

Customer Service standards: Day Opportunities



We're passionate about what we do and work hard to get to know the individuals we support – their likes, interests, needs and aspirations. We strive to deliver high quality sessions, adapting our approach and session content in order to cater for varying needs and levels of ability.

Joining our service

We aim to:

- respond to all initial service enquiries within 5 working days.
- invite you in for a service visit and follow up with you within 7 working days.
- allocate you a dedicated Caseworker who will be your personal mentor and they will work closely with you to build the right plan for you.
- explore your ambitions, goals, skills and personal needs with you in an initial assessment before you start.
- provide you with a tailored programme of attendance and activities of your choice.
- provide clear, simple and accessible information to support you.

How we will measure this:

- Monitor our referral to start data on a monthly basis
- Quality assurance checks through our internal audit
- Quarterly monitoring on impact

The support you will receive

We will provide tailored individual support to help you attend the service and achieve your goals.

We aim to:

- produce with you a support plan within your first month. This will be reviewed with your Case Worker every 6 months and an annual review with your family and/or carers.
- schedule in a weekly catch up with your Caseworker for the first month when you start with us, then every 3 months thereafter.
- provide a safe service and accessible facilities. We will prioritise the safety and health and wellbeing of our customers by regularly assessing and addressing any potential risks.

- make sure that our staff and volunteers have the right support and training they need to provide your support.
- provide choice and opportunity for activities in the centre and change our schedule on a regular basis.
- help you with volunteering, work experience and employment support if you wish.
- build your skills and confidence with the choice of staying or moving on from the service when you wish to.

How we will measure this:

- Quality assurance checks through internal audits
- Internal KPIs
- Staff training records
- Centre timetable of activities
- Monthly good news stories and social media activity
- Risk Assessment reviews
- Customer and carer/family feedback

Data Security

Papworth Trust is committed to data security and the fair and transparent processing of your personal data, which is protected and stored securely.

We will:

always ask for your permission before we share your personal data as we may agree to work with other organisations, who we believe can help and support you.

share your success only once we have received your written consent to do so.

How we will measure this:

This is reviewed as part of monthly checks

Involvement and Engagement

Involving and engaging with all customers is essential in helping us to continue to shape and improve services.

We aim to:

- ask for your feedback every quarter so we can check if the support you receive is meeting your needs.
- involve you and your families in developing our service through quarterly parent/ Carer groups.
- invite you to review the feedback we receive to help improve and develop our service and to support our 'You said – We did' boards.
- respond to complaints in 10 working days as set out in the policy and procedure and if we are not doing something right we encourage you to tell us.

How we will measure this:

- Monitor through results of our quarterly satisfaction surveys
- Consider feedback through our compliments and complaints log and review on an annual basis