

# Northumberland Care Alliance

Workforce Development Services for the Social Care Sector.

## Our mission is:

*To be the first choice for social care workforce development services by providing sustainable, customer-led provision that is measurably-excellent in all areas*

## Northumberland Care Alliance Customer Charter

It is very important to us that, as a customer, you understand what we do and why we do it. We want to be easy to do business with and like any other customer-focused organisation, we need to be clear and consistent about the experience you have with us and the level of service you can expect from us. We have set out the key standards we work to and by which we measure our performance. This charter tells you what you can expect from us and what, in return, we expect from you.

### **Making us easy to do business with**

We are committed to breaking-down any barriers that might stop you accessing our services to help us communicate with you. Should you wish to talk to our staff in a language other than English we have access to services.

### **Our ways of working**

Whatever your enquiry or request we think you should expect a response from us that gives you confidence in our knowledge and abilities. That's why as an organisation we have developed a five-point-tool to evaluate our service. We want to make sure we:

- give you the information you want from us on time
- give you the right information
- are always professional in the way we do business with you
- have a positive and respectful attitude to you
- provide you with the result you want.

### **The standards of service you can expect from us**

This charter lists some of the most important service standards you can rely on us to give you.

Some relate to the ways we communicate with you and others to specific services you might want to use or access from us. We are working to improve these standards all the time and will let you know when we make changes by publishing new information on our web-pages.

**Our standards are:**

- Our service is customer-led.
- Our training is delivered by qualified practitioners.
- Our training courses are quality assured/accredited.
- Our training is delivered local to your site.
- Our advisors are competent and are familiar with the full breadth of programmes we offer.

Whatever your reason for contacting NCA we want to make sure your experience, and the quality of service you receive, is consistent throughout our organisation. So if we don't get it right then we want you to tell us what happened and how we could do things better.

**What do you do if you're not happy with the service you receive?**

Firstly, contact the person or service you used and tell them what went wrong. If you are unsure who to contact then email your comment or complaint to us at: [info@ncadevelopment.co.uk](mailto:info@ncadevelopment.co.uk). We will send you an acknowledgment immediately and, if your complaint is not complex, send you a full response within 10 working days. If we need to investigate further we will let you know when you can expect a full reply from us.

**NCA membership scheme and the benefits that membership attracts.**

- Access to a comprehensive range of quality assured/accredited training courses delivered locally
- We will provide impartial information advice and guidance on training opportunities available to Northumberland's care sector.
- We will support and be responsive to an employer-led steeringcommittee.
- Represent the employers-voice with agencies involved with the Government's skills agenda

We will respond to your feedback and strive towards continuous improvement

We will use our best endeavours to maximise funding opportunities for the PVI care sector

### **What NCA expects from you in return**

- Ensure that we have your current contact details at all times.
- Keep us up to date with your current and projected workforce development needs.
- Complete National Minimum Data Set (NMDS) returns annually
- Actively participate in events, forums and networking events.
- Provide feedback on our services.
- Use your best endeavours to attend courses booked or provide adequate notice of cancellation.
- Support NCA's employer-led steering committee.

### **Who do you contact if we've done something well?**

We always like to receive positive feedback, so if you'd like to tell us that we did a good job you can email us at [info@ncadevelopment.co.uk](mailto:info@ncadevelopment.co.uk) , or write to us at the address below:

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