

## JUFJ CUSTOMER CHARTER - Offer to Customers

Commitment	Indicators	Comments
We will ensure that our service is accessible to all eligible jobseekers.	<ul style="list-style-type: none"> <li>• Premises are accessible</li> <li>• Information is provided in different formats/ languages</li> <li>• Clear statement of eligibility for services available to customers</li> <li>• Welcoming, customer-friendly office</li> <li>• Appointments system</li> <li>• Drop-ins offered</li> <li>• Maximum response times set and monitored</li> <li>• Relevant policies applied e.g. Equal opportunities, DDA</li> </ul>	Purpose is not to impose specific targets e.g. for response times, but to ensure that the organisation sets targets for itself.
We will respect customers' right to privacy.	<ul style="list-style-type: none"> <li>• Private space available for one-to-one interviews</li> <li>• Staff adhere to requirements of Data Protection legislation</li> <li>• Data Protection forms completed by customers</li> <li>• Staff manual includes relevant policies</li> </ul>	
We will ensure that customers have up to date and relevant information to help them in their job search.	<ul style="list-style-type: none"> <li>• Current sources of information held</li> <li>• Staff have knowledge of relevant sources</li> <li>• Staff development: procedure in place for ensuring that staff members are</li> </ul>	This includes information about what is available to all (e.g. vacancies at Jobcentre Plus, careers advice and guidance at Careers Scotland, pre-entry guidance at colleges); information about

	<p>fully informed</p> <ul style="list-style-type: none"> <li>• Information leaflets produced for customers</li> </ul>	benefits and tax credits; information about training programmes and eligibility criteria.
<p>We will provide the most appropriate services to each customer's needs. These may include advice, assessment, action planning, access to job vacancies and aftercare.</p>	<ul style="list-style-type: none"> <li>• Written information provided to customers on service provision</li> <li>• Standard forms and procedures used</li> <li>• Staff have relevant qualifications and experience</li> <li>• Customer records include action plan and record of progress</li> </ul>	This constitutes the core offer for target groups. Guidelines for charter applicants will include definitions of services.
<p>If we cannot provide a service that customers need, we will refer them to an organisation that can.</p>	<ul style="list-style-type: none"> <li>• Staff use JUFJ Directory and/or other up-to date information about specialist services with eligibility criteria</li> <li>• Customers are referred to provision which is appropriate to their needs</li> <li>• Directory entry on JUFJ website is current and accurate</li> <li>• Organisation participates in relevant professional groups/networks e.g. JUFJ forum and/or other relevant groups such as LEND</li> </ul>	Not all organisations will be able to offer the full range of services or expertise in supporting specific target groups and therefore customers who require specialist support must be offered a referral to the appropriate service.
<p>We will provide a professional and responsive service to employers</p>	<ul style="list-style-type: none"> <li>• Database of employer contacts maintained</li> <li>• Notes of meetings kept</li> <li>• Marketing material is of good standard</li> </ul>	<p>Services offered will include some or all of the following:</p> <p>Pre-recruitment advice</p> <p>Marketing vacancies</p>

	<ul style="list-style-type: none"> <li>• Staff trained</li> <li>• Guidance materials available to support staff</li> </ul>	<p>Recruitment assistance  Support for job entrants with particular needs  Customised pre- recruitment training</p>
<p>We will engage with customers to ensure that our services are high standard and meet customer needs</p>	<ul style="list-style-type: none"> <li>• Customers are involved in service planning</li> <li>• Regular customer satisfaction surveys are applied and results applied to service delivery</li> <li>• Customers are asked to complete exit questionnaires</li> <li>• Complaints procedure in place and communicated to customers</li> <li>• Quality improvement process in place</li> <li>• Customer satisfaction measured and targets set for improvement</li> <li>• Records of meetings include action points identified and completed</li> </ul>	<p>Standard questionnaires across network?</p>