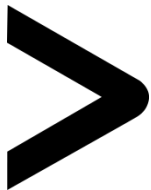


GROUNDWORK  
CHANGING PLACES  
CHANGING LIVES



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## Groundwork UK Partner Charter

This partner charter is a guide to the level of service you can expect from working with Groundwork UK. Groundwork UK's approach to working in partnership is within a spirit of collaboration, cooperation and clear and honest communication.

### About Groundwork UK

Groundwork UK is the central office for the Federation of Groundwork Trusts, and is a registered charity in its own right. One of our functions is to deliver large national or regional programmes and contracts, which we deliver in partnership with Groundwork Trusts and other delivery partner organisations.

Groundwork has over 30 years of experience working with people of all ages and backgrounds to help them change their own life whilst bringing beneficial changes to the wider community. We provide training and create jobs, reduce energy and waste, re-connect people with nature and transform green spaces, community assets and whole neighbourhoods.

We forge partnerships with organisations of all sizes – from small community groups and schools to housing bodies and multinational businesses. Many of our partnerships focus on using the environment as a vehicle for positive change.

More often than not our work falls under one or more of the following themes:

**Improving people's prospects** – increasing confidence, skills, well-being and employability.

**Creating better places** – helping people create safer, greener and healthier places.

**Promoting greener living and working** – helping businesses and people build a greener future.

Find out more about our impact and discover how you can get involved at [www.groundwork.org.uk](http://www.groundwork.org.uk)

## Groundwork UK's Values

We will be environmentally aware and focused on communities in need. We will be collaborative, show integrity and strive for quality in everything we do.

## Service Standards

We have adopted the following standards to ensure we provide the best possible support to our partners, and so you know what to expect from us:

- We are committed to meeting the needs of our beneficiaries; we endeavour to support them via a network of Groundwork Trusts and partners to achieve, progress and expand their horizons.
- We are committed to working collaboratively and creatively with partners to deliver high quality programmes across England, Wales and Northern Ireland.
- We aim to be a high performing prime contractor, balancing the need to drive results and revenue with the responsibility to give all beneficiaries the support they need, through high quality interventions.
- We endeavour to develop an understanding of local circumstances to ensure our programmes are relevant and appropriate for the communities they serve and our partners who deliver them.
- We will make best endeavours to ensure that partners are provided with the support and guidance they need to successfully deliver contracted programme outcomes, whilst encouraging them to build capacity and strengthen quality.
- We will challenge and support partners to sustain and improve performance to meet the needs of the contract within the bounds of a clear and transparent performance management framework.
- We will communicate regularly with partners through update emails, phone calls and site visits to ensure that effective two way communications are maintained.
- We are committed to consulting partners on fundamental programme and supply chain changes, wherever possible.
- We aim to operate in a professional, honest and open way, accepting responsibility for our actions and empowering partners to give direct feedback without fear of reprisal.
- We will provide partners with a named contact at Groundwork UK.
- We will process invoices within 1 month of receipt (except in exceptional circumstances where stated in your contract).
- We endeavour to respond to telephone & email enquires within 3 working days of receipt.

- We are committed to equal opportunities and adhering to Groundwork UK's equal opportunities policy
- We are committed to sustainable development and adhering to Groundwork's sustainable development policy
- We are committed to safeguarding and adhering to Groundwork's Safeguarding policy

## **What we expect from our partners**

To enable us to support our partners effectively, we expect they will:

- Work at all times within a spirit of partnership and collaboration, with a commitment to delivery of high quality services.
- Operate within the requirements set by the contract, grant or partnership agreement.
- Communicate clearly, effectively, and in a timely manner, on all matters relating to the contract or grant.
- Keep Groundwork UK staff informed of progress and problems via their named contact.
- Make the most efficient use of resources, and seek to achieve cost-effective savings to the benefit of all parties.
- Make best endeavours to ensure that all persons engaged in delivery of the contract or grant diligently and faithfully employ themselves to meet and/or exceed performance and quality standards.
- Work positively to resolve conflict and differences that may arise in open and honest discussion and negotiation wherever possible.

## **Feedback**

We welcome feedback on all aspects of our programme delivery and management. To provide feedback please contact your named Groundwork UK member of staff, or email [contracts@groundwork.org.uk](mailto:contracts@groundwork.org.uk)

Groundwork UK carries out an annual delivery partner surveys to support the review and continuous improvement of our service. Groundwork UK will share survey results and the changes made as a result of feedback with partners where applicable.

## **Complaints & disputes**

If you have not been able to resolve an issue through contacting your named contact directly and wish to make a complaint, please email [info@groundwork.org.uk](mailto:info@groundwork.org.uk) or contact 0121 236 8565 where your call will be forward to a dedicated member of staff.

If you would like to lodge a dispute with Groundwork UK please refer to the Dispute Resolution process outlined within the terms and conditions of our funding agreement.

**Groundwork UK, March 2019**

**Review date: March 2021**

