



**JOINED UP FOR JOBS
CUSTOMER CHARTER**

1. Organisation Details

Organisation	
Funded Services	
Contact Name and details	

2. Introduction

The Joined Up for Jobs (JUfJ) Charter ensures that all Capital City Partnership (CCP) managed employability provision is delivered to a standard befitting the citizens of Edinburgh. The Charter is built on six key principles, which all providers are expected to consider when delivering their service to customers: Accessibility; Customer Focused; Maintaining Partnerships; Employer Engagement; Privacy and Fair Work.

This document aims to capture how all providers meet these principles, with all Capital City Partnership managed providers expected to gain Charter status. All applications can be made via <https://www.joinedupforjobs.org/service-providers/integration-charter>, or this document can be completed and sent to joinedupforjobs@capitalcitypartnership.org.

3. Principles

A. Accessibility

Employability services managed by CCP are publicly funded and aimed at the citizens of Edinburgh and the surrounding areas. As such, it is important that services are accessible for all and are free to those who need them. When considering how accessible your service(s) is, please consider the following:

1. Are premises physically accessible, safe, welcoming and customer friendly?
2. Do you offer a variety of support to customers (drop-in sessions as well as sessions which are by appointment, group work and 1-to-1 sessions, outreach sessions away from premises including digital support and online engagement)?
3. Is information available to all customers? This should include information on customer eligibility (e.g. a statement on which target groups you are looking to work with and why), all information available in another language/multiple formats etc).

Please provide a statement on the accessibility of the funded service(s) you provide (200 words max):

B. Customer-focused

All services are delivered for the benefit of the customer, and as such, they should be at the heart of everything providers do. When considering how customer focused your service(s) is, please consider the following:

1. Are customers offered a skills assessment at the point of entry and supported to create and action plan?
2. Are customers involved in the design of your services? Do you ensure customers are part of the quality improvement process throughout the life of the project?
3. Are all interactions logged on Caselink, with action points identified and completed, ensuring customer progression is monitored?

Please provide a statement on how the funded service(s) you provide are customer focused (200 words max):

C. Partnerships

We know that with a lot of customers, more than one intervention will be required. A key element of this is how a partnership of key agencies will help more people into employment. The partnerships and being part of a network is key to the success of all funded provision. When considering how your service(s) maintains partnerships, please consider the following:

1. Are you listed on the JUFJ Directory for Edinburgh or a Third Sector Interface in the area you operate? Do you keep your entry up to date regularly? Do you use the directories to find information on other services?
2. Do you attend relevant groups/networking events, such as the JUFJ Forum, third sector fairs etc?
3. Do you ensure customers are referred to the most appropriate service in your area, for example, using the JUFJ network in Edinburgh?

Please provide a statement on how the funded service(s) you provide maintain partnerships (200 words max):

D. Employer Engagement

As well as supporting clients, it is also important providers are responsive to the needs to employers. Employers provide progressions for clients via work placements and jobs, so responding to their needs is crucial. When considering how your service(s) engage with employers, please consider the following:

1. Do you market your service(s) to employers, using tailored marketing materials?
2. Do you have formal relationships with employers which are utilised to gain referrals or to progress clients in to work placements/jobs? Do you support employers to ensure they are equipped to work with clients, including making reasonable adjustments where required?
3. Do you support staff to ensure they are equipped with relevant labour market information?

Please provide a statement on how the funded service(s) you provide are engaging with employers (200 words max):

E. Privacy

A large part of engaging with clients is ensuring that their privacy is respected, including around their data. While it is important to collect data on clients, it is even more important that the data is collected sensitively and stored appropriately. When considering how your service(s) maintain a level of privacy for customers, please consider the following:

1. Is your organisation GDPR compliant and do you have the appropriate policies and procedures in place?
2. All clients who are engaged with your service(s) know their rights regarding their data and sign Data Protection Statements before working with the service(s).
3. Are all staff trained on the use of Caselink, where all client data should be held?

Please provide a statement on how the funded service(s) you provide respect the privacy of customers (200 words max):

F. Fair Work

The Scottish Government have a commitment to making Scotland the best place to live, work, invest and do business, with fair work being the foundation of this commitment. As such, we expect all providers to recognise the importance of fair work policy when supporting customers to progress towards employment. When considering how your service(s) supports the fair work agenda, please consider the following:

1. When working with clients progressing towards work, do you conduct better off in work (BOIW) calculations to ensure clients are financially better off by accepting work?
2. Do you encourage employers to adopt the Scottish Living Wage? Do you assess the working practices of employers?
3. Do you support clients in-work to progress by either gaining more hours, achieving a promotion etc?

Please provide a statement on how the funded service(s) you provide support the fair work agenda (200 words max):

4. Assessment and Evidence

The information you have provided will be assessed by a member of the team within Capital City Partnership and a decision made on charter status. Once approved, all awards Charter awards will be confirmed on the JUfJ website, with all providers being awarded a certificate to be displayed on their premises.

Information will also be used during annual audits, with checks being made on policies and procedures as well as on files and evidence linked to clients and outcomes. This may include being asked to present evidence which supports the statements made in this application.

5. Signing Charter Commitment

I can confirm that the information given in this document is true, complete, and accurate.

Print Name	
Organisation	
Signature	
Date	

