



Our Vision

To be recognised as a successful, innovative and high quality business support organisation by our clients, staff and partners.

Our Purpose

NBV is a company that exists to

- enable individuals to succeed in business and benefit their local economy through wealth generation.
- fulfil a social purpose by enabling people to change their lives, improve their skills and enhance their self esteem through enterprise activities.

Our Values

Impartial and Independent – having no vested interest in order to be dedicated to providing the best solution for the client.

Client Focus – to do our absolute best at all times to meet customer needs and deliver excellent customer service.

Equitable – ensuring all individuals have equal access to all aspects of our service and actively targeting those individuals who are currently under-represented within the business start-up cohort.

High Quality – to deliver high quality services through quality management systems across the business.

Enterprising – we seek to be enterprising and entrepreneurial in the running and delivery of our business.

Care for People – to create a caring, supportive working environment for all team members.

Client Charter

NBV is a direct route to advice, information and resources which pre-start and small businesses require to be successful. We aim to help make the East Midlands the best place in the UK to start and grow a successful business.

Our commitment to you:

NBV is dedicated to providing the highest standards of service to all its customers. Satisfying customers is our number one priority. To that end:

- Our staff will be courteous, open and will identify themselves by name.
- We will deal with all enquiries in a timely and professional manner.
- We will always adhere to scheduled times. Should any unforeseen circumstances occur that might result in delay or cancellation, we will inform you immediately and make alternative arrangements for your earliest convenience.
- Our professionally trained Business Advisers will offer objective, impartial and independent advice.
- Your business affairs will be private and confidential at all times.
- Personal and transactional information will not be passed on to any third parties other than those organisations who are working directly with you without first seeking your express permission.
- We will always maintain the highest Social, Ethical and Legal conduct.
- NBV is committed to equality of opportunity and opposed to any form of less favourable treatment through direct or indirect discrimination on the grounds of age, race, religious beliefs, political opinions, ethnic origin, nationality, marital/parental status, gender, sexual orientation or disability.

We are committed to continually developing our service and readily embrace change as an opportunity for improvement. We would be pleased to hear your views and suggestions by telephone (during business hours), by e-mail, or by completing an NBV feedback card which can be obtained from any of our offices.



Document Reference	NBV-VPVCC	Version	2.10	Date	26/07/2010
--------------------	-----------	---------	------	------	------------