



lwetb

Bord Oideachais agus Oiliúna
an Longfoirt agus na hIarmhí
Longford and Westmeath
Education and Training Board

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Longford and Westmeath Education & Training Board

Customer Service Action Plan

Introduction

Longford Westmeath Education and Training Board (LWETB) provides a comprehensive range of education and training services throughout Longford and Westmeath delivering education and training programmes through second-level colleges, Further Education and Training Centres, Outdoor Education and Training Centre, Adult Education programmes, Community Education initiatives and Youth Services. LWETB aims to lead learning through the delivery of high quality, inclusive, responsive and innovative services in our community.

Purpose

LWETB is committed to providing the highest levels of service to all our customers in accordance with the principles of Quality Customer Service. The delivery of effective, quality Customer Service is a priority for LWETB. The LWETB Customer Charter and Action Plan have been developed in line with the government policy on Customer Action Plans and Charters: Guidelines for Preparation in support of the Quality Customer Service (QCS) Initiative.

Our Customer Service Action Plan sets out how we intend to provide our customers with the highest possible level of service. It outlines our commitment to the provision and delivery of customer service in accordance with the twelve principles of Quality Customer Service and the corresponding actions LWETB will undertake in this respect. Our services are delivered through a wide range of contact points and channels including, telephone, email, in person, public offices, websites and written correspondence. LWETB is committed to providing a quality service to all its customers through these channels within a culture of continuous improvement at all levels.

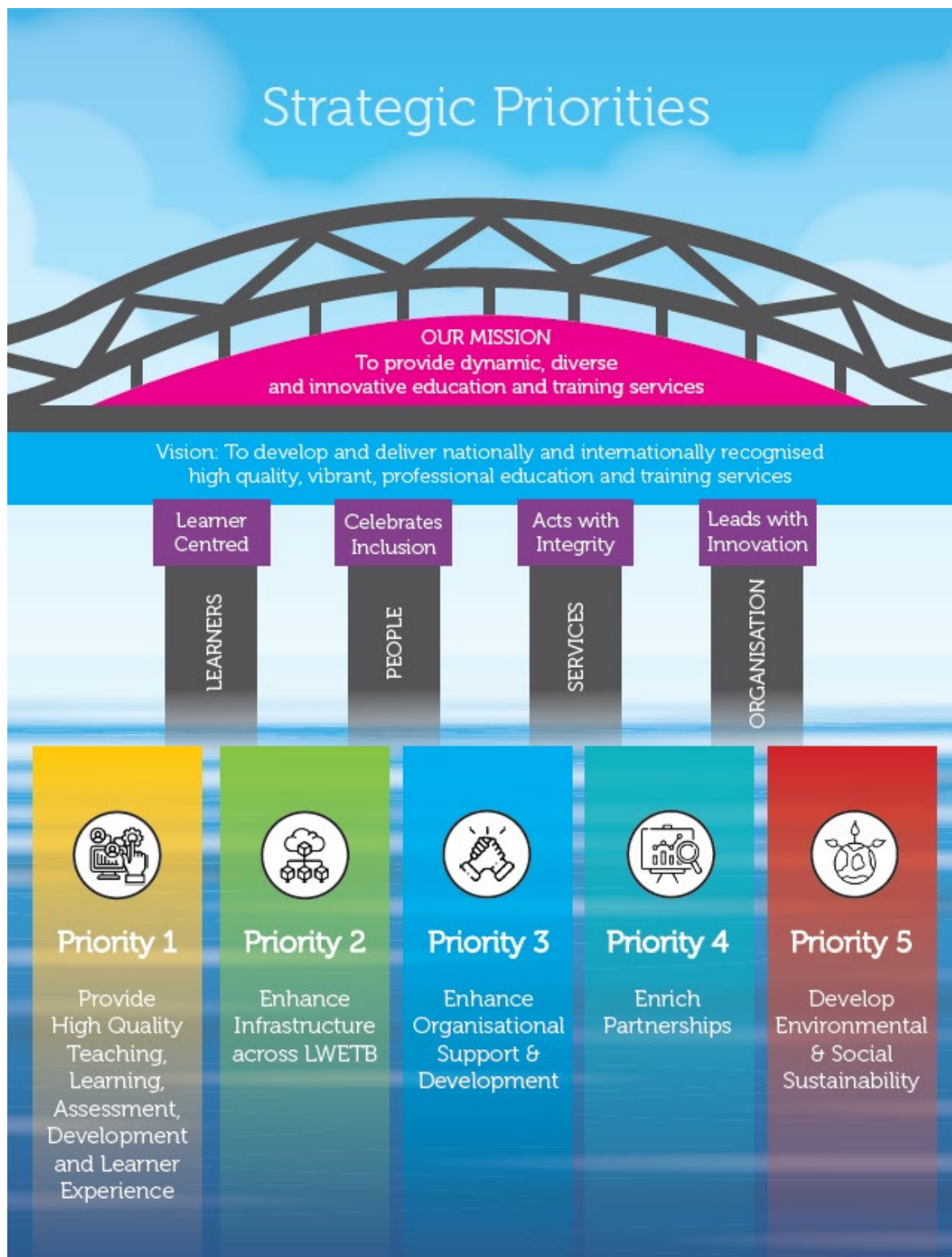
Our Strategy Statement

Longford and Westmeath Education and Training Board (LWETB) was established under the Education and Training Boards Act 2013 and is one of 16 ETB's nationally. As detailed in the 2013 Act, the general function of an education and training board shall be to establish and maintain recognised schools, centres of education, training facilities, youth work services and scholarships. The Act also includes the adoption of a Strategy Statement.

Statement of Strategy 2022 – 2026 is the second Strategy Statement for LWETB. This high-level document sets out the Mission, Vision and Values for LWETB and identifies key strategic priorities for delivery over the lifetime of the strategy. The LWETB Strategy Statement is guided by national policy and grounded in the current socio-economic and educational reality for people living in Longford and Westmeath. LWETB provides services across the two counties in multiple locations, has over 1000 staff, circa 14,000 learners and an annual budget of over €60 million.



LWETB’s Strategy Statement informs and guides the main areas for future planning within LWETB for the period 2022-2026. The Strategy Statement outlines the vision, mission and core values which shape our five overarching strategic priorities, each of which will be responded to through a number of supporting actions.



To deliver the Strategy Statement 2022-2026, LWETB established a Strategy Statement Working Group. This group comprised of representatives from LWETB Senior Leadership Team, FET, Schools, Youth, Music Generation and Administration. On completion of the consultation and analysis process, five key Strategic Priorities were identified. Each key priority will support LWETB to remain responsive in meeting the future education and training needs of learners. The five Strategic Priorities in this document are of equal importance and are as follows:

- Provide High Quality Teaching, Learning, Assessment, Development and Learner Experience
- Enhance Infrastructure across LWETB
- Enhance Organisational Support & Development
- Enrich Partnerships
- Develop Environmental & Social Sustainability



For the purposes of our Customer Service Charter and associated action plan, the following groups are considered to be customers of LWETB:

Our Internal Customers

Our employees, existing learners and students or their parents/guardians, the elected members of our Board and Committees.

Our External Customers

Prospective learners and students or their parents/guardians, key external stakeholders, communities and visitors to whom we provide a service. Other external customers include statutory bodies, government departments, voluntary bodies and other external groups with whom we interact.

Developing Our Customer Action Plan

To deliver the Strategy Statement 2022-2026, LWETB has engaged with key stakeholders ensuring an inclusive process through establishing a Strategy Statement Working Group. This group comprised of representatives from LWETB Senior Leadership Team, FET, Schools, Youth, Music Generation and Administration. Through this engagement, the results of the consultation process have given us a representative picture of our current performance in relation to service provision and delivery. It has also given us an outline of the aspiration for the future on commitment to developing high quality Customer Service. We regard feedback as the key to understanding the needs and expectations of our customers and welcome and encourage customers to provide feedback. We encourage staff to use their day-to-day contact with customers (including other staff) as a means of gathering feedback on the quality of service provided. The actions set out in the Customer Service Action Plan have been developed from the priority issues raised during the consultation phase. We are mindful of our obligations under legislation in terms of how we deliver our services.

As an organisation, we are committed to delivering Quality Customer Service. Our commitments and the actions we will carry out to maintain and improve the quality of our Customer Service (internal and external) are set out below, in accordance with the 12 principles of Quality Customer Service for customers and clients of the public service.

Principle 1: Quality Service Standards

LWETB staff are committed to providing a quality public service in an efficient and courteous manner to all our customers.

When you visit any of our premises we will ensure that:

- You are treated with courtesy
- The rights to equal treatment established by legislation for all persons availing of our services
- Your privacy will be respected
- You will be dealt with efficiently and promptly
- We will endeavour to ensure that our buildings are accessible
- When visiting LWETB, all areas will be safe and clean
- We facilitate customers who wish to conduct their business through the medium of Irish
- Making an appointment is essential to ensure availability when meeting individuals staff members

Services available at Longford and Westmeath ETB are displayed on the websites. The website also contains up-to-date news and current information on vacancies, courses, etc.

Principle 2: Equality, Diversity and Inclusion

LWETB is committed to delivering a quality service to all our customers and we will do all in our power to ensure that no one is discriminated against because of their gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller community. We will accommodate diversity and work to make our services accessible to all.

Principle 3: Physical Access

Current legislation requires all public bodies to ensure that all buildings are accessible to people with disabilities and other identifiable needs. LWETB is in the process of assessing the access to our services for people with disabilities and other identifiable needs when requested.

Principle 4: Information:

- We will provide information on our services, activities and programmes for both our external and internal customers
- We will provide information that is clear, timely and accurate and meets requirements of people with specific needs
- We are committed to ensuring that staff are recognised as internal customers and that they are properly supported
- As per the Official Languages Act 2003, LWETB are working towards providing our information in both Irish and English

Principle 5: Timeliness and Courtesy

LWETB is committed to delivering quality services with courtesy and ensuring all queries are dealt with promptly.

Principle 6: Official Languages Equality

ETBs are listed as public bodies under the terms of the Official Languages Act (Amended) 2021.

- LWETB will provide quality services through Irish, English and/or bilingually
- We will inform customers of their right to be dealt with through one or other of the official languages in Ireland. Other EU languages will be dealt with on request
- We facilitate a scheme for the provision of Sign Language through Irish, further information is available on our website <https://www.lwetb.ie/wp-content/uploads/2021/05/Irish-Sign-Language-LWETB-Guidelines.pdf>
- We will publish all official publications bilingually, such as LWETB Annual Report, Strategy Statement, Service Plan, other information publications and key policy documents produced by or on behalf of LWETB

Principle 7: Complaints

LWETB will maintain a publicised, accessible, transparent and easy to use system of dealing with complaints about the quality of service provided and ensure that such complaints are dealt with in a consistent and fair manner.

Principle 8: Appeals

We will maintain a formalised, accessible, transparent and easy to use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

Principle 9: Consultation and Evaluation:

- LWETB is committed to consulting with our customers, both external and internal and evaluating the quality of our service on a regular basis
- We will make improvements if and when necessary

Principle 10: Choice:

- Customer information leaflets are available at all LWETB premises
- Customer complaint/ appeal forms are available on the website
- Customers can access information on services in a variety of ways e.g. telephone, correspondence, in person, e-mail, website, media releases, adverts, school/centre prospectus
- Dedicated telephone number is available for particular services e.g. adult guidance service

Principle 11: Co-ordination

Internal communication system for provision, transfer and sharing of information

- Website updated regularly
- System in place to ensure all queries are routed to the appropriate section

Principle 12: Customers

LWETB has a broad range of customers, which can be considered under two groups:

Our Internal Customers

Our employees, existing learners and students or their parents/guardians, the elected members of our Board and Committees.

Our External Customers

Prospective learners and students or their parents/guardians, key external stakeholders, communities and visitors to whom we provide a service. Other external customers include statutory bodies, government departments, voluntary bodies and other external groups with whom we interact.

LWETB and its staff recognise the importance of all customers and the interdependence between the various departments/sections of the organisation. Staff appreciate the need to deliver a quality, efficient and effective service to all customers, internal and external.

All personal information will be treated in a confidential manner and LWETB will only use this information gathered for the purposes of which it was supplied; in accordance with LWETB's Data Protection Policies.

Customer Service Guidelines to Help Us Help You:

- Ensure your name, address and a daytime telephone number or email address is provided in your correspondence
- Be as clear as possible about your enquiry or complaint and give us as much detail as possible
- Please treat our staff politely and with respect
- Give us feedback by making comments or suggestions about the service you receive and let us know when we do something well

Review and Implementation

This policy will be reviewed triennially by the Senior Leadership Team in line with best practice, or in light of changes in legislation and guidance from sources such as Internal Audit, C&AG, the Department of Education and the Department of Public Expenditure & Reform. The date of implementation is the date of Chief Executive approval.