

How to contact us...

in person or by post...

Pershore 'One Stop' Shop, Civic Centre, Queen Elizabeth Drive, PERSHORE, Worcs. WR10 1PT - Tel: (01386) 565000

OR

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

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

by phone...

Tel: (01386) 565000

Wychavon Out of Hours Emergency No: (01527) 551887

Social Services: (01905) 768020

by fax...

(01386) 565290

by e-mail...

service@wychavon.gov.uk

opening hours...

Mon - Fri: 9am - 5pm

Sat: 9am - 12.30pm

or go online...

www.wychavon.gov.uk

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We aim to:-

- 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 - 125,308

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% were satisfied with the services provided

70% were very satisfied

93% were very satisfied with the information received

Based on 2004/05

service charter

for pershore 'one stop' shop



The Services we provide...

A single point of contact for the people of Pershore when contacting Wychavon District Council, Worcestershire County Council Social Services and Jobcentre Plus. Customer Services staff are fully trained to provide you with completely free information and advice on behalf of these organisations.

Surgeries at Pershore...

MONEY ADVISOR	BY APPOINTMENT Contact Reception for details
PENSION SERVICE SURGERY	1st TUESDAY OF THE MONTH BY APPOINTMENT 10am - 1pm Tel: 01905 720362
D.I.A.L DISABLEMENT INFORMATION ADVICE LINE	MONTHLY 10am - 12 noon Tel: 01905 27790
CONNEXIONS	EVERY THURSDAY 10am - 1pm Tel: 01386 444220

What you can expect from us...

- 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 متعلقہ مددکار یا کوئی اور سہارا چاہتا ہے تو براہ کرم 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。

सेबर त्रुवतुं टिस दसतावेच घाते बिसे सहायिता सी सेबर वै तां विरवा बरवे टेलीफोन नंघर 01905 25121 'उे संपरब बवे।

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'.