

How to contact us...

Wychavon District Council is committed to the provision of effective local government, using technology to provide a user friendly service to our customers, whether it be -

- In person
- By telephone
- Via the internet
- By post
- By fax

phone us...

Sheena Jones - Support Services Manager

Tel 01386 565428 [e-mail sheena.jones@wychavon.gov.uk](mailto:sheena.jones@wychavon.gov.uk)

Nigel Jancey - Administration and Finance Officer

Tel 01386 565422 [e-mail nigel.jancey@wychavon.gov.uk](mailto:nigel.jancey@wychavon.gov.uk)

Dana Coulson - Administration and Finance Assistant

Tel 01386 565406 [e-mail dana.coulson@wychavon.gov.uk](mailto:dana.coulson@wychavon.gov.uk)

fax... 01386 561091

by post...

Civic Centre, Queen Elizabeth Drive,
PERSHORE, Worcs. WR10 1PT

or go online...

Click on our website: www.wychavon.gov.uk

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

Our Performance Targets

- To support the South Worcestershire Community Safety Partnership and West Mercia Police in the prevention, deterrence and detection of crime and disorder;
- This includes working with the Police on special initiatives, using the retail radio networks to talk directly with shopkeepers and traders, and identifying trends in crime against the crimes being tackled by the CCTV system.
- To increase publicity about the system so that members of the public know it is operating in our town centres as a tool in fighting crime.

service charter

for closed circuit television

The Services we provide...

- Wychavon's Closed Circuit Television (CCTV) service provides and monitors 26 cameras across the towns of Droitwich Spa, Evesham and Pershore.
- It also monitors 18 cameras in Barnards Green, Malvern Link and Malvern town centre, on behalf of Malvern Hills District Council.
- The service is carried out 24 hours a day, every day of the year.
- We also use the Retail Radio service within each area.
- The contacts for this service are Mrs. Sheena Jones, Support Services Manager, and Mr. Nigel Jancey, Administration and Finance Officer.

What you can expect from us ...

As an organisation we are committed to providing a high quality service and aim to meet the following standards.

- 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.

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.

We run the service to comply with the Data Protection Act and Human Rights. The aim of the service is to help in

- The prevention of crime and disorder;
- The detection of crime and disorder;
- The successful prosecution of offenders.

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 help us to find out what we are doing right, and when things do go wrong, gives us a chance to put them right.

What to do if something goes wrong...

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

First of all, please speak to a member of staff and tell them about the problem. If you are not satisfied you can complain to the manager of the section you have been dealing with.

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