

# *CUSTOMER* **CHARTER**





## Organisation Details

<b>Organisation</b>	
<b>Project Name(s)</b>	
<b>Project Manager and Contact Details</b>	



## Introduction

The Joined Up for Jobs (JUfj) Charter ensures that all employability provision which is contract managed by Capital City Partnership (CCP) is delivered to a high standard for 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 Focus; Maintaining Partnerships; Employer Engagement; Privacy and Fair Work.

These principles link into the Scottish Government commitments of:

- A Service that treats you with Dignity and Respect (Accessibility, Privacy)
- A Service that works for you (Customer Focus, Fair Work)
- A Service that learns and improves (Maintaining Partnerships, Employer Engagement)

This document will capture how all providers meet these principles, with all providers who are contract managed by Capital City Partnership expected to gain Charter status. All applications can be made via <https://www.joinedupforjobs.org/service-providers/customer-charter>, or this document can be completed and sent to [contracts@capitalcitypartnership.org](mailto:contracts@capitalcitypartnership.org).

### **Accountability:**

Please be aware, if you fail to meet the terms of the charter, it could affect future funding applications by your organisation.



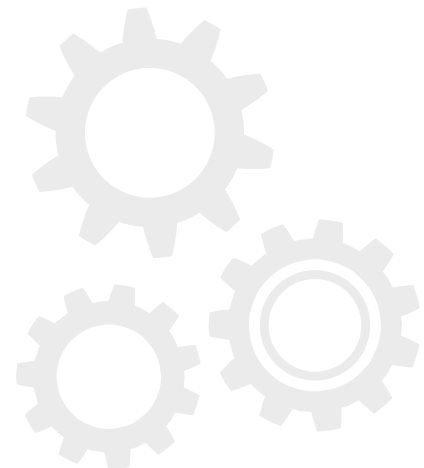
## Principles

### A. Accessibility

Employability services managed by CCP are publicly funded and aimed at the citizens of Edinburgh and the surrounding areas (dependent on funding stream). At CCP, we promote inclusive communication and it is your responsibility to ensure that your materials and modes of communication meet the needs of your service users. There will be a focus on providing access for a more diverse client group, including those from ethnically diverse communities, people with disabilities, and those with other protected characteristics. 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, are your communication modes available in easy-read, do you have access to translators/ translated docs etc.)

**Please provide a statement on the accessibility of the funded service(s) you provide (250 words max):**



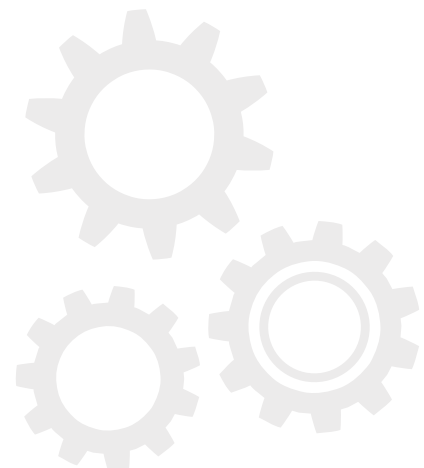
# Joined Up for Jobs Customer Charter

## B. Customer-focus

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 an 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? Do you encourage ongoing participation and feedback?
3. Are all interactions logged on Helix, with action points identified and completed, ensuring customer progression is monitored?
4. Do you have examples of appropriate training for staff working with people with protected characteristics, e.g. frontline staff training or EDI practices.

Please provide a statement on how the funded service(s) you provide are customer focused (250 words max):



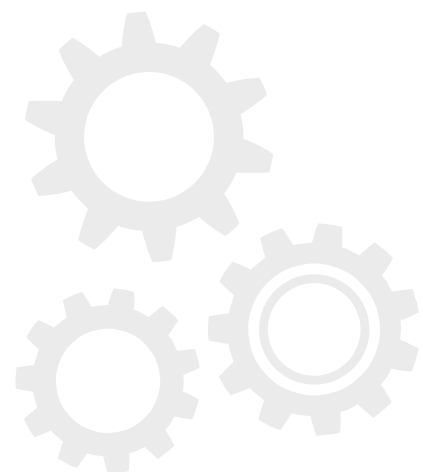
### **C. Partnerships**

We know that for many customers, several interventions will be required in order to support them towards their desired goal. Sometimes individuals will need to be supported by several services at the same time. CCP consider partnership and being part of a network as key to the success of 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? Do you use the directory(ies) to find information on other services?
2. Do you attend relevant groups/networking events, such as the JUfj Forum, third sector forums etc?
3. Do you ensure customers are referred to the most appropriate service in your area, for example, using the JUfj network in Edinburgh?
4. Do your partnerships include Ethnic Minority led organisations? Are the organisations that you signpost to able to meet the needs of Ethnic Minority clients - i.e. if providing employability support do they have access to translators/easy-read, do they have to tools to support Ethnic Minority job seekers overcome the barriers they face in employment?

**Please provide a statement on how the funded service(s) you provide maintain partnerships (250 words max):**

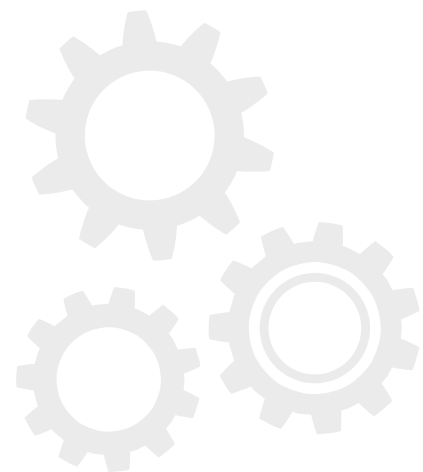


## **D. Employer Engagement**

As well as supporting clients, it is also important providers are responsive to the needs of employers. Employers provide progressions for clients via work placements and jobs, so understanding 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. How do you ensure your staff have access to information on the labour market, employer initiatives etc.?
4. How do you ensure your staff are informed and that learning is up to date?
5. Ethnic minorities are disproportionately unemployed therefore, using data and evidence, there should be a commitment to improve employers' workforce diversity.

**Please provide a statement on how the funded service(s) you provide are engaging with employers (250 words max):**

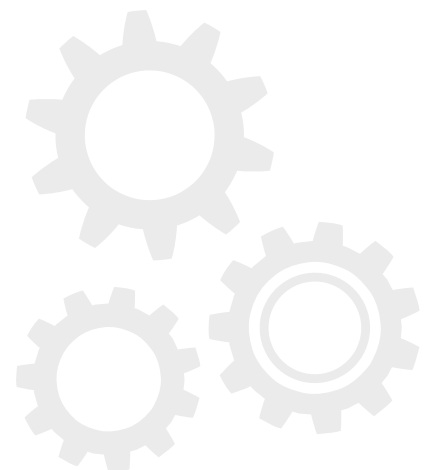


## **E. Privacy**

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 in the use of Helix, our client management and tracking system?
4. Why are you collecting data? Who sees this data? How long do you store it for? Where is it stored? Can people add/remove their personal data?

**Please provide a statement on how the funded service(s) you provide respect the privacy of customers (250 words max):**



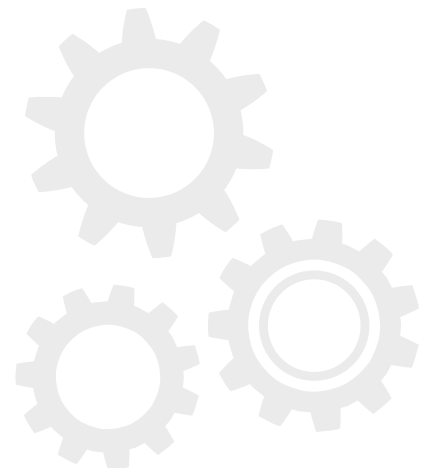
## F. Fair Work

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. Providers will be expected to commit to adopting fair work practices and linking with the Scottish Government's Fair Work Action Plan. To achieve Charter Status providers will be required, where appropriate, to deliver in-work support and aftercare to clients on their employment journey and detail how they do this. 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. As an organisation, are you a Living Wage accredited employer or working towards accreditation? If you are not accredited or working towards it, do you pay the **Living Wage** to all staff?
4. Do you support clients in-work to progress by gaining more hours, achieving a promotion etc? Do you offer aftercare for clients once they have achieved their desired outcome?

Please provide a statement on how the funded service(s) you provide support the fair work agenda (250 words max):







## 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. Progress towards achieving charter status will be monitored as part of provider's quarterly reporting. Once approved, all 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.



## Signing Charter Commitment

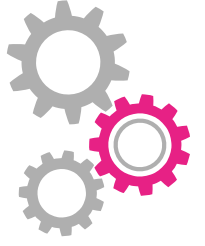
I can confirm that the information given in this document is true, complete, and accurate.

Print Name	
Organisation	
Signature	
Date	



# JOINED UP FOR JOBS

Edinburgh's Jobs Strategy



## Contact

[contracts@capitalcitypartnership.org](mailto:contracts@capitalcitypartnership.org)