

# Our shared **promise** to deliver a **quality service**

We are dedicated to understanding your needs, circumstances, goals and aspirations; to working together to map out your journey with us; and to getting you the right support to move towards a better future.

**Our shared promise is our commitment to deliver a quality service. It applies to all programmes and services we deliver and sets out:**

- what you can expect and what is expected of you in return
- the support we provide and how you can make the most of it
- how we work with government and other organisations

If you need more information, or would like to communicate with us in a different way, please let us know.



## Right treatment

We will work with you to understand your needs and will provide advice and support that fits your own circumstances. We will do our best to help you, listen to you and make sure you feel comfortable dealing with us.



## Right skills and resource

We will help you to take responsibility for your future by:

- helping you identify your strengths and make the most of them.
- helping you to make best use of all available resources, which will help you progress on your journey with us.
- making sure everything is easy to understand and use.
- making the best use of your time taking into account your personal circumstances.



## Wellbeing

– We will take account of your personal situation and will be open and honest with you, explaining when things need to happen.

– We will provide you with the knowledge to help you to be responsible for your own safety and that of others.

– We will actively gain your feedback on health, safety and wellbeing to make sure you feel safe whilst working with us.



## Roles and responsibilities

### Our role

- We will work with you to plan your journey with us.
- We will help you set goals and take actions that fit with your plan.
- We'll give you expert guidance, resources, training and support.

### Your role

- Your role is to take responsibility for achieving your plan.
- You'll help us to understand what is important to you so that we can help support your needs.
- You will engage with us and participate in activities that will help you on your journey.
- You will take responsibility for your actions; be punctual and if you are unable to attend an appointment, you move address, or your contact number changes you will contact us immediately.



## Your comments, suggestions and complaints

We want you to be happy with the service we provide. This means making sure we listen to you so we can improve the way we do things. We have a feedback and complaints procedure and we take all feedback seriously.

Please tell us what you think. All of your comments will help us improve. Contact us either through your office or via our website at [www.workinglinks.co.uk](http://www.workinglinks.co.uk)

