

WHP_JETS -Customer Service Standards

This sets out the activities, the frequency of those activities and the key milestones you can expect to participate in whilst receiving support from Seetec Pluss. We encourage you to familiarise yourself with these, as they are the minimum standards and commitments you should expect from us.

Activities and Milestones - we will measure the quality of our service to you on:

When we receive your information, we will attempt to contact you within 2 working days to book an initial welcome appointment.

The initial welcome appointment onto the programme will take place within 15 working days of receiving your details.

We will provide you with a copy of our service delivery standards no later than 1 working day after joining the programme.

We will complete, with the Participant, the 'Initial Action Plan' within 10 working days of the initial appointment.

We will attempt to contact you by telephone/video call as a minimum every 10 working days to discuss your progress towards work. Unless you prefer a more frequent arrangement.

If you miss a booked appointment while on programme and we haven't heard from you, we will try to contact you within 2 working days to get things back on track and seek to sort out any issues you have so you can continue on the programme.

We will produce an exit report for you at the end of your time on 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 of your participation on the programme.

Additionally, every 3 months we will ask you about your experience on Work and Health Programme Job Entry: Targeted Support (JETS). This will be done as part of your monthly Action Plan meeting with your Employment Advisor. Your feedback is essential in helping us enhance yours and others customer experience with us.

The Work and Health Programme Job Entry: Targeted Support (JETS) is co-financed by the European Social Fund. Click on the link to find out more:

<https://www.gov.uk/government/publications/how-the-european-social-fund-is-helping-you>

Document Name	WHP_JETS Customer Service Standards	Version Control	1.2
Effective Date	18/02/2022	Owner	Operations Manager
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