

Support Service Standards

1. All service users will be treated with respect and actively listened to without discrimination regarding their ethnicity, gender, social class, marital status, disability, religion, sexual orientation or age.
2. All service users will be treated as an individual with their needs placed at the centre of all interactions.
3. Contact from people affected by ovarian cancer will be prioritised over any other demands in the Support Service.
4. All messages (voicemail, email, text message, social media) will be responded to within one working day. During the working week, this will be the same day wherever possible.
5. Communication will take place through the service users preferred method.
6. Supporting information will be offered in a variety of ways according to the service users preference.
7. Staff will maintain their knowledge of ovarian cancer and related issues to ensure an informed, up-to-date response to all service users. This includes signposting or referral to organisations which are reliable and appropriate.
8. Service users will be informed of and given the opportunity to be involved in advocacy/promoting awareness activities e.g. feedback to NICE consultations
9. Feedback from service users is encouraged both informally and formally (via biannual consultation) and action taken to implement change in the service. Service users will be updated as to the action taken as a result of feedback.
10. The Support Service will provide regular reports to the Trustees and other reports on request.
11. Counselling and clinical advice are not appropriate or available through the Support Service. Where these needs are identified, the service users will be signposted to/supported to access appropriate advice or services.
12. Confidentiality and data protection procedures will be adhered to at all times (see Support Service policy and procedure). This includes safeguarding procedures.
13. Calls may be used for training purposes.

14. Staff have a responsibility to maintain their own health and wellbeing. Regular supervision and training and awareness of work-life balance should be maintained. Any concerns regarding this should be raised with line managers.