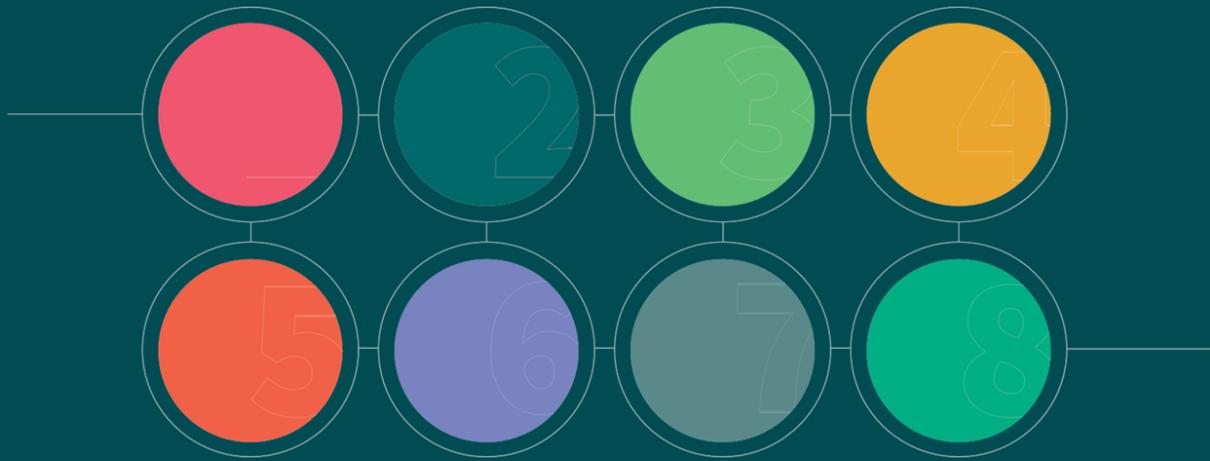


transforming your council



Finance and Property Services

Advice Shop Customer Engagement 2018/19

April 2018

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1 Advice Shop

The Advice Shop is a free, impartial and confidential service to help the people of West Lothian, the service has a clear focus to alleviate poverty, and to promote inclusion and equality through advice, assistance and advocacy.

The Advice Shop delivers different services to targeted customer groups, such as those who are vulnerable, disadvantaged and likely to be in poverty.

The work of the Advice Shop contributes to the Community Planning Partnership's priority "Minimising poverty, the cycle of deprivation and promoting equality". It does this by providing comprehensive advice to people in West Lothian who are:

- Without work or in low paid work.
- Are poor and/or fuel poor.
- Have money/debt issues.
- Have been affected by cancer or other long term conditions.
- Are over 60.

Further details are provided on the Advice Shop intranet site. Please click [here](#) to access

2 Service Standards

Service Standards set out what customers accessing our services should expect in regards to:

- communication and timeliness;
- quality and accuracy of information;
- knowledge, professionalism and attitude of our employees;
- service delivery and overall quality

The Advice Shop is committed to the highest standards of customer care. In support of this commitment we have developed the following service standards in consultation with our customers. These standards include targets which will be monitored on a regular basis and reviewed annually to ensure we continue to meet our customer needs.

Customer Enquiry Standards

We will:

- Give customers equal access to our services, through appropriate multiple contact and information methods including face to face, telephone, email, online, paper based and texting.
- Deal with all enquiries in a polite, sensitive and efficient manner.

Timeliness Standards

We will:

- Return telephone calls and texts within one working day.
- Respond to emails and letters within three working days
- See customers face to face within 45 minutes at our drop in sessions.
- See customers face to face on time at our appointment based sessions.

Advice Shop Standards

We will:

- Work with customer to provide good quality, impartial advice to support to resolve their concerns.
- Measure and monitor our appeals performance against other appeal services.
- Monitor and review our performance against our standards and publish the outcome.
- Treat personal information in a confidential manner and only share information in accordance with the Data Protection Act.

How we make sure our standards are met:

We make sure our standards are met by:

- Routinely surveying customers in a structured and segmented manner. We analyse the results of those surveys and take action to address any issues raised by our customers.
- Recording the results in our Performance Indicator system and publicise them on our intranet page.
- Recording all comments from customer surveys in our comments, complaints and compliments log. These are reviewed quarterly to identify improvements.
- Using reporting tools to monitor our service standards and identify areas of improvement such as customer waiting times.
- Recording comments from the customer surveys in our 'You said, we did' document which is published on our intranet page.
- Logging all complaints and compliments and reviewing these at monthly team meetings in order to identify lessons learned.

3 Performance against Service Standards

We measure and report our performance against our service standards on a regular basis throughout the year. Further details on performance are provided on the Advice Shop intranet site. Please click [here](#) to access.

Public Performance Reporting

Live performance results against key performance indicators are available on the Council's Public Performance Reporting website. A link is provided below:

- www.westlothian.gov.uk/article/6283/Service-and-Public-Performance-Reporting
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Customer Consultation

The Advice Shop works with its customers, partners, stakeholders and other services of the council to deliver its services in the best way possible. As an integral part of this process we regularly consult with our customers to ensure that we meet their expectations and needs on all aspects of the services provided

We feedback to all customer and stakeholders through our Annual Report. Please click [here](#) to access.

You Said We Did

The Advice Shop always seeks to ensure that services meet our customers' needs. In order to show how customers' views make a difference we undertake a "You Said: We Did" exercise after each consultation. Click [here](#) to view the results of our most recent 'You Said: We Did' exercise.

Further information on performance indicators and customer consultations can be provided on request.

4 Contact Us

Anti-Poverty and Welfare Advice Manager

■ Elaine Nisbet

- e-mail: elaine.nisbet@westlothian.gov.uk
- Phone: (01506) 282921
- Address: The Advice Shop
Bathgate Partnership Centre
South Bridge Street
Bathgate
West Lothian
EH48 1TS

Contact Details

Click [here](#) to view the Advice Shop contact page.

We aim to acknowledge general enquiries within one working day (24 hours) from the date of receipt and we aim to provide a response within three working days (72 hours) from the date of acknowledgement.

Comments and Compliments

As well as obtaining feedback through regular customer surveys, we are happy to receive compliments and comments on how we can improve our service at any time. We will keep customers informed of changes we make as a result of their comments.

To provide feedback, comments or for more information please e-mail:

- advice.shop@westlothian.gov.uk

Complaints

We are committed to providing high-quality customer services. We fully consider all complaints and use the information to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us. We will keep customers informed of changes we make as a result of a complaint.

All complaints are dealt with in line with the West Lothian Council Complaints Procedure. Full details are provided in the link below:

- <https://www.westlothian.gov.uk/media/919/How-to-Make-a-Complaint/pdf/howtomakeacomplaint.pdf>