

How to contact us...

pop in...

The Civic Centre, Queen Elizabeth Drive, Pershore,
Worcs WR10 1PT

Mon - Fri: 9am - 5pm Sat: 9am - 12.30pm

phone us...

Revenues Tel: (01386) 565130

e-mail: revenues@wychavon.gov.uk

Housing Tel: (01386) 565020

e-mail: housing@wychavon.gov.uk

Fax: (01386) 554416

opening hours...

Evesham Community Contact Centre

Monday - Friday 8.00am - 8.00pm : Saturday 9.00am -
5.00pm : Sunday 10.00am - 4.00pm

Droitwich Community Contact Centre

Monday - Friday 9.00am - 5.00pm

Saturday 9.00am - 12.30pm

or go online...

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

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.

Our Performance Targets last year - 2003

As well as the standards of service we aim to meet, there are targets for the work we do. These include;

- The number of days we take to process a new benefit claim
- The number of days we take to process a change in circumstance for a benefit claim
- The amount of council tax and business rates we collect
- The amount of overpaid housing benefit we recover
- The number of days to deal with a waiting list application
- The number of days to make a priority or non priority homelessness decision

We regularly measure our performance against these targets and compare our results with those from other councils.

service charter

for revenues & housing

The Services we provide...

We want to deliver the best Revenues, Benefits and Housing services to our customers.

The Revenues & Housing Service for Wychavon District Council is divided into 5 main areas.

- The Council Tax section is responsible for the billing and collection of council tax.
- The Business Rate section is responsible for the billing and collection of business rates.
- The Benefits section is responsible for the administration of housing and council tax benefit claims and the recovery of overpaid benefit.
- The Investigation section investigates fraudulent housing and council tax benefit claims.
- The Housing Services deal with the Common Housing Register (waiting list), housing related advice and/or assistance, homelessness, grants for improvement/adaptation work, enforcement of property standards in the privately rented sector and the lifeline dispersed alarm service.

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 14 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 ...

When you come to see us

- You can be seen in a private interview room
- You can make an appointment for a specific time if this is more convenient to you - just ring us
- We will help you complete your forms
- Up to date information will be available to take away
- We will keep all your details confidential
- If we cannot answer your query when you visit us, we will tell you when we will have the information you need

If we visit you

- All our staff will carry identification from the council
- The visiting officer will tell you who to ring if you want to confirm their identity
- If we have made an appointment to see you, we will visit you within fifteen minutes of the time arranged

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.