

CLIENT CHARTER

ACCESSIBLE TO YOU

Southside Partnership staff are based in different locations across the county making it easier for people to access supports. It also means that staff are more in touch with the needs and realities of local communities.

WHAT WE DO

- Early intervention and prevention support for children aged 0-18 & their parents
- Employment and enterprise support
- Formal and informal lifelong learning and education; women's participation; integration of migrants
- Support to young people at risk; community development; capacity building support to community organisations.
- We run projects, programmes and services targeting specific groups or addressing specific issues.
- We pilot new initiatives to specific problems, or for specific groups, to show how a social inclusion strategy might work.
- We make links with employers to increase employment opportunities.
- We host initiatives and staff for different statutory bodies and national programmes.
- We engage with key stakeholders at a local and national level promoting the social inclusion agenda and supporting the development of anti-poverty

OUR SPECIALISED TEAM

Our staff have a lot of experience and specialist knowledge so we can provide one to one advice, support and guidance on specific topics to people and groups. Our staff play key roles on county-wide structures as well as sitting on Boards, committees and networks to promote co-ordinated approaches to address local needs.

WHO WE WORK WITH

We work with specific communities and groups and we target our resources towards people and communities experiencing social exclusion so as to effectively reduce inequality. We work with individuals and communities experiencing social and economic disadvantage including:

- The Unemployed
- Older people
- People parenting alone
- Low income workers
- People with disabilities
- The Traveller community
- Young people
- New communities
- Women
- Targeted geographical communities

We work with all age groups in a local area and try and ensure that members of a community can have access to activities that reflect their needs and choices. We work closely with local community leaders and groups to understand the needs of communities, find appropriate responses and ensure their community has a voice.

OUR COMMITMENT TO CLIENTS

Professional

Southside Partnership is committed to delivering a professional, efficient, and quality support service to our clients. We aim to continuously improve the standard of service provided.

Client Centered

We offer a client centered service, developing our provision to meet clients' needs.

Respectful and supportive

Committed to dealing with clients in a respectful and supportive manner.

Friendly and efficient

In all client dealings with the service, clients can expect a friendly, prompt and responsive service that respects confidentiality and privacy.

Informative

We are committed to keeping clients up to date on supports, services, initiatives and relevant news using all appropriate channels of communication

- Phone / Email
- Social media: Facebook, LinkedIn and Twitter
- Website: www.southsidepartnership.ie
- Weekly Jobs Ezine - distributed via mail chimp

Client Feedback – for continuous improvement

As part of our dedication to continuous improvement, we are committed to obtaining client feedback in a variety of ways to ensure clients have the opportunity to help us to continually review and improve our customer service including the following:

- Annual Client Surveys
- On site Customer Comment Cards
- Course / Event Evaluation forms