

We are Inspire North, the parent company for Community Links and Foundation. Our vision is to create a world where everyone matters. Our commitment to you as a client is based on our organisational values and incorporates our commitments to the Together with Tenants Charter and Social White Paper.



PEOPLE

We will pledge to: Treat you as an individual.

What you can expect from us:

- We will provide you with easy to understand, accessible and up to date information
- We will notify you in advance if a worker is on leave or within one week of unplanned absence
- We will notify you of the outcome of formal complaints within 10 working days
- We will base our relationship with you on openness, honesty and trust
- We will support you on your journey to independent living



INTEGRITY

We will pledge to: Always do the right thing.

What you can expect from us:

- We will treat you with dignity and respect
- We will tell you if we need to report a safeguarding concern, where safe to do so
- We will share your story appropriately so you do not need to repeat yourself
- We will ensure you know how to access your notes and information
- We will provide information to you regarding Inspire North's performance and continuous improvements



PASSION

We will pledge to: Always go the extra mile.

What you can expect from us:

- We will give you a contact number for your worker
- We will endeavour to answer when you call, if we are not available please leave a message and we will contact you
- We will aim to acknowledge a referral in two working days
- We will provide good quality, well maintained and safe homes for our residents and tenants
- We will make it easy for you to raise issues/concerns, make a complaint and seek redress



COLLABORATION

We will pledge to: Work with you to achieve more together.

What you can expect from us:

- We will involve clients in recruiting our employees and board members
- We will have two places for clients at our board meetings
- We will make sure every client feels listened to on issues that matter to you and give you opportunities to influence service delivery
- We will, together work in partnership to independently scrutinise and hold us to account for decisions that affect the quality of the service you are a part of

WHAT WE ASK YOU TO PLEDGE TO US

- Treat us with respect
- Be as honest with us as you can so we can help you properly
- Tell us if you do not understand something that we say/information we give you
- Tell us what we can do to help make you feel safe and supported
- Ask us any questions you may have
- Give us feedback about what we can do to improve our service
- Tell us about staff that you feel go the extra mile for you so we can thank them
- Speak to us about how you can get involved in our coproduction opportunities