

# Customer Charter & Customer Service Standards

Sefton@Work is Sefton Council's employment intermediary service for local residents and employers.

Our aim is to provide a high quality advice, guidance and support service to enhance the skill base of individuals and add value to the businesses in Sefton. Our core values are:

*We help raise and realise aspirations*

*We have a positive, 'can-do' attitude*

*We take pride in exceeding expectations*

*We provide a friendly, professional service*

*We show deep respect for all individual customers*

Supported by



# CUSTOMER CHARTER

## Who we are and what we do

Our key role is to support and advise local unemployed people who wish to gain employment or further their employability skills. We offer a range of free and accessible job-related services to Sefton residents aged 16yrs and over (eligibility conditions apply), from bases in Bootle (opposite the Strand Shopping Centre) and in Southport (next door to Southport Theatre). In addition we have a range of outreach activities and partners across the borough including local libraries and community venues, where the service can be accessed.

Sefton@Work has a dedicated Employer Liaison Team that provides a comprehensive free recruitment and advisory service for local employers that supports them to create sustainable employment opportunities for the people of Sefton.

We work in partnership with many other agencies including Jobcentre Plus, Reed in Partnership, National Careers Service, A4E and others to ensure our service users can access all of the vacancies, services and funding available. We also work with colleges and training providers to source a variety of training opportunities. We refer individuals to specialist agencies for specific advice e.g. for issues regarding housing or health, ex-offenders etc.

Our staff are highly experienced and qualified in providing information, advice and guidance services to individuals and businesses that uphold our commitment to equality of opportunity for all. Clients looking for employment can drop in at any time to browse through vacancies or arrange a time to use the online or information resource facilities, and staff will be on hand to deal with any queries.

Clients will be offered an appointment with an Adviser as soon as they are registered, which should be within 10 working days. Alternatively, a group registration session is available within 2 weeks subject to demand. We can also arrange an appointment at one of our outreach sites or any other mutually convenient site. A timetable of our Outreach services is available at reception, on our website or on request.

We welcome any Comments, Compliments or Complaints and our staff can provide clients with a CCC Feedback form to complete. Alternatively this can be downloaded from our website.

We strive to continually improve our services, and we evaluate our effectiveness by follow-up questionnaires and customer focus groups. Feedback from these is provided regularly.

Copies of Sefton@Work's and Sefton Council's Policies and Procedures are available on request. This Charter is available in large print, Braille or in other languages on request.

# CUSTOMER SERVICE STANDARDS

As our customer, you deserve a commitment from us to provide a certain level of service. Our service standards tell you what you can expect from us.

If your experience does not match the standards that we have set, or you feel we could improve on the service we provide, please let us know by telling a member of staff, filling in a comments form or phoning us on 0151 934 2610.

We monitor our performance against these standards and publish the results regularly on our website **[www.seftonatwork.net](http://www.seftonatwork.net)**

Every year, we will review the quality of our services with you and make any necessary changes. This may involve adding a new service standard or removing one.

## **We will:**

- Answer the phone within 6 rings, and our staff will give you their name
- Provide a telephone message service 24 hours a day, 7 days a week
- Provide information in other languages, large print or Braille on request
- Greet you promptly and deal with you politely at all times
- Wear a name badge when we're in the office, and carry ID when we're canvassing or at an outreach venue
- Offer you a private interview room
- Display our office opening times clearly
- Not keep you waiting more than 5 minutes to speak with a member of staff
- Make an appointment for you if staff are not immediately available to deal with your query
- Let you know immediately if your appointment has been changed or cancelled
- Be sensitive to your needs and not discriminate against customers as per our Equality Policy Statement.
- Acknowledge any correspondence you send us within 3 working days. Respond to your complaints, letters or emails within the timescales outlined in our Comments, Compliments and Complaints Procedure.

## **We will assess these standards by:**

- Keeping a record of all requests for documents in other languages, large print or Braille
- Inviting you to monitor areas of our performance through our Customer Focus groups and a range of other feedback channels
- Reviewing and analysing your feedback on our services
- Monitoring complaints and learning from your comments

## **We will encourage our customers to monitor our services and give us feedback by:**

- Keeping a list of those who have expressed an interest in getting involved in Customer Focus groups and maintaining contact with them
- Involving you in service reviews and satisfaction surveys
- Keeping you informed about what we are doing in a variety of ways, including our newsletter and website
- Developing new ideas and improving our services based on your feedback or good practice

# OUR COMMITMENT TO OUR CUSTOMERS

## Services For Individuals – What You Can Expect From Us

- Polite, professional and helpful staff who provide free, impartial and independent information, advice and guidance on all aspects of jobs, education and training, including self-employment in an informal, comfortable environment
- All information you give us is treated in strictest confidence and is kept securely
- Information held will not be passed to third parties without your permission
- The opportunity to register with the service within 10 working days of initial enquiry
- One to one appointments with advisers that are confidential and tailored to meet your needs
- Clear, accurate and up to date information (available in a range of formats and languages upon request)
- Up to date information on local and Merseyside-wide vacancies and the latest recruitment initiatives
- Individual Action Planning to help you to achieve your goals
- Help with producing or updating a CV (first draft completed within an agreed timescale)
- Workshops to improve employability e.g. interview techniques and skills, filling in application forms, covering letters and online job search
- Free use of Internet, fax, telephone and postage related to jobs or training
- If information is not readily available, we will respond to your request within 3 working days
- If we cannot provide suitable information or training we will identify other suitable alternatives and if requested make contact with that provider on your behalf
- We will keep in contact with you after you have registered to find out how we can best continue our support
- Services delivered in line with the Matrix Quality Standard for advice and guidance by a Customer Service Excellence and Navajo Chartermark award winning team

## Services For Individuals – What We Expect From You

- To attend appointments on time, or to notify us if unable to attend
- To keep in regular contact with your adviser to maximise your opportunities, return phone calls or complete and return any feedback forms you may receive from Sefton@Work before and after finding employment
- To provide us with complete and accurate information about your work experience and skills so that we can match you with the most suitable vacancies
- To feed back to us the outcome of any applications or interviews and provide us with a completed “Confirmation of Employment or Training” form for our records
- To adhere to all our policies and procedures

## **Services For Businesses – What You Can Expect From Us**

- A free, comprehensive and flexible recruitment service
- Advertisement and promotion of vacancies including apprenticeships
- Liaison with JobCentre Plus and other agencies and partners
- Assistance with creating job descriptions and person specifications
- Pre-screening, testing and sifting of application forms or CVs
- Assistance with conducting interviews, with interview rooms available at our Bootle and Southport offices
- HR support and action planning for small businesses
- Pre-employment training programmes for applicants
- Skills matching of local job-seekers against vacancies
- Advice on equality legislation and employment laws
- Information on rates of pay and training
- Advice on up-skilling existing staff and potential sources of funding for this
- Advice and support on all aspects of employment including redundancy
- Information on funding and support available from our partners
- Regular contact from our team to offer continuing support and advice
- Referral to partners and other agencies for specialist advice and support

## **Services For Businesses – What We Expect From You**

- A full commitment to equality of opportunity and non-discriminatory practices
- Work with us to identify and design the support and services that best suit your needs
- Feedback on unsuccessful candidates so that we can help them to prepare for future interviews
- Feedback on successful applicants prior to them starting work so that we can ensure partners are informed, and any funding is in place
- To be committed to completing and returning all documentation requested in a timely manner to comply with our funding requirements and audit processes
- Help us to continually improve by evaluating and giving us feedback on the service you received
- Work in partnership with us to increase the job prospects of Sefton residents

# EQUALITY POLICY STATEMENT

Sefton@Work is a service of Sefton Council which is an equal opportunity employer and service provider.

Sefton@Work aims to ensure that all of our customers have full access to the services we provide and are not discriminated against within our procedures, practices and service delivery.

Sefton@Work complies with all relevant legislation including the Equality Act 2010.

Wheelchair users who are not able to access Sefton@Work Bootle office can access guidance at a suitable venue appropriate to their needs.

Information in Braille or in large print format and sign language interpretation is available for customers on request.

Sefton@Work promotes anti-discriminatory practices by ensuring that staff, customers and visitors are treated with dignity and respect regardless of age, disability, race, ethnicity, gender (including transgender and transsexual people), relationship or marital status, physical appearance, faith or religious belief, HIV status, language, background, and sexual orientation (because they are lesbian, gay, bisexual or heterosexual). All staff are trained in anti-discriminatory practices.

We aim to create a service where everyone is treated fairly and with respect and to promote an environment where diversity is celebrated.

Discriminatory behaviour and conduct is not acceptable and you will be asked to leave and may be refused service in the future.