

YMCA St Paul's Group Customer Involvement, Engagement and Empowerment Charter

Our vision

At YMCA St Paul's Group we believe in bringing people together and to help create inclusive, thriving communities. As a charity that has been around for over 150 years, we know that the best solutions are those that are co-created. That is why we are energised by the potential that exists from enabling and empowering all our customers (from our residents to our young people, our parents and carers to our Health & Wellbeing members, and our counselling clients) to provide solutions to the challenges their communities face.

Our vision is that across London and beyond we:

- ▶ **empower young people** by providing the resources and support **so they can thrive**.
- ▶ **create inclusive, active and healthy communities where everyone can flourish**.

We do this by being **loving, hopeful, community focused, person centred and holistic**.

Why we have an involvement, engagement and empowerment charter

We want to ensure that the customers' voice is at the heart of everything we do, from excellent service delivery, to shaping the future of the YMCA St Paul's Group.

Understanding our customers and communities is essential to help us as a YMCA best meet their needs and aspirations and to deliver services that matter in the right way.

We believe in empowering our customers within their communities, so they are able to have a better say in decisions that affect their lives and supporting their personal growth in wider life.

This charter is our promise to continue to develop our culture that values, listens, and acts on the views and needs of our customers.

By understanding our customers and communities we will be able to make better decisions that improve the quality of outcomes for all.

Our Commitments

We will work in partnership with our customers and communities to develop and deliver better services and outcomes for everyone. We recognise that everyone's circumstances are different - we will adapt how we work and communicate with customers and communities to make engagement and empowerment easy and beneficial for all.

To ensure this happens, we make these commitments to you, our customer and the communities we work in:

- 1.** We will involve you in **planning services and projects** which affect you, your communities and environment in a real and meaningful way, using paper and electronic communication and local conversations where helpful. We will ensure your involvement is not limited to the planning stage and we will work in partnership with you **to make sure we make the right investments in our communities**.
- 2.** We will involve you in service planning or changes from the beginning, so that you **work with us to shape, influence and improve services** and to make sure that services and projects meet the needs of the diverse group of customers we serve.

3. We will provide a range of different opportunities for you to be involved, empowered and have your voice heard based on your needs and aspirations. We understand that **you are all different, all equal and your voice matters.**
4. We will be honest and clear in communicating with you about what can and cannot change, and why. We will communicate clearly from the beginning about what is expected of you, **what you will get out of your involvement, and what you can realistically expect to achieve.**
5. We will effectively communicate engagement and empowerment opportunities with you in **language that is simple, friendly, honest, respectful, accessible and easy to understand.**
6. We will provide **good standards of training and support** to people who are involved in shaping our services, including Resident Representatives, and ensure you feel confident at expressing your own ideas and needs. We will also support colleagues to listen with patience, respect and understanding, including where customers have different communication needs.
7. We will ensure you have access to the information and opportunities you need to make informed decisions and **hold us to account**, including information about what has changed because of customer feedback.

Holding us to account

Every year we will report to you how we are involving customers within the expectations of this Charter. We will also share updates so customers can see what has been heard, what action has been taken, what has changed, and where something cannot change, the reason why.

We will develop better and new ways for customers to check and challenge performance and value for money, including opportunities to discuss local issues, service improvements and information about our buildings, repairs and complaints. We will share performance information openly, starting with services chosen by customers.

If at any stage you feel we are not keeping to our commitments set out above please do let us know. You can do this by:

- ▶ Emailing us at engagement@ymcaspg.org
- ▶ Using our Compliments, Complaints and Suggestions Policy online form which can be found [here](#)

And because getting this right is so important to us, should you feel we are not keeping to our commitments, please write to our Chief Executive via ceo@ymcaspg.org

Signed on behalf of the Board of Trustees and all YMCA St Paul's Group staff and volunteers

Chair of Trustees



Chief Executive

