

'Always Welcome'

Organisation Self Assessment

Organisations in the Linker Network are committed to ensuring that when people access services they feel welcome and supported. So we can all feel confident that people and families are getting a consistently positive experience from every organisation in the Network, we each need to ensure that we are demonstrating our commitment to a culture of 'always welcome'.

Answer the questions below it identify any potential areas for improvement within your organisation (this activity is best done with a small team of people). **Please note:** This check list is intended to be generic in nature, use your professional discretion when answering questions, for example it might not be appropriate for some services to be recognisable from the street:

Assessment Conducted By: On this date:

Key: NA=Not Applicable, ME=Meets Linker Expectations, CBI=Could Be Improved

EXTERNAL

- Is your service clearly visible and recognisable from the street? NA MLE CBI
- Does the exterior of your service present as inclusive and welcoming?..... NA MLE CBI
- Is the physical access to your service inviting and welcoming? NA MLE CBI
- When your service is closed, is there clear and meaningful options for people seeking assistant? NA MLE CBI

INTERNAL

- Are there suitably skilled staff available to greet people entering your service? NA MLE CBI
- Does the interior of your service present as warm and welcoming?..... NA MLE CBI
- Is the design and decoration of the interior physically and culturally appropriate for your clients?..... NA MLE CBI

TELEPHONE

Does the organisation have clearly established polices and processes for answering the phone? NA ME CBI

Are staff inducted and trained in how to answer the phone in a welcoming manner?..... NA ME CBI

If there is no one there to answer the phone do you have a clear and helpful messaging system? NA ME CBI

STAFF

Are customer service standards and expectations made clear in position descriptions? NA ME CBI

Do staff received induction, training and supervision in providing the 'always welcome' approach?..... NA ME CBI

Does management promote/model a culture good customer service?..... NA ME CBI

OUTCOMES

List each the items identified as 'Could Be Improved' and what reasonable steps your organisation can take improve:

Item Required Improvement

Actions to be Taken

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