

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

### **Introduction:**

The West Euston One Stop Shop is an advice centre and community resource providing professional, confidential and impartial advice on Employment, Training, Education, Careers and Welfare Benefits. The One Stop Shop is overseen by West Euston Partnership and the *Information, Advice and Guidance* (IAG) is funded by Camden Council. The IAG and Connexions services are free to those who live, study or work in Camden, and the National Careers Service and Pensions Advice services are open to all from the Greater London area. All services are prioritised for users who are unemployed and/or from a disadvantaged group.

### **What can we offer and the information we hold:**

- Free use of computers, the Internet and email for job search
- Job search support, including CV/cover letter and application form help IT help when necessary
- Help searching and applying for vacancies/courses
- Drop-in access to information/advice about further/higher education and local training and job opportunities
- A library of college/university prospectuses/careers reference books
- One-to-one careers guidance for young people by appointment
- One-to-one Information and Advice sessions for adults by appointment
- After school study support and IT courses
- Local community information about groups, activities and events
- Information on volunteering opportunities
- Library of information on services for small businesses and schemes benefiting social enterprises

*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 and 2pm - 4pm. There will always be someone available to answer enquiries during these times. Clients can access the One Stop Shop's advisor services on Wednesday 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

*We will be moving to our new offices in March 2014:*

*West Euston One Shop  
29 - 31 Hampstead Road  
London NW1 3JA*

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

**Enquiries:**

Tel: 020 7388 7932 (Reception)

020 7383 7932 x 201 (Sharon Gordon, Director)

020 7388 7932 x 202 (Diana Young, Well London Coordinator and Ashley Barrett, Well London Young Apprentice)

020 7383 7932 x 203 (Tony Louki, Partnership Coordinator)

020 7388 7932 x 205/ x207 (David Jones and Penny Conlin, advisors for young people)

020 7383 7932 x 206 (David Hermanstein, IAG adult advisor)

020 7383 7932 x 208 (Myriam Rees, Healthy Communities Project Coordinator)

Fax: 020 7388 6007

If all staff members are busy with clients or on other telephone lines, telephone callers are welcome to leave a message with their name and telephone number and a member of staff will return the call within 2 working days. Requests for information submitted by phone, the enquiry form via our website or in writing will be responded to within 5 working days.

**Eligibility:**

You are eligible to use the services of the One Stop Shop if you are an adult and live in West Euston (see map) or you live, work or study if any of the following London boroughs:

- Camden
- Islington
- Westminster
- Kensington and Chelsea

If you are a young person aged 13-19 and live or attend school in Camden, you are eligible to use the One Stop Shop's services and see the Camden Connexions Service Personal Advisors. They can offer appointments and support to young people who live or attend school in Camden. Out-borough 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 interviews will be conducted according to the following Guidance Council principles:

**Impartiality:** all options relevant to you will be discussed and your best interests are central to the advice and guidance process

**Confidentiality:** nothing from the guidance interview will be discussed with anyone else without your permission

**Individual Ownership:** you are in charge of the direction of a guidance interview

**Equality of Opportunity:** the careers advisor will not treat you in a discriminatory way and will encourage you to fulfil your potential and overcome barriers

**Transparency:** you have a right to understand everything that is said during an interview and the careers advisor has a duty to communicate clearly

**Accessibility:** you should be able to find and reach the service easily  
Our Information, Advice and Guidance workers are appropriately qualified and/or working towards a nationally recognized NVQ Level 3 qualification or equivalent, and adhere to the codes of practice of the Central London IAG Network (copies of which are available from a member of staff).

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 Internet ([www.westeustonpartnership.co.uk](http://www.westeustonpartnership.co.uk)). The statement is reviewed annually.

**How we can act on the client's behalf:**

The One Stop Shop advisors can provide the client with relevant information and advice 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 legal or housing advice, or advocacy in these matters. We will however endeavour to usefully refer clients to the most appropriate agency/organisation for their needs.

**What we can expect from the client:**

If you receive information or advice from the One Stop Shop you will be asked to fill out a single side form asking you for some details about yourself, or, for a brief transaction, you may be asked to leave your name, address and ethnicity in our Visitor's Register. This is not compulsory but contributes to our client monitoring and will help us to sustain and improve the services that we offer. 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 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 (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 tell 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 our monitoring form or visitors. register you may be sent a User Satisfaction Questionnaire. Completing (5 – 10 minutes) 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 a copy, complete the questionnaire and hand it in whilst at the shop. If you would like to complain about the service you have received please ask for and complete a User Satisfaction Survey or write to:

Sharon Gordon, Director  
West Euston Partnership One Stop Shop  
29-31 Hampstead Rd  
London NW1 3JA  
[sharon@westeuston.org](mailto:sharon@westeuston.org)

If you have a complaint please let us know by contacting us on the details above. Your complaint will be taken seriously and you will receive a response within 15 working days. Our complaints procedure is on our website or you can ring for a copy.

**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 digital 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 (notably Bengali and Somali). Information in other languages can be ordered/downloaded upon request. Publicity material explaining the services of the One Stop Shop is available for clients as a paper leaflet/flyers, and also on the Internet at <http://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:**

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.*

**Client Confidentiality/Data Security:**

The West Euston Partnership One Stop Shop is committed to respecting and upholding the confidentiality of its clients. No information about an individual will be shared with another party without the permission of the person concerned. Files (electronic n paper) on service users are kept confidential and secure. All staff are required to adhere to set data protection procedures. With regard to data security, IT systems are regularly updated in terms of anti-virus protection and encrypting software.

January 2014