



REVIEW OF METHODS OF DELIVERY OF THE SERVICE

Background

GRA is required to review accessibility to our services as part of the Scottish National Standards for Advice Providers, as well as under the GRA internal procedure for Accessibility and Customer care. This report has been prepared to review current arrangements and to comment upon accessibility.

Premises

At present, GRA operates from an office in Huntly. Suitability assessments are carried out annually to ensure that these are accessible, particularly by the disabled and sensory impaired. The geographical location of the office is good and is reasonably well served by public transport.

There is on street parking and a carpark a short walk from the office.

All meeting rooms are on the ground floor.

Disabled access, if possible, through the rear of the building

There is a large sign to the right of the front door with contact details, this can only be seen when you are close to the premises and a projecting wall sign would be useful. The building is in a conservation area but there are plans to reduce this in 2025 so a new sign may be possible at a later date.

Opening Hours

The hours of opening are:

Monday to Friday, 10am to 2pm

Since Covid reopening The Advice Hub operates on an appointment only basis but clients do still drop in and will be accommodated if possible.

These hours were designed to allow the advisers the opportunity to catch up with casework and administration.

In practice appointments do go outside these times due to members of staff working later but this is not advertised.

The Advice Hub has a total of 3 advisors:

2 x 20 hours:

1 Monday to Thursday

1 Tuesday to Friday

1x 18 hours:

Monday, Tuesday & Friday

2 advisors are present every day with 3 on a Tuesday.

GRA would like to reimplement the Drop-in sessions, It is suggested that this be done on a Tuesday due to the additional staffing.

Contact

The Advice and Support Hub can be accessed through:

In person

Telephone

Email

Form on the GRA Website

A form was recently added due to the success of them for the Baby Bank and Uniform Exchange

Appointments and Advice can be conducted in the following ways:

In person

Telephone

Teams

This allows for flexibility for our clients.

Date: Feb 20, 2023

Review Date: Feb 2024