

# Reception in the CPAS

2016 study

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# 1. Framework for analysing the study

Installations and equipment	<ul style="list-style-type: none"><li>• Reception infrastructure: Waiting room, game area, security, ticket system, etc..</li></ul>
Accessibility	<ul style="list-style-type: none"><li>• Hours and days of operation</li><li>• Available information</li></ul>
Transparency	<ul style="list-style-type: none"><li>• Procedures: registration of applications, processing, etc.</li><li>• Specific procedures</li></ul>
Orientation person / empathy	<ul style="list-style-type: none"><li>• Treatment of emergencies and problems.</li><li>• Registration of users</li></ul>
Reliability	<ul style="list-style-type: none"><li>• Status of reception staff, training, etc.</li><li>• Quality Charter</li></ul>
Participation	<ul style="list-style-type: none"><li>• Taking into account the opinion of users</li><li>• Satisfaction surveys</li></ul>

## 2. Findings of the study



### **Positive findings:**

- ▶ In 75% of the CPAS, we find at least one receptionist, which underlines the importance given to the immediate accompaniment of the users;
- ▶ Efforts provided by CPAS to improve the aesthetics of places;
- ▶ Basic equipment available (a waiting room, sufficient chairs, information and brochures, etc.);
- ▶ Discrete security equipment;
- ▶ CPAS easily accessible physically;
- ▶ Efforts provided by the CPAS to improve the privacy of the reception desks;
- ▶ Waiting time at reception counters very limited;
- ▶ Reception staff hired on a permanent contract (84%);
- ▶ Host agent evaluation organization (70%);

## 2. Findings of the study

### **Less positive findings**

- ▶ Safety and signposting of some CPAS or reception not always present;
- ▶ The majority of CPAS are only accessible in the morning;
- ▶ Opening hours can vary greatly from one day to another within the same CPAS;
- ▶ In 45% of the CPAS, there is no explicit reception procedure for the receptionist;
- ▶ 60% of the CPAS have no emergency procedure;
- ▶ 40% of the CPAS do not offer any training to their new reception agents;
- ▶ 46% of CPAS do not offer any refresher training;
- ▶ Only about 1 in 10 CPAS has a charter of quality of reception;
- ▶ 66% of the CPAS never organized a satisfaction survey with their aid applicants;

## 2. Findings of the study



### **Some legal obligations are not respected by some CPAS:**

- ▶ In 1 out of 4 cases, the entrance is not suitable for people with reduced mobility;
- ▶ 1 out of 10 cases does not display the hours of operation of its CPAS outside the building;
- ▶ In some CPAS, decisions of territorial incompetence are made by the reception officer himself;
- ▶ All requests for help are not recorded and acknowledgements of receipt are not always delivered.
  - ▶ A total of 1 out of 4 help requests is not registered.
  - ▶ The main reason for not registering applications is territorial incompetence (70% of non-registration cases), which in some cases is decided by the reception officer himself.
- ▶ In 10% of the CPAS, the crossroads bank of the social security is consulted by the same agent of reception and not by a social assistant.

### 3. Conclusion: Cross analysis

