

Work and Health Programme - Customer Service Standards

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

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 Customer Service Standards no later than 1 working day after joining the programme.
We will complete, with the participant, the 'Initial Action Plan' within 20 working days of the referral.	We will attempt to contact you by telephone/video call as a minimum every 10 working days to discuss your wellbeing and job goals. Unless you prefer a different arrangement.	We will review and update your ambitions, goals, priorities and personal needs captured in your Action Plan no less frequently than every 4 weeks.
When we know you are starting work/self-employment we will attempt to hold a discussion regarding your initial in-work support needs.	Whilst you are working, we will attempt to contact you every 10 working days to support you in your job; unless you prefer a different arrangement	
If you miss a booked appointment while on programme and we haven't heard from you, we will try to contact you within 1 working day to get things back on track and sort out any problems you have so you can continue the programme.		

Additionally, every 3 months we will ask you about your experience on Work and Health Programme. This will be done through a survey we will send you by text / email based on your preferences. Your feedback is essential to us, to help us to further enhance yours and other customer's experience with us.