

CONTINUALLY
improving...

CAMBRIDGESHIRE COUNTY COUNCIL'S customer service charter

Cambridgeshire County Council is **your** Council and the Customer Service Charter has been developed in consultation **with** customers **for** customers. We want to hear your views on the charter and intend it to be a working document that can change to suit your changing needs. If you have any comments or ideas you would like to share with us, please contact:

The Customer Service Manager
Cambridgeshire County Council
RES 1225
FREEPOST CB176
Cambridge
CB3 0BR

0845 045 5200

email: feedback@cambridgeshire.gov.uk

PUTTING OUR CUSTOMERS AT THE HEART OF ALL WE DO



Copies of this leaflet are available in the following ways:

- On audio-cassette tape
- In Braille
- In another language
- As text only
- By email
- On disc
- In large print

www.cambridgeshire.gov.uk

design: out of the bleu 01767 319028

Please contact us to request the format you would like:

Telephone:
0845 045 5200

email:
cambridgeshire.direct@cambridgeshire.gov.uk





We will correct things promptly if they go wrong, and learn from complaints.

OUR PROMISE TO YOU...

Cambridgeshire County Council is committed to providing a high-quality service to all customers.

TO DATE...

- We have won national awards commending us for our Highways and Park & Ride services
- We have established the Cambridgeshire Direct Contact Centre, which resolves 80% of enquiries at the first point of contact
- We work with partners to provide joined-up services
- We strive for continuous improvement

Now we want to go further.

To support Cambridgeshire County Council in achieving this goal, we have developed a Customer Service Charter which supports our drive to improve customer service. The charter has been produced in consultation *with* customers, *for* customers and we believe places you at the very core of our service delivery.

AS A COUNCIL:

- We will put you at the heart of everything we do
- We will be friendly, approachable and professional
- We will respond quickly and efficiently to requests for service and enquiries
- We will provide straightforward information about our services
- We will correct things promptly if they go wrong, and learn from complaints
- We will promote equality and fair treatment
- We will strive to offer value for money
- We will aim to continuously improve our services through customer consultation.

OUR CUSTOMER SERVICE VISION...

To work in partnership with you, our customer, to deliver quality services how, where and when you want them.





OUR STANDARDS...

Cambridgeshire County Council is committed to dealing with our customers in a professional and timely way. You should expect the following standards from us:

GENERAL

- Staff will be courteous, respect confidentiality and listen carefully to all customers.
- We will work with our contractors and partners to ensure that they commit to our standards so that every customer receives the best possible service.

SERVICES FOR ALL

- We aim to provide services that are open to everyone and are working towards making Council premises accessible to every customer. We will ensure that privacy, dignity and religious and cultural beliefs are fully respected.

CLEAR & CONCISE INFORMATION

- We will inform you about our services and how to use them effectively. We will ensure that the information is easy to read and informative.
- Information about services will be made available on request in the customers' first or preferred language or in different formats, for example, larger print or Braille.



TELEPHONE STANDARDS

- We will aim to answer all telephone calls within 20 seconds of the first ring.
- We will try to make sure that your call is answered. If this is not possible, you will be able to leave a message and someone will call you back.
- We will aim to answer your enquiry there and then. When this is not possible, we will tell you when you will receive a response.
- We will only transfer your calls once. If we cannot transfer you to the right person straight away, we will take your details and make sure your enquiry is answered.
- When answering the telephone, staff will clearly state their name and section.
- When returning your calls, staff will clearly state their name, their section and their reason for calling.

OUR STANDARDS...

Cambridgeshire County Council will deal with our customers in a professional and timely way.

LETTERS & FAXES

- We will respond to all letters and faxes within 10 working days. If we cannot meet this target then we will let you know about the progress of your enquiry.
- Our letters and emails will be written in plain English.

EMAIL

- We will respond to all email enquiries within 10 working days. If we cannot meet this target then we will let you know about the progress of your enquiry.



VISITS TO OUR PUBLIC BUILDINGS

- Visitors with appointments will be seen within 10 minutes.
- Waiting areas will be comfortable and tidy; where appropriate, facilities for children will be provided.
- Opening hours will be clearly displayed.
- Information will be kept up-to-date and will be well presented.
- Facilities for people with a disability
- Private interview facilities will be provided when necessary.
- Customer comment cards will be available for you to let us know what you thought of the service you received. This will help us to improve our services.



We will aim to continuously improve our services through customer consultation.

VISITS TO CUSTOMERS HOMES/BUSINESS PREMISES

- You will receive confirmation of your appointment time and will be kept informed if a delay occurs.
- Staff will show identification cards on arrival and give you the opportunity to check their identity.

ENQUIRIES MADE VIA COUNTY COUNCILLORS

- Enquiries and requests for information made via County Councillors will be answered within 10 working days. If we cannot meet this target then we will let you know about the progress of your enquiry.

LISTENING TO OUR CUSTOMERS

- To ensure that our service standards meet your requirements, we will involve you and take your views and suggestions into account.

WE WILL DO THIS BY:

- Working with Customer Focus Groups, to review our standards and provide feedback.
- Distributing customer satisfaction surveys to people who live in, work in or travel through, Cambridgeshire.
- Encouraging customers to comment on Cambridgeshire County Council services via the internet, comments cards in public buildings, by telephone and via any member of Council staff. We will monitor customer complaints and comments and learn from them.



We will promote equality and fair treatment.

**Cambridgeshire County
Council** is a council with...

KEEPING YOU INFORMED

We will aim to provide you with up-to-date information in the following ways:

- The Council's Website **www.cambridgeshire.gov.uk**
- The Community Portal **www.cambridgeshire.net**
- Information on display in council premises
- Through local newspapers
- A wide range of information leaflets
- Via our Contact Centre

...vision

To work in partnership with you, our customer, to deliver quality services how, where and when you want them.

commitment

Cambridgeshire County Council is committed to providing a high-quality service to all customers.

...standards

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