

IAG Policy & Standards for Our Work

Version Control:

Version	Author	Changes	Review Date	Approval
2.11	CH	Version control table added to the beginning of the document.	05/01/2022	05/01/2022
2.12	CH	<p>Professional Service and Legislation</p> <p>We will ensure all our staff have, or are working towards, recognised qualifications relevant to their job.</p> <p>Add: where this is applicable.</p> <p>Policy Objectives</p> <p>Remove: Building Brighter Futures; supporting those we work with to make positive changes.</p> <p>Add: To inspire, develop and support people, communities and organisations to make positive change.</p> <p>Add: Policy Access and Availability</p> <p>This policy is located on our website at Home - CSW Group Ltd. and internally on our Intranet.</p>	10/02/2023	10/02/2023
2.13	KE	Removal of ESF Logo	10/04/2024	10/04/2024



Commitment

CSW aims to provide information, advice, and guidance services that will inspire, develop, and support people, communities and organisations to make positive change through sustainable high-quality services.

Individual Quality Support

We will:

- provide **accurate, impartial, and up-to-date information, advice and guidance** to help people make positive changes. If we are unable to give you the information, advice, and guidance you need, we will, wherever possible, refer you to an alternative source of information.
- **treat everyone fairly, with dignity and respect** regardless of gender, colour, ethnicity, age, socio-economic background, disability, religious or political beliefs, family circumstance, sexual orientation, or any other irrelevant distinction. Our services will be inclusive and relevant to the diverse needs of the communities we serve.
- be **confidential** and not use the information given to us anyway other than we state and only allowing access by authorised staff who need to see this information as part of their work. We will abide by the Data Protection Act 2018 principles and uphold the requirements as stated in the UK GDPR regulations.
- offer **flexible and prompt support**. We aim to be responsive with a customer focus, ensuring we are friendly, helpful, and have professional integrity embedded in our work.

Professional service and legislation

We will:

- ensure all our staff have, or are working towards, recognised qualifications relevant to their job, where this is applicable.
- maintain the standards required for our industry including the matrix Standard (information, advice, and guidance) and comply fully with all relevant legislation.
- ensure all staff have the skills, knowledge and behaviours needed to safeguard and promote the wellbeing of those we work with.
- be committed as both a service provider and an employer to achieve equality of opportunity and remove indirect and direct discrimination.
- evaluate our services and seek your feedback to ensure we are meeting customer needs.
- respond to any complaints promptly, professionally and in line with our complaints policy.

Policy Objectives

- To inspire, develop and support people, communities, and organisations to make positive change.
- Empower individuals to be independent, resilient and in control of their future pathways.
- Be responsive to changes and developments both internally and externally.
- Work proactively and collaboratively to enhance the effective delivery of IAG.

- Identify and work in partnership with external organisations to inform and enhance our services.

To contact us

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Review

This policy will be reviewed annually.

Policy Access and Availability

This policy is located on our website at [Home - CSW Group Ltd](#) and internally on our Intranet

Approved



Chris Saxby

Managing Director