

Community Resources Unit Standards of Service

If you have contact with our service you can expect the following:

General Customer Care

Telephone: Our staff will answer the telephone within 5 rings promptly and supply their name and service information. We will ensure that if messages are taken staff will always follow up and get back to the caller within 2 days. On occasions where we need to make a referral callers will be given full contact details to enable them to pursue their request.

In person: Visitors to our service will be seen within five minutes of arrival.

By letter: All correspondence which requires response will be answered with 5 working days

Emails: All emails to our service will be answered within 2 working days where our corporate mail box is used.

Web Pages: We will ensure that all our web page content meets the Plain English Crystal Mark Standard.

Alternative Formats: We will respond positively to all appropriate requests to provide the following alternative formats where costs are not prohibitive:

- Translations or interpreting
- Braille
- audio
- tape,
- Large print or easy read formats.

We will endeavour to check all our written communications to ensure they reflect plain English. We will ensure a member of our team has received Plain English Campaign Training. We will never use an acronym unless we have provided a full version of the name first. We will not use jargon and we will seek to provide definitions where required.

Events: Any events we hold will be in fully accessible venues and we will always offer to provide an interpreter or a signer for deaf people.

Service Specific Standards

Grant payments: All grant payments will be made within 30 working days of a fully completed monitoring return.

Applications for Funding: When we open up a funding stream for bids we will always acknowledge receipt of completed applications within 5 working days of submission.

Sensitivity to Customer needs: We know that part of our customer base involves volunteers and people at work during the day. We will endeavour to offer evening events to cater for their needs. We also work with the Muslim community and try to ensure events do not fall on Fridays which is an important prayer day for Muslims.

Opportunities to Give Us Feedback: We will place evaluation at the heart of our service and provide at least 2 opportunities per year for formal feedback from our primary or secondary customers. We will learn from this feedback and adapt our service to improve access.

Transparency and Openness: We will be transparent and open in describing the processes by which decisions on awarding funding are made.

If you wish to complain about the service from the Community Resources Unit you should use the Council's Have Your Say Scheme details of which are on the Council's Internet Pages or through Liverpool Direct on 233 3000.

Any comments on these standards of service are welcome or any other feedback you wish to give on our service these should be addressed to:

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