



### With YOU, For YOU Process

- To listen to our customers, identify their goals and to begin to provide flexible solutions and support to achieve this within 21 days.

#### **I need a service?**

Anyone can contact Partner Agencies directly regarding their support needs. If you are already in receipt of support, then the Partner Agency will work **With YOU** to ensure that all appropriate agencies are involved **With YOU** meet your support needs.

If you are not currently receiving support, you can still contact the Partner Agency that you feel is the most appropriate **For YOU** directly. Contact details of partner agencies are published locally in the Shetland directory and on SIC, NHS and Voluntary sector websites.

First Point of contact **For YOU** exists as an independent customer centre. This is the contact point for people who do not know which agency to approach. The First Point **For YOU** is there for anyone who needs help or information for themselves or on behalf of someone else.

If you are a new customer contacting First Point For You, you will be asked to give some basic information to allow the First Point For You to identify the most appropriate agency to assist with your request.

If you are an existing customer contacting First Point of contact **For YOU**, your details will be checked to ensure all information is relevant and up to date and your co-ordinator **For YOU** will be notified of any changes.

#### **Check system for existing customer**

The person receiving the request will check the information system to see if you are already known.

If you are an existing customer, they will open your record, if you have a co-ordinator, you will be directed to your co-ordinator.

If you do not have a co-ordinator, but have previously had services, your information will be updated and you will be directed to most appropriate person.

If you have not previously had services, a new record will be created, your information will be entered on our system and you will be directed to the most appropriate person.

Your information is held on the system and shared, **with your consent**, to allow us to:

- Meet your needs quickly

- Have access to the most up to date information
- To avoid repetition of information for you

### **Discuss request with customer**

This person will discuss your needs in more detail to establish:

- If they are the right person to continue to work **With Y😊U**
- If not they may need to pass on your details to someone who is and if they need to meet **With Y😊U**

### **Identify Co-ordinator For Y😊U**

It is at this point that you will agree who your co-ordinator will be (choice may be limited e.g. some services in Shetland are delivered by one person).

The coordinator may change during the process, however whoever holds the role is responsible for the delivery of your plan.

### **Meeting with Customer**

During a meeting **With Y😊U** relevant information will be gathered to find out what your goals are. What you need to help you meet those goals and to create an agreed plan<sup>1</sup> to deliver the support you need.

Depending on your situation there may be other partner agencies invited to the meeting.

This information will be recorded using Understanding **With Y😊U**.

### **Implementing the Plan**

Your co-ordinator will implement your agreed plan or liaise with other partner agency to ensure your plan is put in place as quickly as possible.

Your agreed plan will be reviewed regularly. This will be arranged by co-ordinator **For Y😊U**.

### **Feedback**

First point of contact will be carrying out customer feedback and on day 22 you will be called to find out if you were happy with the service provided.

First point of contact will record your experience, with your consent and this will be fed into our quality assurance process.

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