

Client Rights and Service Standards

What you can expect when you receive Restitute support

Welcome to Restitute

Reaching out for support can feel like a big step. You do not need to have everything worked out or know exactly what to ask for. We will take time to listen, understand what matters to you and help you decide what would be most useful.

Your Restitute support is for you, in your own right. We want you to feel safe, respected and able to speak honestly. This document explains what you can expect from us. If something does not feel right, you can tell us and expect your concern to be taken seriously.

This statement explains the rights and service standards you can expect wherever the Restitute Model is delivered.

Support centred on you

- You can expect to be treated with respect, warmth and without judgement.
- You can expect support for you in your own right. Your worker will understand the effect on the person you love and the wider family, but your support space is yours.
- You can expect your worker to listen to what matters to you and help you agree practical priorities and next steps.
- You can expect support to be free at the point you receive it.

Clear information and informed choice

- You can expect a clear explanation of what Restitute offers, what it does not offer and what will happen next.
- You can choose whether to accept support. You can ask questions, change your mind or decline a particular option without being treated unfairly.
- You can expect decisions about your support to be discussed with you and recorded clearly.
- You can ask for information in a different format or request reasonable adjustments for disability, language, communication, caring responsibilities or digital access.

Reliable, accessible contact

- You can expect planned one-to-one appointments and a clear way to contact the service during its working hours.
- Support is normally offered remotely. Video is preferred where it is workable for you, but telephone support can be used. You will not be expected to attend in person. In-person support may sometimes be arranged where it is needed and can be provided safely.
- You can expect reasonable notice if an appointment needs to change. If your worker is absent or changes, the service will explain what will happen and seek to reduce disruption.
- If you cannot attend, you can expect the service to make a reasonable attempt to contact you before support is closed, subject to safety and your wishes.

Privacy, confidentiality and safeguarding

- You can expect your information to be treated as confidential and shared only where there is a lawful and necessary reason.
- Your worker will explain the limits of confidentiality. Information may need to be shared if there is a safeguarding concern, a serious risk of harm, a legal requirement or another exceptional reason allowed by law.
- Where it is safe and lawful, you can expect the service to tell you before information is shared and explain what will be shared and why.
- You can speak honestly in your own support space. Restitute support is separate from support provided to the primary victim or survivor.

Your records and information

- You can expect important information about your support, decisions, contacts and agreed actions to be recorded in Lamplight, the approved Restitute client-record system.
- You can expect records to be relevant, factual, respectful and no more detailed than needed.
- You can ask how your information is used, request correction of inaccurate personal information and ask to see or receive information held about you. The service will use its formal information-rights route and will explain any lawful restriction.
- Your information will not be used for research, evaluation, publicity, fundraising or case studies unless the relevant lawful basis, consent and safeguards are in place. Where your consent is needed, saying no will not affect the support you receive.

Purposeful support and review

- You can expect support to begin with your immediate priorities and to develop into purposeful work with agreed aims.
- You can expect regular reviews of your needs, progress, safety, wellbeing and next steps. Standard outcome questions form part of the Restitute Model, but your answers will be discussed with you rather than treated as a judgement.
- Practical help may be available where it addresses an identified need and can be approved within the service arrangements. It is not an automatic payment or entitlement.
- Restitute can discuss independent therapy, peer support, benefits help, legal information or other services and can support an agreed referral. Restitute support workers do not decide whether therapy is clinically appropriate.

Contact and urgent help

- You can expect clear information about when and how you can contact the service.
- Appointments are planned. Workers may not be able to answer unscheduled calls immediately, but you will be told what to do if you need help between appointments.
- Restitute is not an emergency, crisis, statutory, legal or 24-hour service. If you or someone else is in immediate danger, call 999. For urgent health advice, contact NHS 111 or the appropriate local urgent-care service.
- Your worker will help you understand which service may be able to help where Restitute cannot provide what you need.

Ending support and coming back

- You can expect ending or reducing support to be planned with you wherever possible, rather than happening without explanation.
- You can expect a closing review, information about next steps and an explanation of any agreed brief contact after exit.
- If your circumstances change after support ends, you can ask about a new referral. Re-referral is assessed through the current entry route and is not guaranteed.

Concerns, complaints and feedback

- You can raise a concern, make a complaint, give feedback or offer a compliment without this being used against you or affecting the fairness of your support.
- The service supporting you will tell you how to use its complaints procedure and who to contact. You may ask someone to help you make a complaint.
- If the concern is not resolved, concerns the way the Restitute Model is being delivered, or you do not feel able to use the first route offered, you can contact the Restitute Core Team at <https://restitute.org/complain/>.
- You can expect your concern to be acknowledged, considered fairly and answered in line with the relevant complaints policy. You should be told about any further escalation route that applies.

What Restitute cannot promise

- Restitute cannot promise a particular result for you, the person you love, a safeguarding process, an investigation, court proceedings, housing, benefits, health care or any other service.
- Restitute cannot guarantee that another organisation will act, accept a referral, provide funding or reach the outcome you want.
- Restitute can promise to work honestly within its role, explain what it can and cannot do, record agreed actions and raise concerns through the appropriate route.

Using this statement

- You can ask your worker or the service supporting you for a copy.
- This statement should be read with the privacy information, safeguarding information and complaints procedures that apply to your support.
- [Restitute's complaints route is https://restitute.org/complain/.](https://restitute.org/complain/)