Education Services

Service Standards 2011/12

Our Customer Care Standards are part of our commitment to excellent service.

Education Services aims to:

Provide the highest professional standards of service to customers and partners by

- Treating everyone equally, considerately, courteously and fairly
- Respecting confidentiality at all times
- Delivering services through the provision of professional, well qualified staff
- Focusing on delivering positive outcomes for the children and young people of West Lothian.

Keep customers and partners informed of the wider developments and achievements by

- Giving them accurate, up to date information about services and how service performance meets their needs
- Regularly seeking their opinion on how we meet these standards and reporting the results to them.

Respond to any enquiry by

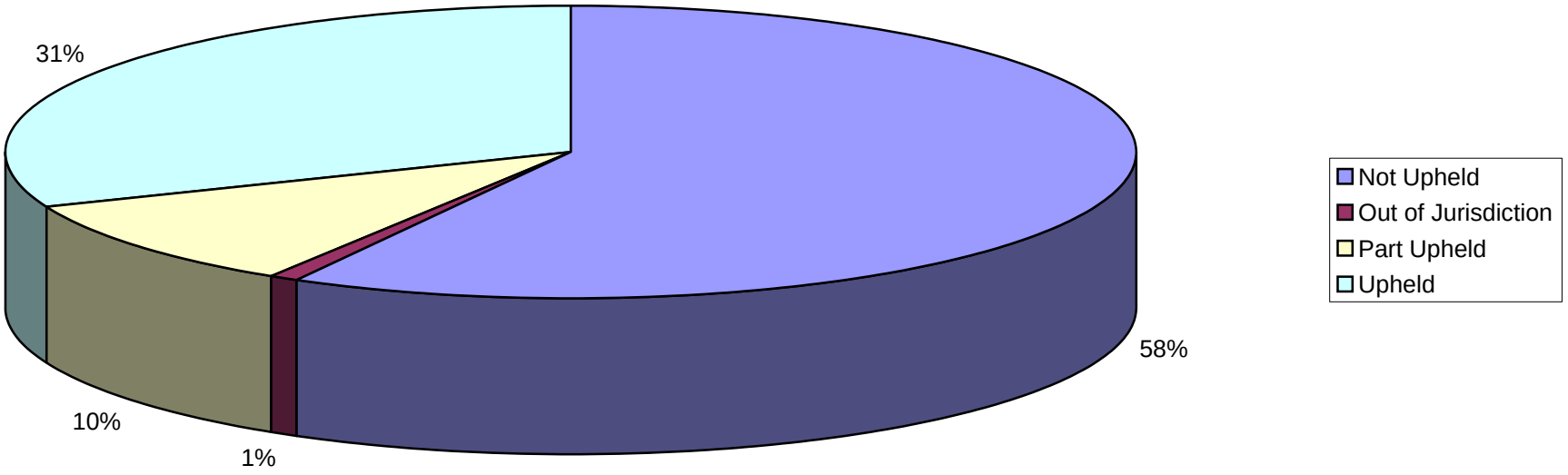
- Acknowledging all enquiries, including email enquiries, within 3 working days, either giving a direct response or a clear indication of when to expect one
- Answering the telephone within 3 rings, or when necessary ensuring that voicemail, answering machine or call divert is operational
- Attending to service requests at the first point of contact
- Being polite, friendly and approachable at all times.
- Acknowledging applications within 5 working days

Education Services Standards 2010-11

Target based on excellent – good on responses received from annual surveys and data from databases

Service Standards	Target	Results
Treating everyone equally, considerately, courteously and fairly	90%	97%
Respecting confidentiality at all times	95%	98%
Delivering services through the provision of professional, well qualified staff	90%	95%
Focusing on delivering positive outcomes for the children and young people of West Lothian	90%	93%
Giving accurate, up to date information about services and how service performance meets their needs	90%	90%
Regularly seeking customers opinions on how we meet these standards and reporting the results to them	85%	87%
Acknowledging all enquiries, including email enquiries, within 2 working days, either giving a direct response or a clear indication of when to expect one	80%	89%
Answering the telephone within 3 rings, or when necessary ensuring that voicemail, answering machine or call divert is operational	80%	73%*
Attending to service requests at the first point of contact	90%	88%
Being polite, friendly and approachable at all times	90%	92%

*Drop in performance due to a significant increase in the volume of calls following the introduction of a joint application form for School Clothing Grants and Free School Meals.

Breakdown of analysis available upon request.

Customer Care - Outcome of Complaints
April 2010 - March 2011