA)  
Dorset County Council  
FREEPOST RRYH-AGJZ-TRGG  
DORCHESTER  
DT1 1XJ**

---

first fold

## **Social care local offices:**

### **Bridport**

St Andrews Road, Bridport DT6 3BJ

Tel: 01308 422234

Fax: 01308 426044

Minicom: 01308 426076

Email: [bridportsocialcare@dorsetcc.gov.uk](mailto:bridportsocialcare@dorsetcc.gov.uk)

### **Christchurch**

Loring Road (off Jumpers Road), Christchurch BH23 2GZ

Tel: 01202 474106

Fax: 01202 478081

Minicom: 01202 495568

Email: [christchurchsocialcare@dorsetcc.gov.uk](mailto:christchurchsocialcare@dorsetcc.gov.uk)

### **Dorchester**

Acland Road, Dorchester DT1 1SH

Tel: 01305 251414

Fax: 01305 251034

Minicom: 01305 251596

Email: [dorchestersocialcare@dorsetcc.gov.uk](mailto:dorchestersocialcare@dorsetcc.gov.uk)

### **Ferndown**

Penny's Walk, Ferndown BH22 9JY

Tel: 01202 877445

Fax: 01202 876604

Minicom: 01202 868262

Email: [ferndownsocialcare@dorsetcc.gov.uk](mailto:ferndownsocialcare@dorsetcc.gov.uk)

### **North Dorset**

Bath Road, Sturminster Newton DT10 1DR

Tel: 01258 472652

Fax: 01258 473161

Minicom: 01258 474091

Email: [northdorsetsocialcare@dorsetcc.gov.uk](mailto:northdorsetsocialcare@dorsetcc.gov.uk)



**Purbeck**

19 Bonnets Lane, Wareham BH20 4HB

Tel: 01929 553456

Fax: 01929 556319

Minicom: 01929 557071

Email: [purbecksocialcare@dorsetcc.gov.uk](mailto:purbecksocialcare@dorsetcc.gov.uk)

**Sherborne**

Non-visiting office

Tel: 01935 814104

Fax: 01935 817207

Email: [sherbornesocialcare@dorsetcc.gov.uk](mailto:sherbornesocialcare@dorsetcc.gov.uk)

**Weymouth & Portland**

Jubilee Retail Park, Jubilee Close, Weymouth DT4 7BG

Tel: 01305 760139

Fax: 01305 774622

Minicom: 01305 208010

Email: [weymouthsocialcare@dorsetcc.gov.uk](mailto:weymouthsocialcare@dorsetcc.gov.uk)

**Social care local offices:****Bridport**

St Andrews Road, Bridport, Dorset DT6 3BJ

Tel: 01308 422234

Fax: 01308 426044

Email: [bridportsocialcare@dorsetcc.gov.uk](mailto:bridportsocialcare@dorsetcc.gov.uk)

**Christchurch**

Loring Road (off Jumpers Road), Christchurch, Dorset BH23 2GZ

Tel: 01202 474106

Fax: 01202 478081

Email: [christchurchsocialcare@dorsetcc.gov.uk](mailto:christchurchsocialcare@dorsetcc.gov.uk)

**Dorchester**

Acland Road, Dorchester, Dorset DT1 1SH

Tel: 01305 251414

Fax: 01305 251034

Email: [dorchestersocialcare@dorsetcc.gov.uk](mailto:dorchestersocialcare@dorsetcc.gov.uk)



**Ferndown**

Penny's Walk, Ferndown, Dorset BH22 9JY  
Tel: 01202 877445  
Fax: 01202 876604  
Email: [ferndownsocialcare@dorsetcc.gov.uk](mailto:ferndownsocialcare@dorsetcc.gov.uk)

**North Dorset**

Bath Road, Sturminster Newton, Dorset DT10 1DR  
Tel: 01258 472652  
Fax: 01258 473161  
Email: [northdorsetsocialcare@dorsetcc.gov.uk](mailto:northdorsetsocialcare@dorsetcc.gov.uk)

**Purbeck**

19 Bonnets Lane, Wareham, Dorset BH20 4HB  
Tel: 01929 553456  
Fax: 01929 556319  
Email: [purbecksocialcare@dorsetcc.gov.uk](mailto:purbecksocialcare@dorsetcc.gov.uk)

**Sherborne**

Non-visiting office  
Tel: 01935 814104  
Fax: 01935 817207  
Email: [sherbornesocialcare@dorsetcc.gov.uk](mailto:sherbornesocialcare@dorsetcc.gov.uk)

**Weymouth & Portland**

Jubilee Retail Park, Jubilee Close, Weymouth, Dorset DT4 7BG  
Tel: 01305 760139  
Fax: 01305 774622  
Email: [weymouthsocialcare@dorsetcc.gov.uk](mailto:weymouthsocialcare@dorsetcc.gov.uk)

