York Poverty Truth Commission

TOGETHER
promoting dignity and respect for those facing poverty

Charter for Organisational Standards

The York Poverty Truth Commission is proud to be supported by York CVS

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York Poverty Truth Commission

The York Poverty Truth Commission brought together people who have experienced poverty and city leaders who have the ability to influence change.

'**To be treated with kindness, understanding, honesty and respect when accessing services**', was chosen by the Community Commissioners as the issue that would make the most difference to them whilst experiencing poverty. Both Community and Civic Commissioners worked together to see how this could be achieved practically within an organisation and not just become a token policy. From these discussions the York Poverty Truth Commission produced the following set of four organisational standards that if embedded into practice will make a significant difference to the people of York and beyond.

This project has been funded by:

Centre of Applied Human Rights, City of York Council, Joseph Rowntree Foundation and York CVS

STANDARD #1

We listen

1. Ensure that feedback systems are varied and accessible
2. Openly and constructively engage with the feedback you receive
3. Explore ways to involve people with experience of poverty in your employee and service reviews
4. Establish feedback as a top three indicator of success
5. Establish ways to proactively involve and listen to people who have experienced poverty as part of your decision making processes, where those decisions are likely to impact people living in poverty
6. Understand a person's situation and respond in a supportive and proportionate way if the person appears stressed, frustrated or anxious
7. Ensure you have processes in place that allow other people to speak on a person's behalf

STANDARD #2

We are understanding

1. Ensure you are not making assumptions about individuals or their situation at the start of your interactions

2. Take time to really listen to a person and understand their unique situation

3. Frequently check you are correctly understanding what you are being told by asking questions (it may help to explain why you are doing this so it doesn't appear as though you are interrogating the person or trying to trip them up)

4. At the end of your interactions, check if people felt understood and whether you have responded to their needs

5. Support everyone in your organisation to attend training or experiences that will help improve their understanding of poverty

STANDARD #3

We are respectful and friendly

Although approaches should be responsive to the personal and cultural preferences of individuals, it is likely that being respectful and friendly would include:

1. Introducing yourself
2. Making eye contact
3. Smiling
4. Using good manners
5. Adopting an appropriate and friendly tone of voice
6. Being conscious of what we say, how we say it, the words we use and the impact that these may have on people
7. Asking if it's ok to make notes while speaking to a person

STANDARD #4

We are responsive, honest and care about getting you the right support

1. Adopt an empowering and engaging approach in your interactions, with an emphasis on helping people to find solutions that are right for them and their circumstances

2. Ensure your teams have the skills and capability to make decisions and resolve the issues people need help with

3. Empower colleagues to use their discretion to give people the support they need and find solutions

4. Recruit, train and support colleagues so that they have both the right skills and the right values

5. Acknowledge when you don't understand or have made a mistake

6. Be open about what you can and can't do. If you can't do something explain the reasons why and, where possible, help the person identify someone else who can help

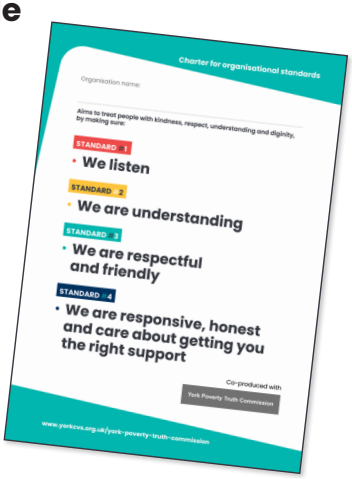
7. Ensure you leave people with appropriate contact details at the end of your interaction

We want you to adopt the Charter for Organisational Standards and tell other people

If you are adopting the Charter for Organisational Standards in your organisation you can download the Charter poster to let everyone know.

SCAN ME

To download the poster scan the QR code or visit: qrco.de/ PTCPoster



Once downloaded you can add a text box to include the name of your organisation.

If you would like the poster in any other format, please contact comms@yorkcvs.org.uk

Follow the work of the Poverty Truth Commission and learn more about how to get involved by visiting:

www.yorkcvs.org.uk/york-poverty-truth-commission

www.YorkCVS.org.uk
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