

West Euston Partnership One Stop Shop (full) Statement of Service

Introduction:

The West Euston Partnership's One Stop Shop is an advice centre and community resource providing professional, confidential and impartial advice on employment, training, education and careers. It is also an outlet of Camden council's "Camden Working" programme. The One Stop Shop is overseen by West Euston Partnership (as a directly-managed project) and its training, employment & careers advice services/staffing are funded by the following sources of revenue: Camden Council's *Culture & Environment* and *Children, Schools & Families* directorates, a *NextStep* (Information, Advice & Guidance for 17+ yr olds) contract (Learning & Skills Council funded) and Camden council's 'Recovery Fund' (which supports the Camden Working Information, Advice & Guidance project).

The services of the centre are free to eligible users and are available to all adults aged 20+ living in the West Euston neighbourhood and to those who either live, study or work in a London borough. Young people aged 13-19 (up to 25, with a learning disability) who live or study in the southern part of the borough of Camden can see a Connexions Personal Advisor based at the centre. People who live in Camden and are unemployed are eligible to be given one-to-one training, employment and careers support through the 'Camden Working Information, Advice and Guidance Project (CW IAG, for anyone aged 16+).

Users who are Camden residents (unemployed) and those living in West Euston area are given priority access to the services on offer.

What can we offer and the information we hold:

- ▶ Drop-in access on Mon/Tues/Thurs/Fri to information/advice about further/higher education and local training courses (and a library of college/university prospectuses/careers reference books).
- ▶ One-to-one careers guidance, job-search support, including CV/cover letter and application form help by appointment (eligibility criteria applies).
- ▶ Free access to the Internet and email facilities (for clients competent in basic IT skills) to search and apply for vacancies/courses, etc, by appointment.
- ▶ One-to-one careers guidance for young people aged 13-19 by appointment and at selected community outreach venues in Camden (up to 25 years old if they have a learning difficulty).
- ▶ One-to-one 'NextStep' Information, Advice & Guidance (IAG) interviews for adults (aged 17+) by appointment and one-to-one careers advice (to those aged 16+) through the Camden Working IAG project.
- ▶ Information about job vacancies (supplied by VT Plc/Connexions) for young people and where/how to look for jobs (for adults & young people).
- ▶ Local community information about services, groups, activities and events.
- ▶ Information on local volunteering opportunities.
- ▶ Information on international qualifications (*Global Qualifications*) and their UK equivalents (through UK NARIC online service).
- ▶ Careers guidance, CV creation and funding resources software packages (e.g. Adult Directions, Odyssey, KeyClips; FunderFinder) for use by appointment.
- ▶ Sign-posting & referral information on services for small businesses and schemes benefiting SMEs.
- ▶ Information about other specialist agencies (such as law centres, CABs, health groups, etc) for sign-posting & referral purposes.

The information stock held is monitored and maintained so as to ensure it is kept current and relevant to users and staff.

Our contact details:

The Centre is open for drop-in callers and appointments on Mon, Tues, Thurs and Fri: 10am – 1pm & 2pm – 4pm. There will be someone available on the main number to answer general enquiries and book appointments during these times. Clients can access the WEP One Stop Shop's advisor services on Wednesdays by appointment only.

Note: Computer bookings are not available on Wednesdays.

Our address:

West Euston Partnership Camden Working One Stop Shop
Corner of Hampstead Road & Robert Street
London NW1 3ED

Transport links:

The nearest tube stations to us are either Mornington Crescent (Northern line) or Euston Square (Circle, District, Hammersmith & City). Also, Warren Street and Euston tubes. We are also accessible by the 10, 18, 24, 27, 29, 30, 73, 134, 88 and C2 Bus routes.

Enquiries:

Tel: 020 7388 6007 (reception and advisor appointment bookings)
020 7383 5825 (manager – direct line)
020 7388 8303 (Lead Connexions Personal Advisor for young people – direct line)
Fax: 020 7388 8091
Address email enquiries to: wep@camden.gov.uk
or to the manager at
kay.griffiths@camden.gov.uk
Web: www.westeustonpartnership.co.uk

If all staff members are busy with clients or on other telephone lines, telephone callers are welcome to leave an answer-phone/voicemail message leaving their name/telephone number and a member of staff will return the call within 2 working days. Requests for information submitted by phone, email or in writing will be responded to within 5 working days.

Eligibility:

You are eligible to use most of the services of the One Stop Shop if you are a 16+ adult and live in West Euston (part of LB Camden's Regents Park ward) or you live, work or study in a London borough.

If you are a young person aged 13-19 and live or attend school in the south Camden area, you are eligible to use the One Stop Shop's services and see a Camden Youth & Connexions Service Personal Advisor (PA). They offer appointments and support to young people who live or attend school in Camden. Those 13-19 year olds resident in the neighbourhoods of West Euston and Camden Central will be given priority attention. Other young people will be referred to a Personal Advisor based in their home area.

What the client can expect from us:

Clients of the One Stop Shop can expect an impartial, confidential, professional and courteous service, whereby the client's requirements will be considered and acted upon with the most appropriate course of advice and information possible. The client can expect all personal information exchanged during an interview to be kept confidentially in accordance with the Data Protection Act, and records of the interview will be available for the client to view at their request at any time.

All advisor interviews will be conducted in accordance with the principles of good quality IAG, which are:

- **Accessible and Visible** - IAG services that are recognised and trusted by clients have convenient entry points from which clients may be signposted or referred to the services which most closely meet their needs and are open at times and in places which suit clients' needs.

Professional and Knowledgeable - IAG frontline staff will have the skills and knowledge to identify quickly and effectively the client's needs. They will have the skills and knowledge either to address the client's needs or to signpost or to refer them to suitable alternative provision.

Links between IAG services are clear from the client's perspective and, where necessary, clients are supported in their transition between services.

Availability, Quality and Delivery of IAG services - targeted at the needs of clients, and be informed by social and economic priorities at local, regional and national levels.

Diversity - there should be diversity in the range of IAG services which will reflect the diversity of clients' needs.

Impartial - IAG services which support clients to make informed decisions about learning and work, based on the client's needs and circumstances.

Responsive - to the present and future needs of clients.

Friendly and welcoming IAG services which encourage clients to engage successfully with the service.

Enabling services which encourage and support clients to become lifelong learners by enabling them to access and use information to plan their careers.

Learning and work - IAG services will support clients to explore the implications for both learning and work in their future career plans.

- **Awareness** - young people and adults will be aware of the IAG services that are relevant to them, and have well informed expectations of those services.

Our Information, Advice and Guidance advisors are appropriately qualified and/or working towards a nationally recognised NVQ Level 3 qualification or equivalent (or higher). Other staff (such as managers and front-line enquiries staff are appropriately trained and supported in their roles).

A summary of our Statement of Service prominently on display in the One Stop Shop. Clients can have a copy of the full statement of service by simply asking a member of staff. The full statement is also available on the website (www.westeustonpartnership.co.uk). The statement is reviewed annually or as required by changes in legislation.

How we can act on the client's behalf:

The One Stop Shop advisors can provide the client with relevant information and advice and guidance and set out different possible options in response to client requirements and enquiries. Final decision-making is the responsibility of the client, in terms of choosing which course of action they would like to pursue; for example, selecting one particular college course over another. With the client's consent, we will happily contact relevant organisations on his/her behalf, to find out more information or to refer the client directly to another organisation/agency through arranging an appointment.

At all times the One Stop Shop endeavours to operate with the best interests of the client being put first.

Limitations of our service:

The One Stop Shop is unable to provide expert legal, immigration, benefits or housing advice, or advocacy in these matters. We will however endeavour to usefully sign-post or refer clients to the most appropriate agency/organisation for their needs.

What we can expect from the client:

If you receive significant information or advice or guidance at the One Stop Shop you will be asked to fill out a client registration form asking you for some details about yourself. This is not compulsory but important for us as it contributes to our client monitoring system and will help us to sustain and improve the services that we offer. Funders ask us to maintain statistics on the number and profiles of our service users. The information gathered will be kept secure and in accordance with the Data Protection Act regulations. If you do leave your name and address and/or telephone number, *and give your permission*, you may be contacted in the future when we are assessing levels of customer satisfaction with the services we offer. You are welcome to say that you do not want to be contacted by us for this purpose.

The One Stop Shop expects:

- the client to respect the right of other users or staff members of the shop to carry out their work free from distraction or harassment
- the client to be punctual for advisor appointments
- the client give advance warning if unable to attend an advisor appointment
- the client to abide by the rules of the One Stop Shop equipment and facilities and Code Of Conduct (on display in the shop)

How clients can help us improve our service:

Any constructive feedback from clients can help us to improve our service. If you can, please contact us to say how our advice worked for you, tell others if we have been able to help you, and tell us about any aspect of our service that you are not happy with or think could be conducted more effectively as this will help us to improve our service.

If you leave your details with us by completing a client reg. form (and have given your permission to be contacted) you may be sent a 'User Comment Form' in the course of a feedback survey. Completing (5 – 10 mins) and returning this will help us to understand how we might improve the services of the One Stop Shop. Clients can also simply ask for, and complete, a comment or suggestions form and hand it in whilst at the Shop.

If you would like to compliment, comment on or complain about any aspect of the service you have received: ask for and complete a 'feedback form or write to:

Kay Griffiths (Manager, One Stop Shop)
Corner of Hampstead Rd & Robert Street
London NW1 3ED

kay.griffiths@camden.gov.uk

Your complaint will be taken seriously and you will receive a response within 5 working days. The One Stop Shop and London Borough of Camden have in place set complaints procedures. Policy documents are available to the public upon request.

Access to information and publicity material:

Other than talking with an advisor, information is available to clients through traditional paper-based sources (leaflets, books, prospectuses etc) and through electronic media such as the Internet, CD-ROMs, computer software etc. The majority of information is presented in English language, though some leaflets are available in other languages (e.g. Arabic, Bengali and Somali). Information in other languages can be ordered/downloaded upon request. Aids are available to help increase print-size for the visually impaired. The One Stop Shop makes every effort to ensure its services are accessible to everyone, including people with a disability. The building is subject to regular reviews and a plan of continuous improvement in terms of accessibility issues.

Publicity material explaining the services of the One Stop Shop is available for clients as paper leaflet/flyers, and also on the Internet at www.westeustonpartnership.co.uk. The web-based information available on this site complies as much as possible with W3C (World Wide Web Consortium) accessibility guidelines.

Third Party Involvement:

The One Stop Shop sometimes offers additional advisory services to the public through partnership working with other agencies (such as the local Pension Service and other, locally-based advisory projects). If a client wishes to submit feedback on the services offered through one of the above third parties, they can do this through the One Stop Shop's suggestions, compliments and complaints system and/or through the official feedback systems established within the third parties' parent organisations. Third parties may collect data about information and advice given at the One Stop Shop in order to satisfy their own organisations' monitoring and funding requirements. At all times clients have the right to request a copy of any information held about them by third parties.

This Statement of Service is updated annually or as required by changes in legislation.
(Reviewed July 2009)