

How to contact us...

pop in...

Pershore 'One Stop' Shop Civic Centre, Queen Elizabeth Drive, PERSHORE, Worcs. WR10 1PT

phone us...

Tel: (01386) 565000

Fax: (01905) 565290

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...

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

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 - 124,272

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 pershire 'one stop' shop



The Services we provide...

A single point of contact for the people of Pershore when contacting Wychavon District Council, Worcestershire 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 SURGERY	1ST MONDAY OF THE MONTH BY APPOINTMENT
D.I.A.L DISABLEMENT INFORMATION ADVICE LINE	2ND & 4TH TUESDAY 10.00am - 12 NOON
HOUSING NEEDS ADVISOR	BY APPOINTMENT
MICHAEL SPICER MP SURGERY	BY APPOINTMENT
TELEPHONE: 01386 565000	

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 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 email. More information is available in our 'Have your Say' leaflet.