



COMMUNITY CHARTER



This Community Charter sets out our commitment to understanding and serving the local communities we represent, and to acting as an anchor institution at the heart of our communities. It also sets out what community partners can expect from us, what we ask of community partners, and how we will monitor and review our impact.

OUR COMMITMENT TO THE COMMUNITIES WE SERVE (WHAT YOU CAN EXPECT)

- **Listen and understand:** establish a strong understanding of our local communities and their needs by listening to people who live, work and study in the areas we serve.
- **Be visible and accountable:** be known and understood in our communities, actively seeking feedback and responding to local need.
- **Plan and deliver community engagement:** develop, implement and keep under review a Community Engagement Strategy that addresses needs identified by our communities.
- **Enable access and participation:** provide access to appropriate college facilities, resources and opportunities, including developing our digital environment to promote accessibility.
- **Work with civic partners:** work collaboratively with key civic partners and external stakeholders locally, regionally and nationally to share good practice and support the wider skills agenda.
- **Strengthen education partnerships:** promote and support educational partners so that local education provider views are actively sought and effectively responded to, ensuring curriculum is responsive to local need.
- **Lead collaborative projects:** develop and lead projects that enhance education quality locally and support social mobility, aspiration and inclusion.
- **Support charitable and community improvement endeavours:** where activities can be accommodated and advance students' academic requirements, we will work with partners to enable meaningful projects and volunteering that benefit local communities.
- **Engage with business as part of place:** engage with local and regional businesses to meet their needs, including as strategic partners, delivery agents, placement providers and consumers (as referenced in our Employer Charter).
- **Support people facing barriers:** build long-term partnerships with community groups and charities to help local people facing barriers to education or employment.
- **Influence and advocate:** work with stakeholders so local needs are understood, recognised and considered in wider policy and decision-making.
- **Be good neighbours:** foster positive relationships with individuals and community groups within the locality of our campuses.
- **Develop active citizens:** support learners to become active and responsible citizens who understand their role in shaping the future of their local communities.

OUR SERVICE STANDARDS (WHAT YOU CAN EXPECT)

- Acknowledge community enquiries within 3 working days and confirm the appropriate named contact (or route) for follow-up.
- Where a proposal is needed (e.g., use of facilities, joint project or volunteering partnership), confirm next steps and indicative timescales within 10 working days of agreeing requirements.
- Communicate clearly about eligibility, safeguarding, health & safety, access needs and any costs where relevant.
- Seek feedback after significant community activities and share “you said / we did” improvements where appropriate.

YOUR COMMITMENT AS A COMMUNITY PARTNER (WHAT WE ASK OF YOU)

- Share local insight, priorities and feedback so we can shape activity around real community need.
- Nominate a representative as a point of contact for communication and coordination.
- Where relevant, work with us on proportionate planning for safeguarding, health & safety and inclusion.
- Promote inclusive participation and fair access for community members involved in joint activities.
- Tell us what has worked well and what could be improved, so we can strengthen our shared impact.

HOW WE WILL MEASURE DELIVERY AND IMPACT

We will monitor the effectiveness of this Charter through measures including:

- Community partner feedback and evidence of outcomes for participants and communities
- Participation, reach and accessibility of engagement activity, including engagement with priority groups
- Evidence of alignment to local needs and priorities

This Charter will be reviewed annually by the College and priorities refreshed as needed.

The College’s Curriculum, Skills and Stakeholders Committee oversees the overall impact of the Charter through regular review of reports on community and stakeholder engagement activities, and related strategies, for evidence of meaningful and relevant engagement and alignment with local skills priorities and community needs.

The Board of Governors monitors progress against the College’s Strategic Plan objectives aligned to our commitments to our communities to ensure delivery of the Strategic Plan remains on track.

RAISING CONCERNS AND COMPLAINTS

If something is not working well, please raise this via email to feedback@sparsholt.ac.uk in the first instance so we can work to resolve it quickly. If the issue is not resolved, then you may pursue the matter through to the formal complaints route in line with college policy.



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