**Travel with Confidence**

**Client Information Sheet**

**What is the Travel with Confidence service?**

Age UK Leeds is one of five organisations across Leeds who are delivering the programme which aims to support people aged 50+ to have more positive experiences of the transport system and feel more confident in making journeys.

The Age UK Leeds Travel with Confidence Service works with, whilst not being limited to people aged 50+ with disabilities, including wheelchair users.

We can work with an older person for up to 12 weeks, providing Travel Training. This is done through a series of goal setting conversations and practical support to make journeys, with the aim for older people to make an independent journey. We give older people an

**How do we provide help and what hours does the service operate?**

When we first speak with the you about the service this will normally be over the telephone and we will discuss the referral with the you and explain more about the service.

Further support is provided through a series of home visits where the staff give the you an opportunity to discuss what is important to you about using transport reconnecting you’re your community.

There will then be a series of visits and telephone calls to offer support for up to 12 weeks. Depending on the support required some of these visits will include journeys into the community and using public transport.

**The service operates Monday – Thursday and can be contacted on the following**:

**Telephone:** 0113 389 3000

**Email:** travelwithconfidence@ageukleeds.org.uk

**How do we manage our waiting lists?**

All enquiries or referrals are sent to travelwithconfidence@ageukleeds.org.uk and are added to our Age UK Leeds secure database called Charitylog.

The enquiry or referral will be added to a waiting list. The service staff meet on a weekly basis to review the waiting list and then a member of the team will contact you to discuss the referral in more detail. We aim to make this initial call within 7 working days of the date of the enquiry or referral.

If you have been referred to the service through another organisation we may ask you for permission during the initial call to contact the organisation or another organisation for further information to help us assess your referral and the support we can provide.

**What happens if we can’t provide the service you require?**

There may be times when we receive a referral but we are not able to support you through this service.

During the initial call we will ask you some questions about your mobility, physical and mental health and other key questions that will help us ascertain if we can support you at this time. If we are able to support you, based on the answers in the initial call we will arrange to complete a home visit to come and speak with you further.

If we are able to provide support we will then officially accept the referral and the service staff will arrange a series of support sessions with you.

If we are not able to provide support through the service at the time of the referral we will discuss options with you about support from other organisations and can support you in making referrals to these organisations as required.

It may be that we are not able to provide support at the time of the referral, but with support in place from other organisations we would be able to support in the future and we will talk to you about the options for repeat referrals if this was appropriate.

**How our service treats its clients**

We follow 5 key principles when delivering our service:

1.The service is free of charge

You won’t be charged for any support from the Travel with Confidence service. If we signpost or refer you to another organisation we will tell you if there is a charge for the service.

Age UK Leeds is a charity and we need to raise the money to fund our services. We do welcome donations. If you do wish to donate, please speak to one of our volunteers or staff.

2. The support provided through the Travel with Confidence service is independent of any outside influence

If we are discussing other organisations or services with you we will never recommend a service or provider to you. Where possible we will always provide you with a choice of alternatives and help you make an informed decision. We are not bound by any local or national government policies and will always advise you on what is best for you rather than what is best for the council or the Department of Work and Pensions, Age UK or any other organisation. We will never advise someone to do anything illegal or fraudulent. We will immediately stop advising anyone carrying out illegal or fraudulent activities and may notify the appropriate authorities.

3. All information is confidential

Any information we keep about you is stored securely and only viewed by staff and volunteers involved in supporting you or shared with other people that you have given consent for us to share this information with. This may be organisations that we are referring you to or agencies we are dealing with on your behalf. We won’t share your information or discuss your case with anyone outside our service without your consent.

We may share information about someone without their consent if:

• We are concerned that someone is at risk of significant harm. In this case we may notify a relevant statutory service such as social services or police. These disclosures will be done following Age UK Leeds’ safeguarding procedures.

• They insist on taking an illegal or fraudulent course of action

• We are contacted by a statutory body about a client who is being investigated for suspected illegal or fraudulent activity

Any data we hold on you is done so in accordance with data protection legislation. We have a statement ‘What we do with your information’ which is available by calling 0113 389 3000. You have a right to view any data we hold on you and request this by writing to Age UK Leeds, Information Governance, Bradbury Building, Mark Lane, Leeds, LS2 8JA.

4. Clients are treated with fairness, dignity and respect and we expect clients to treat our staff and volunteers in the same way

We won’t judge anyone based on their age, disability, gender, gender identity, sexual orientation, ethnicity or religion. We won’t judge anyone on the circumstances which they find themselves in and we won’t try to influence the decision you make following our advice.

Sometimes clients may make a decision that we don’t think is in their best interest. We will tell them if this happens and aim to provide them with enough information and advice to make an informed choice. We will respect whatever decision they then make. The Travel with Confidence Service operates in compliance with Age UK Leeds Equality Policy. A copy of the policy is available on request from 0113 389 3000.

5. Our service is as accessible as possible for older people

In the Travel with Confidence service most support will be provided in your own home or in the community. We do have an office in Leeds city centre which is available for clients to meet us at if required. Our office has step free access, ground floor interview facilities, disabled toilet, and a lift to the first floor.

Where clients have difficulties accessing or understanding information we provide, for example because of a disability or language problem, we will take reasonable steps to provide our service in a manner which is accessible and appropriate to their needs and circumstances.

**How to make a complaint, compliment or suggestion about out service**

If you would like to make a complaint, compliment or suggestion about our Travel with Confidence Service please fill in our ‘Tell us what you think’ form. You can request this by ringing 0113 389 3000. Alternatively you can complete a comments box on our website: <https://www.ageuk.org.uk/leeds/about-us/contact-us/>

**How you can help us**

Our Travel with Confidence Team gain satisfaction from our work and helping our clients. We don’t expect any recognition or gifts. There are a number of ways you can support us so we can continue to provide the service:

* Make a donation – by cheque payable to Age UK Leeds, by standing order, by payroll giving, leave a legacy, donate on line. For more details, please visit our website or call 0113 389 3000. Please make it clear when you make your donation if you wish to donate specifically to the Information and Advice Service. If you are a tax payer, please also ask about Gift Aid.
* Volunteer – there are lots of different volunteering opportunities.. More details are on our website or ring 0113 389 3000 or email volunteer@ageukleeds.org.uk
* Provide a brief story or case study of your experience
* Provide feedback about our service

**Our contact details:**

Office: Bradbury Building, Mark Lane, Leeds, LS2 8JA

Telephone; 0113 389 3000

Website: [www.ageuk.org.uk/leeds/](http://www.ageuk.org.uk/leeds/)

Email: travelwithconfidence@ageukleeds.org.uk