

## How to contact us...

### in person or by post...

Evesham Community Contact Centre, Abbey Road,  
EVESHAM, Worcs. WR11 4SB - Tel: (01386) 443322  
OR

Civic Centre, Queen Elizabeth Drive, PERSHORE, Worcs.  
WR10 1PT - Tel: (01386) 565000

Droitwich Community Contact Centre, 44 High Street  
DROITWICH SPA, Worcs. WR9 8ES - Tel: (01905) 794272

### by phone...

Tel: (01386) 443322

**Wychavon Out of Hours Emergency No:** (01527) 551887

**Social Services:** (01905) 768020

### by fax...

(01386) 765915

### by e-mail...

service@wychavon.gov.uk

### opening hours...

**Mon - Fri:** 8am - 8pm

**Sat:** 9am - 5pm

**Sun:** 10am - 4pm

### or go online...

www.wychavon.gov.uk

Published July 2005

## We aim to:-

### Contact Centre Charter

- Smile
- Be helpful, friendly and attentive
- Ensure uniform is neat & tidy
- Wear clearly visible name badges
- Give customer undivided attention
- Never chat to, or interrupt a colleague when dealing with a customer
- Use customers name
- Not use jargon
- Serve you within 5 minutes
- Answer the telephone within 4 rings
- Keep our promises
- Encourage team work and good colleague care

## How did we do last year?

Total No. of customers dealt with - 114,628

No. of complaints received - 0

Percentage of enquiries answered at the first point of contact.

**Target - 90%**                      **Achieved - 96%**

**Your perception of our performance from our latest customer survey:**

Percentage of respondents rating the service received as 'very good' or 'good'

**Target - 95%**      **Achieved:-**

97.6%      said the staff were helpful

82%      said very helpful

96%      satisfied with the services provided

70%      very satisfied

93%      very satisfied with the information received

Based on 2004/05

> service charter > service charter > service charter >

# service charter

## for evesham community contact centre



> service charter > service charter > service charter >

## The Services we provide...

A single point of contact for the people of Evesham when contacting any of the four partner organisations. The partnership consists of Wychavon District Council, Worcestershire County Council, Evesham Town Council and West Mercia Constabulary. Customer Services staff are fully trained to provide you with completely free information and advice on behalf of all of the organisations.

## Surgeries at Evesham

<b>AGE CONCERN</b>	10am - 1pm 1st & 3rd THURSDAY OF EACH MONTH TEL: 01905 726652
<b>D.I.A.L DISABLEMENT INFORMATION ADVICE LINE</b>	10am- 12noon FORTNIGHTLY MONDAY TEL: 01905 27790
<b>HOUSING NEEDS</b>	BY APPOINTMENT
<b>PENSION SERVICE</b>	1pm - 3.30pm 2nd THURSDAY OF EACH MONTH BY APPOINTMENT TEL: 01905 720362
<b>PETER LUFF</b>	MONTHLY AS ADVERTISED TEL: 01905 763952
<b>WELFARE BENEFIT/ MONEY ADVISOR</b>	9.30am - 4pm FRIDAY FORTNIGHTLY

## What you can expect from us ...

### Wychavon Corporate Charter

- We will respond to all letters within seven working days, or tell you if it is going to take longer. This may be by telephone, e-mail or in writing
- We will respond to e-mails within three working days, or tell you if it's going to take longer
- We will answer the telephone within seven rings
- We will see you within 15 minutes of your arrival or tell you if it is going to take longer
- We will be friendly, helpful and attentive
- We will avoid jargon and explain technical terms
- We will respect people's differences and treat everybody fairly and to the same high standard
- We will not make promises we cannot keep

এই দলিলটি বুঝতে আপনার সাহায্যের দরকার হলে দয়া করে এই নম্বরে ফোন করুন: 01905 25121

اگر آپ کو اس دستاویز سے متعلق مدد درکار ہو تو براہ مہربانی 01905 25121 پر فون کریں۔

如果你在明白這份文件方面需要幫助的話，請致電 01905 25121。

सेवर त्रुटिने हिम समझायेच घाते बिसे मराठिडा सी सेवर वै तां विरवा वरवे टेलीफोन नंघर 01905 25121 'डे संपवव ववे।

Se con questo documento avete bisogno di aiuto pregasi telefonare a 01905 25121

Jeżeli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń pod nr tel.: 01905 25121

## What you can expect from us...

- If you need special help, for example because you have a disability or any other special needs we will:
  - Arrange a home visit if you are housebound or disabled and cannot visit the Civic Centre or one of our One Stop Shops;
  - Arrange for leaflets, letters or other information, to be available in large print or on audiotape;
  - Make arrangements for any document to be translated.

## What we expect from you...

We ask that you apply the same standards of behaviour towards our staff and other customers, as you expect from us. If you use abusive language or behaviour towards our staff or other customers, we will ask you to leave the building or end your phone call.

## Consultation, Compliments, Complaints and Suggestions

We regularly consult customers to find out how satisfied they are with the level of service we provide and how we can improve. We also ask organisations we work with to tell us how we can improve our service.

If we do something well please tell us. We welcome comments and suggestions you may have about our service. If we are doing something wrong please tell us. This will then give us chance to put things right.

## What to do if something goes wrong...

If you want to make a complaint about something we have done or failed to do, please let us know straight away.

Please speak to a member of staff about the problem. They may be able to sort it out straight away. If you are still not satisfied you can complain to the Manager.

A formal complaint can be made in person, by phone or in writing, by letter or e-mail. More information is available in our corporate complaints leaflet 'Have Your Say'.