

## WHAT IS OUR CHARTER AND WHY DO WE NEED IT?

This Charter sets out our commitments to you and what you can expect when accessing employment support services.

The “our” in our Charter is everyone in Renfrewshire regardless of circumstances. We want employability support services to be accessible to all and to offer the right support at the right time.

This Charter also lets you know how you can provide feedback to us or make a complaint if you feel the commitments in this Charter are not being met.

To learn more about the charter and why/how it was developed, please visit:

<https://www.employabilityinscotland.com/news-events/news/employability-customer-charter-published/>



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## HOW YOU CAN GIVE US FEEDBACK ABOUT THE SERVICES DELIVERING OUR CHARTER COMMITMENTS?

We want to encourage your thoughts and feedback.

For feedback, suggestions and complaints, you have several options:

1. You can speak to a member of staff in the organisation providing you with support, who will let you know what the process is. Staff will try to help you right away and to ensure we do better next time. We will listen, learn and improve.
2. Get in touch with the Renfrewshire Local Employability Partnership Coordinator VIA email on:  
[RenfrewshireLEP@renfrewshire.gov.uk](mailto:RenfrewshireLEP@renfrewshire.gov.uk)
3. Contact Scottish Government directly using the options below:
  - PHONE: 0800 804 8108 ,This line is open 10 am to 4 pm Mon to Friday.
  - EMAIL: [EmployabilityFeedback@gov.scot](mailto:EmployabilityFeedback@gov.scot)
  - ONLINE: Using the online form by selecting the Employability Feedback option from the drop down menu at:  
[www.employabilityinscotland.com/contact](http://www.employabilityinscotland.com/contact)If you are still unhappy please contact the independent Scottish Public Services Ombudsman (SPSO) by visiting [www.spsso.org.uk](http://www.spsso.org.uk) or call the Freephone helpline on **0800 377 7330**.

# What can I expect from Employment Support Services in Renfrewshire?



## Renfrewshire Customer Charter





A service that treats you with dignity and respect



We're here to help you get the support you need as an individual

This means that employment support services will:

1. Be patient, kind and consider how you might feel
2. Listen to you, treat you as an individual and respect your privacy
3. Treat you fairly and without discrimination regardless of your circumstances.
4. Make sure services are accessible, and make adjustments to processes or ways of working to meet your needs
5. Ensure staff are knowledgeable about the challenges people face and have awareness of different needs of individuals
6. Work with employers to make sure you have the best start possible in your new job and continuing support if you want it

You can help us by:

7. Treating staff with fairness, dignity and respect
8. Telling us if you have particular access or cultural needs – we'll do our best to meet them or find you support that can



A service that works for you

Our services will be designed with users so that we can make sure they're fit for purpose

This means that employment support services will:

1. Actively seek your feedback to learn and continually improve our services
2. Make changes where needed to ensure you receive the best service possible
3. Involve people who use the service in measuring how well it works
4. Ensure staff and organisations learn from each other, and that effective ways of working are shared across Scotland
5. Make sure staff are well trained and knowledgeable so they can support you effectively
6. Encourage people working in services to speak out when they feel something could be made better
7. Build trust by being open and transparent, making it clear what changes have been made as a result of feedback

You can help us by:

8. Work with us to understand your circumstances - Being open and honest to help agree the best way forward for you



A service that learns and improves  
We will encourage feedback and empower organisations to deliver the best service possible

This means that employment support services will:

1. Make services easy to find and engage with
2. Recognise your existing experience and work with you on your own individual journey towards suitable and fair work
3. Recognise your own goals and interests and support you along a route that suits you
4. Work with you to find other relevant support available if you want or need it
  - a. Make communications and processes as simple and as clear as possible by testing them with the people who will use them
5. Give you flexibility over how you want to engage with services
6. Work in partnership with services and other organisations to make sure we have the right expertise to help
7. Work to embed this Charter across services and organisations working to deliver employment support

You can help us by:

8. Work with us to understand your circumstances - Being open and honest to help agree the best way forward for you