

DCA's Services: what can you expect from us?

This leaflet tells you about the customer service standards that you can expect to receive from us. We aim to provide you with an accessible, quality service in the most efficient, effective and timely manner possible. You can obtain further information on our services on our website www.dorsetcommunityaction.org.uk.

Why should I choose Dorset Community Action (DCA)?

As an independent organisation with extensive local knowledge and skills, Dorset Community Action has been providing quality support services to the community and voluntary sector for over 40 years. Our purpose is to help community groups, charities and social enterprises to reach their aspirations and achieve their goals.

What does DCA do, How can it help?

DCA works to support you to enable your organisation to become as robust and sustainable as possible. We can help you to develop the skills and knowledge you need to make your project and organisation successful in the long term. Specific areas of support include:

- Developing a successful project;
- Good governance;
- Trustee roles, responsibilities and recruitment;
- Getting money and managing it;
- Managing relationships and communications;
- Environment and sustainability;
- Rural services.

How can I access the support services provided by DCA?

You can access support by completing one of our referral forms, which helps us to identify what your support needs are. You can find these forms on our website <http://www.dorsetcommunityaction.org.uk/support-for-communities>, contacting us by email or phone, or you can pick one up at one of our community lunches or events.

How quickly will I hear back from DCA after making an initial enquiry?

DCA will send an email acknowledgement of your referral and then get back to you within 10 working days. You will then be contacted to have a brief discussion about your needs in person or by telephone so that we can recommend options available for further support.

What are the differences between our Levels of service?

Level 1 information services:

Our '*What is...*' information services are delivered after completion of a referral form, with an 'assessment of needs' session of up to one hour, providing next steps and signposting you to further information.

Level 2: Training, Advice & Guidance Services

Our '*How do you do it...*' services take you through subject specific toolkits or training so that at the end of the training, you will have a firm foundation in the subject with resources and workbooks to support you to complete your project or develop your service.

Level 3 Consultancy

Is tailored consultancy work or our 'Doing it....' service that is undertaken specifically for you, and will include a variety of tasks from checking of funding bids, business planning, to setting up legal structures.

Can you give an example of what level of service you offer for a particular area of support you give?

As an example, if you have identified you require support with 'good governance' and more specifically you identified that you wanted help and support in setting up the legal structure of your organisation, your options would be:

- **Level 1 information services:** fact sheets on 'structuring your organisation' and 'being aware of liability and legislation';
- **Level 2: Training, Advice & Guidance Services:** a one hour session with a Community Advisor to look at the different options for becoming a particular legal structure such as a Charitable Incorporated Organisation (CIO) or a Community Interest Company (CIC);
- **Level 3 Consultancy:** the support of a Community Advisor to take you through the process of registering as a legal entity, for example, a CIO. This would include helping you with the application process from start to finish and help with preparing your documents and any IT support you may require.

Which of your services are free of charge?

Our Level 1 services are free of charge and can be accessed as many times as required. These include all of the 'Information and signposting' services: micro training, e-bulletins, funding e-bulletins, 'find a group' website search and free grant finder searches.

Which services do you charge for?

We charge for our Level 2 and 3 services. We believe these services to be excellent value for money, comparing favourably to other providers. Please see our price list for more details.

Why are you charging for some of your services?

DCA provides a high quality service to community groups across Dorset with limited public funding. For us to provide the full range of services our customers want, we believe that it is fair to charge groups for a professional service that can have a substantial impact on your future success. We apply VAT on all our charged for services, except our training which is currently exempt from VAT.

What if do I do if I need your support but cannot afford to pay?

If you require support and you can demonstrate that you cannot afford to pay for some of our services, we will discuss potential financing options with you after your needs assessment.

How do I feedback on the service I receive?

DCA aims to provide the best service possible to our customers and feedback is always gratefully appreciated to help us develop our service to the best standard possible. DCA has a compliment and complaints procedure and we regularly evaluate our service through reviews of our one to one work, training, and events. If you are unhappy with the quality of service or the manner in which the service was provided then please tell us about it. We want to resolve your complaint quickly. You can make a complaint informally to the person you have been dealing with, or alternatively by:

- visiting our offices;
- telephone or text-phone; or
- letter, e-mail or fax.

If the event you complain, we

- will acknowledge your complaint within two working days;
- aim to reply within 10 working days;
- will inform you if it's going to take longer; and
- will aim to use feedback to improve the quality of our service.

How can I contact you?

You can contact DCA by phoning our administrator, Fred Wild, in Dorchester on: **01305 250921**.

You can also contact us by email: info@dorsetcommunityaction.org.uk or via our website www.dorsetcommunityaction.org.uk.

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