

## Customer Charter

### Who are we and what do we do?

- ✓ Sefton@Work is Sefton Council's employment intermediary service for local residents and employers.
- ✓ Sefton@Work's 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 residents aged 16yrs and over (eligibility conditions apply), our offices in Bootle (Stanley Road, opposite the Strand Shopping Centre) and Southport (The Promenade, next to the Southport theatre). In addition we have a range of outreach activities and partners across the borough where the service can be accessed.
- ✓ Sefton@Work has a dedicated Employer Liaison Team that provides a bespoke, free recruitment service for local employers that supports them to create sustainable employment opportunities for the people of Sefton. Our ELT can also act as a conduit to additional support and provision from specialist organisations.
- ✓ We work in partnership with agencies including Jobcentre Plus, Connexions, People Plus, Sefton Adult Learning Service and others to ensure our service users can access all of the vacancies, services and travel costs to start work. We refer individuals to specialist agencies for specific advice e.g. for issues regarding housing, health, ex-offenders, etc.
- ✓ Our staff are highly experienced and qualified in providing information, advice and guidance services that uphold our commitment to equality of opportunity for all. Clients can drop in at any time to browse through vacancies or book time to use the online or information resource facilities. Staff will be on hand to deal with any queries.
- ✓ Clients will be offered an appointment with a Client Adviser to register, which should be within 10 working days. 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 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. For further information please contact our centres or see our website.
- ✓ We strive to continually improve our services, and we evaluate our effectiveness by follow-up questionnaires and focus groups. Feedback from these is provided regularly.

Copies of Sefton@Work'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

Sefton@Work exists to provide an IAG service for you, the customer. We value you 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 in our 'How We are Doing' evaluation every six months on our website [www.seftonatwork.net](http://www.seftonatwork.net) and social media accounts. Every year, we will review the quality of our services with you and make any necessary changes.

### We will:

- ✓ Answer the phone within 6 rings, and our staff will give you their name
- ✓ Provide a telephone 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, out 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 due to age, disability, gender, race, sexual orientation, marital status or religion
- ✓ Acknowledge any correspondence you send us within 3 working days. Respond to your complaints, letters or emails within 3 working days

### 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
- ✓ Asking you give us feedback on our services by completing a Feedback Form
- ✓ 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 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, website and social media accounts.
- ✓ Developing new ideas based on your feedback or good practice

## Our Commitment to our Customers

### 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
- ✓ Pre-employment training programmes for applicants
- ✓ Skills matching of local job-seekers against vacancies
- ✓ Information on rates of pay and training
- ✓ Advice on up-skilling existing staff and potential sources of funding for this
- ✓ 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

- ✓ Full details of the posts you wish to advertise including wage rates, hours, duration, qualifications and experience required
- ✓ Details of preferred recruitment processes
- ✓ A full commitment to equality of opportunity and non-discriminatory practices
- ✓ Feedback on unsuccessful candidates so that we can help them to prepare for future interviews
- ✓ To complete and return all monitoring and evaluation documentation in a timely manner for our records and to help us to continually improve our services

## 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 2 weeks of initial enquiry
- ✓ One to one appointments with advisers that are confidential & tailored to meet clients' 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 are available
- ✓ Each client will have an individual Action Plan to help to achieve goals
- ✓ Help with producing or updating a CV (first draft completed within 1 week of appointment)
- ✓ Workshops to improve employability e.g. interview techniques and skills, filling in application forms, covering letters
- ✓ 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 clients after they have registered to find out how we can best continue our support
- ✓ Our services are delivered in line with the Matrix guidance standards

### 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 our Acceptable Behaviour policy