



Advice Service Promise

Standard One:

The service you receive is open and accessible

This means we will:

- Provide advice services free of charge
- Have wheelchair accessible meeting rooms available
- Visit you at your home if this suits you best
- Meet you at a time and place that is suitable for you
- Arrange an interpreter for you, if you wish
- Provide information in ways you can understand (e.g different languages)
- Make sure all our staff are friendly and approachable
- Arrange for you to look at your file if you want to
- Treat everyone fairly, no matter what your background, gender, age, religion, etc.
- We will try to make our services accessible to all people
- Meet legal health and safety requirements in our office.

Standard Two:

The service meets your needs at the right time

This means we will:

- Respond to your enquiries as quickly as we can and let you know if there will be a wait for the service

- Return your calls within 3 working days
- Carry out pieces of work within the agreed timescale
- Be on time for appointments and call you if we are going to be late
- Run a service that is available Monday to Friday 9am-5pm and can arrange an evening appointment if necessary

Standard Three:
The service is always trying to do things better

This means we will:

- Welcome your comments at any time
- Carry out surveys to check what you thought of the service, and what could be improved
- Make improvements wherever possible
- Listen to you if you are unhappy and will do our best to put things right as quickly as we can

Standard Four:
The Advice Team are able to meet your needs

This means we will:

- Provide advice on the issues you need help with (or put you in touch with other agencies that can give you advice)
- Train and support all our staff to make sure that they can give you the best advice
- Aim to support you to be able to understand things and do things for

yourself but understand that sometimes you will need us to take on the work

- Make sure that all the advice we give you is accurate and up-to-date
- Explain things to you clearly so that you can make an informed choice

Standard Five: The Advice Team will treat you with respect

This means we will:

- Be polite and respectful
- Allow you to make decisions
- Agree all work with you before we start it
- Discuss your case with you in a private meeting place
- Not give your name and other personal details to other people without your knowledge and agreement (except where we have a legal duty to do so)
- Keep all the information you give us while working with you confidential (either in a locked cabinet or safely on the computer)

Standard Six: Our team communicate with you well

This means we will:

- Listen to you
- Try to explain things to you in a way that you can understand
- Let you know clearly what we are able to help you with and keep you up to date with what is happening

- Be realistic with you (including advising when a positive outcome is unlikely or not possible), while also supporting you to exercise your rights
- Be impartial – this means we will always put your interests ahead of our own and other people’s interests (However, we cannot help you give information to the authorities which we know not to be true)

Standard Seven: Make a positive difference to you

This means we will:

- Work with you in a way that makes you feel supported
- Aim to make a positive impact on your life through the outcomes of our advice (such as more benefit money, accessing respite, help to budget etc)

How you can help us help you...

- Please be open and honest with us so we can give you full and accurate advice
- Please let us know when things change or when you receive new information about your case
- Please call us to let us know if you can no longer make an appointment
- We understand that you may be under pressure and will do our best to help you. However, if you are verbally or physically abusive we may have to stop working with you

We will check that we meet our service promise by...

- By recording your comments
- By monitoring complaints
- By asking you to take part in our evaluation surveys
- By taking part in external audits

What to do if you don't think we are keeping our promises...

- We have a formal complaints process and we will advise you of your right to make a complaint

