

# Customer Service standards: Employment



Our employment support programmes are designed to give you the right support to achieve your true employment potential.

## Joining our service

We will help you to identify your strengths and find the right job. Don't worry if you don't feel ready for work when we first meet. It is our job to help you get ready in a way that works for you.

### We aim to:

Contact you within 2 working days to book an initial appointment once we have received your referral information

Our office services will be available Monday to Friday 9.00am to 5.00pm

### How we will measure this:

Monitor our referral to start data

## The support you will receive

We will provide tailored, individual support help you on your journey into employment or voluntary work.

### We aim to:

- explore your ambitions, goals, priorities and personal needs with you to agree an Individual Plan within 20 working days of receiving your details.
- provide clear, simple and accessible information to support you on your journey to sustainable employment.
- meet you face to face as a minimum every 10 working days to discuss your wellbeing and job goals.
- be honest with you about what you can achieve, and how we can help you achieve it.
- allocate you an individual Support Manager or Employment and Wellbeing Advisor who will be your personal mentor on our programme. They will work closely with you to build the right plan to support you find a job or volunteering opportunities.
- contact you within 1 working day to get things back on track if you miss a booked appointment while on programme and we haven't heard from you. We will work with you through any issues you have so you can continue the programme.

We will produce a next steps report pack if you are not in work at the end of your time on the programme. This will include a summary of your time on programme along with details of additional support that can be accessed to support you going forward. This activity will take place within the last 10 working days on the programme.

**How we will measure this:**

- Through monthly quality assurance checks
- Through quarterly Department for Work and Pensions/funders reporting
- Through daily customer service reports

## Moving into work

We want to make sure you have all the support in place when starting a new job

**We aim to:**

- hold a discussion regarding your initial in-work support needs when we know you are starting work.
- contact you every 10 working days to support you in your job; unless you prefer a different arrangement.

**How we will measure this:**

- Track the data and performance of sustainment rates
- Audit of a moving into work assessment
- Weekly in-work support checks completed

## 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:**

- share your data where we have a legal or contractual obligation to do so, for example with the Department of Works and Pensions. We may wish to share your information with other organisations, who we believe can help your journey into work. We will always ask for your permission before we share your personal data.
- share your success only once we have received your written consent to do so.

**How we will measure this:**

- Through monthly quality assurance 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 you every month how well our programme of support is meeting your need and if we are not doing something right, tell us. We have a clear process you can use for complaints and feedback.
- ask for your feedback every quarter so we can check if the support you receive is meeting your needs.
- invite you to review the feedback we receive to help improve and develop our service and to support our 'You said – We did' boards.

### **How we will measure this:**

- Through results of our quarterly satisfaction surveys
- Consider feedback through our complements and complaints log and review on an annual basis
- Monthly external provider satisfaction results