

Homelessness

Customer Care & Service Standards



Falkirk Council
Corporate & Neighbourhood Services

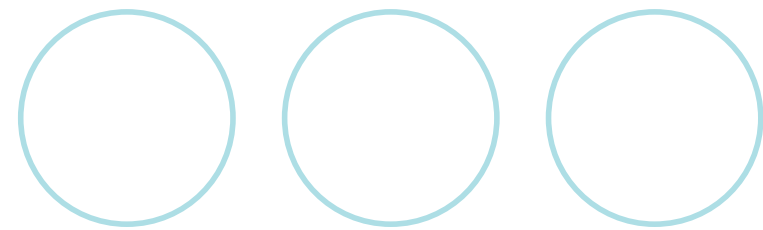


Our Aims

- ◆ Our aim is to provide a high quality homelessness service to you 24 hours a day, 365 days a year
- ◆ We actively seek to promote social inclusion in all our activities and to work in partnership with you and other service providers to resolve your housing problems promptly
- ◆ We welcome the diversity within our customer base and acknowledge the wide variety of needs and aspirations of all our client groups.

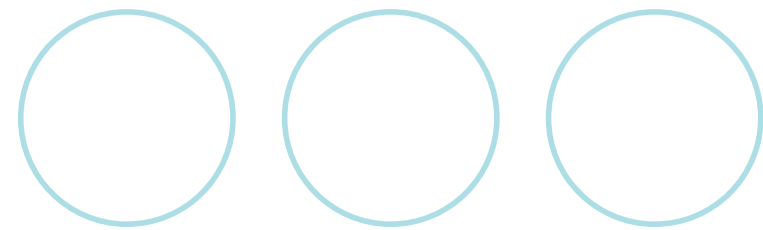
Our Customers are:

- ◆ People who are homeless or at risk of becoming homeless.



Service Standards

- ◆ We will produce all written material in plain English
- ◆ We will continually train all staff at the Accommodation Resource Centre (ARC) on our Customer Care Standards to enable them to communicate clearly and effectively
- ◆ We will contact other agencies on your behalf if you ask us to
- ◆ We will make sure that any personal information about you or your family is kept confidential
- ◆ We will visit you at home or at a place suitable to you if it is difficult for you to get to our office
- ◆ We will ensure that we can provide you with information in a format that you can understand
- ◆ We can provide translation and interpreting services if English is not your first language
- ◆ We can provide information in alternative formats if required, for example Braille, Large Print or Audiotape
- ◆ We will ensure that our staff and our contractors carry identification when they visit you
- ◆ We will give you advice and information about other services that may be able to help you
- ◆ If you move into temporary accommodation, we will visit you within one week and agree with you how often we will visit from then on
- ◆ We will explain all decisions we make about your case
- ◆ You can ask us to review our decision about your housing situation. For more information please see our leaflet "Homeless Appeals Process" which is available from the Accommodation Resource Centre or from our website www.falkirk.gov.uk
- ◆ If you are unhappy with any offer(s) of housing you receive, you can ask to have the situation looked at again. For more information please see our leaflet "Housing Allocations - Appeals Process" which is available from the Accommodation Resource Centre or your local Neighbourhood Office/One Stop Shop.



Customer Care Code of Practice

- ◆ We will treat you politely, helpfully and with respect
- ◆ We will deal with any enquiry from you immediately if possible. If this is not possible, we will give you an answer within a timescale we agree with you
- ◆ We will send a reply to any letter or email we receive from you within 7 working days, and if we cannot reply fully within that time, we will tell you why
- ◆ We will assess your homeless application within 28 days of the date of your application. However this may take longer depending on the circumstances of your homeless application
- ◆ We will answer telephone calls from you promptly (within 10 rings). Staff will be polite and give their name. We will try to deal with your enquiry immediately. If this is not possible, we will tell you the name of the member of staff dealing with your enquiry and when you can expect to receive a return phone call
- ◆ If the person you want to speak is not available when you call they or another member of staff who knows about your case will call you back within 24 hours
- ◆ An assessment officer will see you as soon as possible, either on the day that you approach us or the next working day
- ◆ We will try to make sure that the same member of staff deals with your case from start to finish
- ◆ You can be interviewed by a member of staff of the same sex as you
- ◆ You can bring a friend, relative or support worker along to your interview
- ◆ Discussions and interviews will be held in private
- ◆ We have a formal process you can follow if you wish to make a complaint. See our complaints procedure on page 6.
- ◆ You can access your personal information under the Data Protection Act 1998
- ◆ You can access any other information about our service on request or through the Freedom of Information (Scotland) Act 2002
- ◆ You will receive an apology if any member of staff at the Accommodation Resource Centre makes a mistake.

We Expect You:

- ◆ To let us know if you cannot keep an appointment
- ◆ Not to abuse, threaten or harass our staff or contractors and to prevent members of your household or visitors from doing so
- ◆ To give us access to any temporary accommodation that you occupy to inspect or carry out repairs, servicing or safety checks
- ◆ To let us know if your situation changes.

How to comment on our service

- ◆ We aim to provide high quality services for you. To help us do this we need to know what you think about the service you receive. This helps us to improve our services for you in the future.
- ◆ You can make suggestions, comments or complaints by contacting a member of staff at the Accommodation Resource Centre.
- ◆ Of course we hope that you are happy with the service that you received from the Accommodation Resource Centre, but if not then you have the right to complain.



Homeless Customer Care & Service Standards

How to make a complaint

We suggest you first contact the member of staff who provides the service to you because they can usually sort out the problem quickly and to your satisfaction.

If you are not happy with the response you get, you can ask the Manager of the team to investigate your complaint.

You can make the complaint in person, by phone or in writing.

You can also collect a leaflet (which includes a complaints form) from the Accommodation Resource Centre or any of our Neighbourhood Offices and One Stop Shops. You can also get this information from Falkirk Council's website www.falkirk.gov.uk

We can help you put your complaint in writing if you wish.

Whichever way you choose to contact us, we will get back to you with a response within 7 working days.

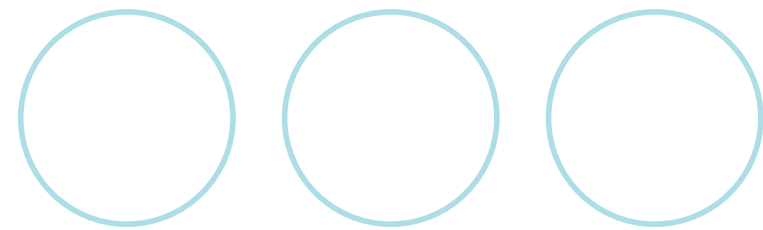
If you are still not happy with the response, you should write to the Director of Corporate & Neighbourhood Services at the address below:

Director of Corporate & Neighbourhood Services, Municipal Buildings, West Bridge Street, Falkirk, FK1 5RS.

Or by email to:-
director.ccs@falkirk.gov.uk

The final stage of Falkirk Council's complaints procedure is to write to the Chief Executive who will review the matter and respond to you.

If you have gone through all stages of our complaints procedure and are still not satisfied, you may wish to take your complaint to the Scottish Public Services Ombudsman for final independent arbitration.



Independent Advice

At any time during your homelessness assessment you can get independent advice from a solicitor, the Citizens Advice Bureau or Shelter.

Monitoring and Reporting

So that we can improve our services and learn from things that we got right in the past, we will monitor our performance to ensure we are achieving our service standards.

To do this we will:

- ◆ Carry out regular checks to ensure standards are being met
- ◆ Carry out service satisfaction surveys
- ◆ Encourage customer feedback
- ◆ Review our policy and standards on a regular basis to ensure we deliver an excellent customer service
- ◆ Report our performance and progress in meeting the customer care service standards.

Advice and Support Agencies

Falkirk and District Women's Aid
4 Wellside Place
Falkirk FK1 5RL
Tel: 01324 635661

Falkirk District Association for Mental Health
The Victoria Centre
102 Thornhill Road
Falkirk FK2 7AE
Tel: 01324 629955

Shelter
Tel: 0808 800 4444

Can give free, independent and confidential advice on all housing matters.

Citizens Advice Bureaux

Falkirk CAB
27 - 29 Vicar Street
Falkirk
FK1 1LL
Tel: 01324 611244

Denny and Dunipace CAB
24 Duke Street
Denny FK6 6DD
Tel: 01324 823118

Grangemouth and Bo'ness CAB
1 Kerse Road
Grangemouth FK3 8HW
Tel: 01324 483467

Contact List for the Accommodation Resource Centre and Neighbourhood Offices/One Stop Shops

Accommodation Resource Centre

21-25 High Street
Falkirk
FK1 1ES
01324 503600
Freephone 0800 587 4440

Bo'ness One Stop Shop

24 East Pier Street
Bo'ness
EH51 9AB
01506 778899

Denny One Stop Shop

Carronbank House
Carronbank Crescent, Denny
FK6 6GA
01324 504050

Callendar Square One Stop Shop

Callendar Square
Falkirk
FK1 1ZF
01324 506868

Grangemouth One Stop Shop

5 York Lane
Grangemouth
FK3 8BD
01324 504550

Camelon One Stop Shop

256 Main Street
Camelon, Falkirk
FK1 4DY
01324 503640

Stenhousemuir One Stop Shop

398 Main Street
Stenhousemuir
FK5 3JR
01324 503340

Dawson Centre

David's Loan
Falkirk
FK2 7RG
01324 501450

If you would like this information in another language, Braille, LARGE PRINT or audio please contact the ARC or one of our Neighbourhood Offices or One Stop Shops.

اذا كنت تحتاج لهذه المعلومات بلغة أخرى، بربيل، أحرف مكبرة أو لغة إشارة، فارجوا منكم الاتصال بمركز الإسكان أو واحد من تيوبز هود أوليمبيز / رين ستوب شوبس. هناك قائمة بأرقام الهواتف و العناوين مفصلة في نهاية هذا الكتيب.

اگر آپ کو یہ معلومات کسی دوسری زبان، بربیل، بڑے حروف یا اشاریہ کی ضرورت ہو تو براہ کرم ARC یا کسی ایک نوبل ایئر اسٹاپ شاپ سے رابطہ کریں۔ اس کی ایک فہرست اور تمام ایئر اسٹاپ شاپس کے پتے اس کتابچے کے آخر میں دیے گئے ہیں۔

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸ਼ੁੱਧ ਕਰਕੇ ਐਕਮੋਡੇਸ਼ਨ ਰਿਸੋਰਸ ਸੈਂਟਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

如果你希望獲得此份表格的其他語言譯本，凸字印刷，大號字體或錄音帶，請與 Accommodation Resource Centre 或 Neighbourhood Offices/ One Stop Shops 聯絡。在這本小冊子的末頁有一份聯絡地址和電話號碼。