

Work & Health Programme Customer Service Standards

Customer Service Standards
When we receive your information from Jobcentre Plus we will contact you within 2 days to book a face-to-face appointment, which will take place within 10 working days.
We will send you a copy of our Customer Service Standards in your welcome pack before your initial appointment, and publish them on the Shaw Trust website.
We will explore your ambitions, goals, priorities and personal needs with you, to agree a Personalised Individual Action Plan within 20 working days of your referral from Jobcentre Plus.
If you don't attend a booked appointment or activity, we will try to contact you within 48 hours to get things back on track and sort out any problems you have so you can continue the programme.
We will help you identify a realistic 'target date into employment' at the start of the programme; and will review and update this with you at least every 13 weeks.
Your Support Manager will provide you with one-to-one support at least fortnightly while you are looking for work.
When you tell us that you have a job to start, your Support Manager will complete a "Moving Into Work Assessment" with you within 5 working days, to identify the support you need to help you stay in work.
Following your "Moving Into Work Assessment" your Support Manager will update your Action Plan within 5 working days with details of the in-work support you have agreed.
We will invite you to attend a review meeting during the final two weeks of your programme to identify suitable next steps for you to continue to progress after you complete the Work and Health Programme.
When you complete the programme, your Support Manager will produce an Exit Report showing activities completed, progress and suggested next steps. The Report will be sent to you and Jobcentre Plus within 10 working days of your completion date.