



SERVICE USER CHARTER

Phoenix Futures services will:

- Give you information to help you decide about using the service
- Provide you with safe, clean, and well-maintained surroundings
- Treat you with respect and dignity
- Offer you the same core service whatever your gender, age, race, ethnicity, religion, sexuality, or physical or learning ability
- Keep information about you confidential as agreed
- Work with you to plan a service to meet your needs
- With your agreement, co-operate with other professionals and agencies where necessary
- With your agreement, involve your family, carer(s), or advocates in services we provide you with
- Tell you how to make a complaint or compliment, without affecting any services we provide you with
- Involve you in the evaluation of the service to support future planning

In return you should:

- Respect others
- Not bring in alcohol or drugs
- Participate fully in the service we are offering you

Phoenix Futures

Ending dependency, transforming lives



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To give us feedback on whether we are meeting the standards set out overleaf, please raise issues informally with staff, or use the Compliments and Complaints leaflet which should be on display. If you cannot find the leaflet then please call 020 7234 9778/9779 or visit our website at www.phoenix-futures.org.uk

Our Vision

Every person who is dependent on drugs and alcohol has the potential to rebuild their life.

Our Mission

Phoenix Futures brings positive change in the lives of individuals, families and communities affected by substance misuse. We reduce the impact of drug and alcohol related harm and enable our service users to rebuild their lives. Our purpose is achieved through the skills and dedication of our staff.

Our Values

Effective

Caring

Person focused

Committed

Phoenix House (operating as Phoenix Futures) is a registered charity in England and Wales (No.284880) and in Scotland (No.SC039008); Company Limited by Guarantee No.1626869; Registered Housing Corporation Number H3795; National Housing Federation Member.
Patron HRH Prince of Wales



INVESTOR IN PEOPLE

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