

How to contact us...

pop in...

Droitwich Community Contact Centre, 44 High Street
DROITWICH SPA, Worcs. WR9 8ES

phone us...

Tel: (01905) 794272

Fax: (01905) 794245

Emergency Service (outside office hours)
(01527) 551887

opening hours...

Mon - Fri: 9am - 5pm

Sat: 9am - 12.30pm

or pop into one of our other shops...

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

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

or go online...

Click on our website: www.wychavon.gov.uk
or send us an email: service@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 last year - 2003

Total No. of customers dealt with - 71,908

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

service charter

for droitwich spa community contact centre



worcestershire hub

The Services we provide...

A single point of contact for the people of Droitwich Spa when contacting Wychavon District Council and Worcestershire County Council. Customer Services staff are fully trained to provide you with completely free information and advice on behalf of both of the organisations. Within our complex we also house Citizens Advice Bureau and the Older Persons Forum.

SURGERIES AT DROITWICH

BLUE BADGE CLINIC	EVERY OTHER FRIDAY Contact Reception for details
CITIZENS ADVICE BUREAU	MONDAY & THURSDAY 10.00am - 3.30pm
PENSION SERVICE	1ST THURSDAY OF MONTH 10.00am - 1.00pm
MONEY ADVISOR	BY APPOINTMENT
TRADING STANDARDS	CONTACT RECEPTION FOR DATES
OLDER PEOPLES FORUM	MONDAYS & WEDNESDAYS 10.00am - 3.00pm
D.I.A.L. DISABILITY INFORMATION ADVICE LINE	2ND & 4TH TUESDAY 10.00am - 12 NOON
HOUSING NEEDS ADVISOR	BY APPOINTMENT
PETER LUFF M.P. SURGERY	BY APPOINTMENT
TELEPHONE: 01905 794272	

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.

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 a 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 not done, 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 email. More information is available in our 'Have your say' leaflet.