

Customer Service Points

Main Council Office

Bourne Hill
Salisbury SP1 3UZ
Tel: 01722 336272

Customer Services

Pennyfarthing House
18 Pennyfarthing Street
Salisbury SP1 1HJ
Council Tax Tel: 01722 434222
Benefits Tel: 01722 434633
Parking Tel: 01722 434326

Housing

26 Endless Street
Salisbury SP1 1DP
Area 1 Tel: 01722 434294
Area 2 Tel: 01722 434589

Planning and Development Control

61 Wyndham Road
Salisbury SP1 3AH
Tel: 01722 434327

Tourist Information Centre

Fish Row
Salisbury SP1 1EJ
Tel: 01722 334956

Shopmobility

3b Priory Square,
The Maltings
Salisbury
SP2 TTL
Tel: 01722 328068

Bemerton Heath Neighbourhood Centre

60a Pinewood Way
Salisbury
SP2 9HU
Tel: 01722 349271

Amesbury Information Point*

The Library, Smithfield Street
Amesbury
SP4 7AL
Tel: 01980 622833

Mere Information Point*

The Library,
Mere
BA12 6JA
Tel: 01747 861211

Opening hours are generally 9am - 5pm
Monday to Thursday with closure at 4pm
on Fridays, except those marked* which
close at 5pm.

Pennyfarthing House opens at 8.30am.
An information point operates in Salisbury
Library on Tuesdays and Fridays between
9am and 1pm.



Salisbury District Council Customer Services,

The Council House, Bourne Hill, Salisbury, Wiltshire SP1 3UZ

direct line: 01722 336272 **email:** thecouncil@salisbury.gov.uk **web:** www.salisbury.gov.uk



Printed on paper containing 75% post consumer waste.

The information in this leaflet can be made available in other formats upon request.

We try to ensure that the information contained in this publication is accurate at the time of going to press and while every effort has been made to ensure accuracy Salisbury District Council cannot guarantee it and does not accept any liability for any error or omission.

PURN: 0005/02

CUSTOMER CARE CHARTER

SALISBURY DISTRICT COUNCIL

Information correct at June 2005



A MESSAGE FROM COUNCILLOR KEVIN WREN



WELCOME,

At Salisbury District Council we believe that the people dealing with us, including all our residents, visitors and businesses, have the right to expect reliable, quality services. Our staff are trained to be effective, courteous, fair and responsive. We also aim to deliver services at a time and place to suit your needs, whether in the city, towns or villages.

Our Customer Care Charter tells you what you can expect when you contact us.

We welcome your valuable feedback on our services and encourage you to use our "Passport to Improved Service" to give praise or to let us know when our services have not met your expectations.

Regards

Councillor Kevin Wren

More Information

This document sets out the corporate standards for customer care for Salisbury District Council. Some services have individual additional charters.

These charters will be made available at customer service desks and electronic copies will be available on the council website: www.salisbury.gov.uk

You may also wish to consult the council's constitution (available from the council office at Bourne Hill and on the council website).

Other publications include: -

Data Protection and Freedom of Information Policies.
Customer Access Strategy.
Comprehensive Equalities policy.

Future Plans

Our commitment to customer care is ongoing. In 2005/06 we will be implementing plans to make access to our services easier and more efficient. We will be training customer service staff so that they can answer a wide range of the most common customer queries in order to provide you with an efficient, "value for money" service. We will review opening hours for customer services to assess the demand and cost of extended opening hours, and we will continue to look at ways to make our services even more accessible.

Our existing service charters will be made available on the council website at **www.salisbury.gov.uk** and we aim to increase the range of services that are available electronically. We will work closely with the county council and other public sector organisations to find ways to join up service delivery so that you do not have to make numerous visits or phone calls.

Feedback

Our Passport to Improved Service gives customers the opportunity to tell us about our services, our staff and what they think will improve our performance.

You may want to tell us how well we have done in a particular area. The Passport allows you to do this. There may be other times when our standards fail to meet with your approval. This information is invaluable and will allow us to examine and improve our services. When you feedback/complain to us we will aim to provide a full response within 15 working days. If a resolution cannot be reached informally, we have a formal complaints procedure.

When the council is at fault this procedure will provide an apology, explanation and effective remedy. Staff are there to assist, and if necessary, can help you make a complaint. If requested, we will try to arrange for somebody to speak on your behalf. We will try to overcome any barriers that you may have in making a complaint (e.g. language, communication difficulties). Please let us know of any problems you encounter.

Response Targets

We have agreed the following criteria for responding to customers, which will be monitored, and annual achievement targets set:

- **We aim to send a full response to letters and emails within 10 working days.**

If this cannot be given then we will acknowledge your letter and let you know which member of staff is dealing with your query. In addition email enquiries to generic mailboxes (e.g.thecouncil@salisbury.gov.uk) will be sent an automated acknowledgement of receipt.

- **We aim to answer telephone calls within five rings during office hours.**

(currently 9-5pm, Monday to Friday)

- **We aim to respond to voicemail/answer phone messages left outside working hours by close of business during the following working day.**

- **If you have a complaint we will aim to provide a full response within 15 working days.**

(Complaints of routine "non service delivery" should be resolved much more quickly and will be covered by individual service standards)

- **If you call in to one of our offices we aim to see you at a Customer Service point within 10 minutes.**

If technical/professional advice is required, and no member of staff is available, an appointment will be made for you as soon as possible.

At Salisbury District Council we are committed to providing quality services, delivered fairly, courteously and responsively to the people we serve. We have adopted the following priorities for customer care:

- Customer first - everything we do is aimed at improving our service to customers
- A high performing council – we will actively seek continuous improvements in the quality and cost of our services
- Community participation – we will encourage the participation of our customers in matters that affect them. We will also encourage feedback on our services
- Openness and accessibility – we will make every effort to provide information at times and locations to suit our customers
- Partnership – we will work with others to deliver better services, and to achieve more than we could alone

When you contact Salisbury District Council we will:

- Listen to you and make every effort to help
- Be fair, responsive and courteous
- Be professional and well informed
- Provide services that meet your requirements
- Be clear about the services we can offer
- Aim to get things right first time
- Encourage you to comment on our service
- Respond effectively to your complaints and use customer feedback to secure continuous improvement
- We will not tolerate discrimination

Our Standards

Information

We will make information about our services available at council customer service points and via the council website.

We are committed to equal and fair access to information and services and we will not tolerate discrimination on any grounds.

We will be clear, within council resources, what services we will provide and to tell you what you can expect to receive. We will publish comprehensive and accurate information about how services are run, how much they cost, how well they perform and who manages them. We are committed to providing efficient, effective and economical services, recognising that it is your money that is being spent.

We will always try and help you at your first point of enquiry. If we are unable to help, we will take details and arrange for the right person to contact you as soon as possible.

Customers will be able to request services via email, and all service units will publish and promote email addresses.

Access

We will make every effort to ensure that a person is not denied access to any building because of a disability (e.g. wheelchair access).

If you have specific needs we will provide whatever help we reasonably can. We can usually arrange for a British Sign Language signer to assist on request. We also provide a translation service for customers whose first language is not English. Please contact us with any queries and we will do what we can to assist.

All customers have the right to use the facilities and services that we provide and to expect to be able to use them in a similar way and on similar terms as everyone else. Developing good access means removing the barriers which prevent the full and equal access of disabled people and other equalities communities to services.

We will deliver our services at a time and place to suit your needs.

- We try to ensure that all internal and external designs of buildings conform, as far as reasonably practical to the Codes of Practice BS5810 and BS5619; the Building Regulations 1991 and the Disability Discrimination Act 1995. However because many of our offices are situated in old and listed buildings we cannot offer the complete access we would like. We will aim to ensure that a person is not denied access to any building because of a disability (e.g. wheelchair access).
- We have a policy statement entitled "Dealing with Difficult Customers" available on request.

Staff

Our staff will act professionally and aim to provide a courteous and helpful service at all times.

We are committed to continuous improvement, and our staff undergoing focused and relevant training to enable them to serve you better.

Fairness

If you want to tell us what you think of council services, please use The Passport to Improved Service forms that can be found at main customer service points. You can also find information about services and other issues in the council magazine the "**South Wiltshire Citizen**" and on the council website at www.salisbury.gov.uk/council/contact/feedback.asp

We are responsible for the health and safety of our staff and expect all our customers to behave in a reasonable manner. We have a legal responsibility to provide a safe and secure working environment and have a zero tolerance policy on violence against staff. Where necessary we will take action to prevent the threat of violence and intimidation to staff, or other inappropriate behaviour by customers. In some instances this may mean we restrict or withhold service.

The council is structured to ensure service consistency and efficient use of public money. We are developing trained customer service staff who will be able to answer the majority of your queries. In addition, specialist and professional staff are available to answer detailed enquiries and make decisions on complex service requests. You can expect to be given details of the officer responsible for delivering the service to you and contact details for any queries you may have.

Customer data may be used across the authority for monitoring and training purposes. This information is confidential and staff are required to sign a declaration preventing misuse.