



South Staffordshire Council

Our Customer Promise to You



www.sstaffs.gov.uk



Our Customer Promise to You

INTRODUCTION

Our 'Customer Promise' aims to fulfil our ambition to make everyone's experience of contacting the Council a positive one, whether you are a resident, business, partner, or supplier.

Your customer experience should always be simple and convenient no matter who you are contacting and how you are contacting us.

Our staff will put you at the heart of all they do and are committed to fulfilling our promise to you.

To help us to achieve our promise we have recently launched our 'Customer Feedback Policy' to capture comments, compliments, and complaints. We encourage you to feedback to us on your customer experience. We will listen, acknowledge and where there are themes look to reshape and enhance our services as appropriate.



Our Customer Promise to You

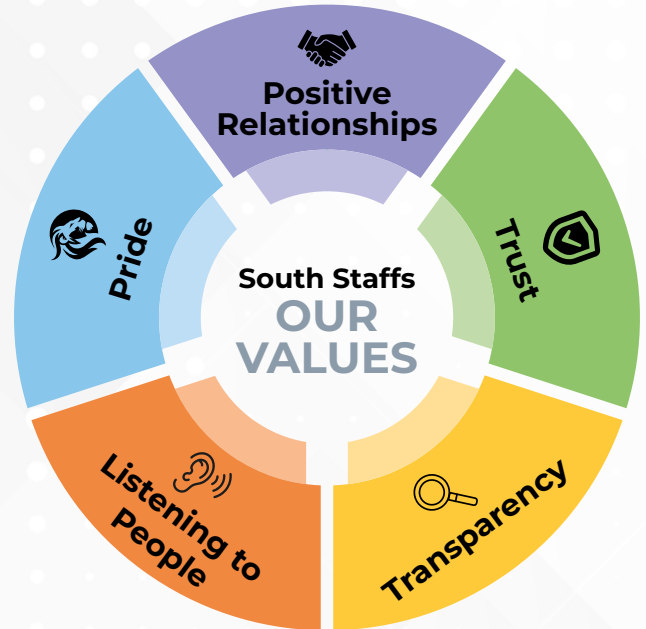
OUR CUSTOMER PROMISE TO YOU

Our Vision

Our customers are at the heart of everything we do.

Our Values

Our 'customer promise' is driven by our five core values.



Our Values	We will...
Trust	Be there when you need us.
Transparency	Be clear, open and honest when communicating with you.
Listening	Listen and consider all feedback you provide to us.
Positive relationships	Be friendly, professional and welcoming and always treat you with respect.
Pride	Provide you with a consistently good level of service.

Our Customer Promise to You

WE WILL BE THERE FOR YOU...

- If you contact us by telephone, we aim to answer your call within 10 minutes. When we experience a high demand on our services, we aim to answer within 15 minutes.
- If you contact us via email, social media or letter, you will receive a response within 3 working days and an acknowledgment within 1 working day. Due to legal requirements and the complexity of certain requests some service areas have specific response times. These services are **Planning**, **Environmental Health and Licensing**, **Welfare Support**, **Benefits**, **Housing** and **Community Services**. These specific response times can be found on our website.
- You will be greeted in a friendly, professional, and welcoming way.
- You can contact us by telephone or visit us in person at Codsall Community Hub weekdays 9am - 5pm except for Wednesdays when we open 10am - 5pm due to Customer Services staff training.
- We aim to provide all the information you need to self-serve on our website, which is available all day, every day.
- We will always aim to resolve your query at the first point of contact. If this isn't possible, we will signpost to the relevant partner.
- Your information will be handled sensitively and securely. We will treat it like it is our own - only collecting and storing if relevant where we need to.
- Our staff will receive regular training and development on 'Our Customer Promise'.
- If you visit us without an appointment and we are unable to deal with your enquiry on the day, we will offer you a telephone call back service within 3 working days where we aim to deal with your enquiry over the telephone or make you a face-to-face appointment within 5 working days.



Our Customer Promise to You

KEEPING YOU INFORMED...

- When you contact us, we will let you know when you can expect an answer.
- If something is going to take longer than expected, we will let you know and provide an update as soon as possible.
- We will celebrate and showcase success across the whole Council.
- We have a variety of e-communication services you can join to keep informed with the latest news. Sign up to our e-communication services [here](#) and follow us on social media.



Our Customer Promise to You

WORKING TOGETHER...

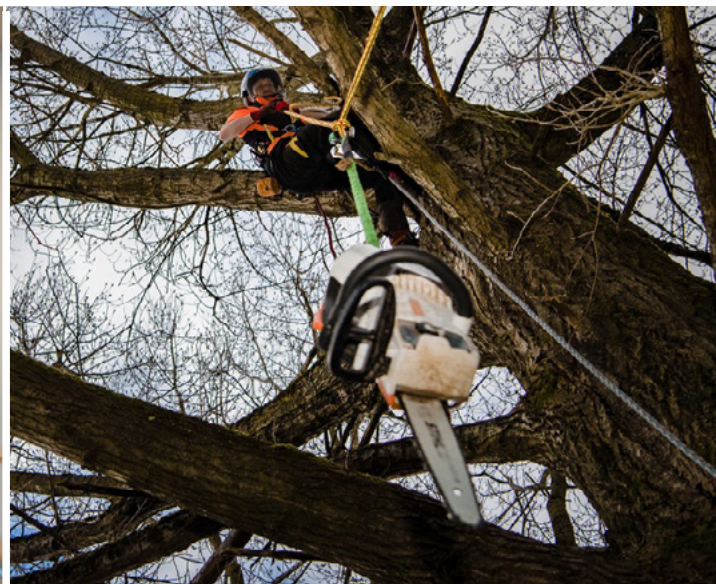
- We will listen to you so we understand your point of view and will acknowledge your concerns.
- We will apologise if we get it wrong and learn from our mistakes.
- We will use your feedback to continuously improve our services, capturing key anonymised information that we will use when planning our services.
- We will let you know of any changes to the way we operate and may seek your views on new ways of working.



Our Customer Promise to You

HOW YOU CAN HELP US...

- Treat us with respect and understand we will not tolerate abusive language or threatening behaviour.
- Provide all the information we need to best help you.
- Create a 'My Login' account [here](#) to report issues directly to us and access a range of service – anytime, anywhere.
- Complete our surveys when we send them out including the annual Residents' Survey, available on our website every Autumn.
- Provide us with feedback [here](#) so we can improve our services.



Our Customer Promise to You

WHO DOES WHAT

Local Government in South Staffordshire

In South Staffordshire we have three forms of local government, the **District Council i.e. South Staffordshire Council, Staffordshire County Council** and **27 Parishes**.

Below are the services which each of the three tiers of local government provide – i.e. Staffordshire County Council as the County Council, this Council as the District Council and the Parish Councils.

Services provided by South Staffordshire Council

Commercial Assets and Estates

- Commercial Investment Projects
- Commercial Properties and Assets
- Facilities Management
- Hinksford Park
- Land Sales
- Property/assets

Community

- Climate Change Service Operational Lead
- Community Safety
- Emergency Planning
- Environmental Health and Licensing
- Leisure Services
- Strategic Health Lead
- Street Scene (includes Bereavement Services, Grounds Maintenance, Street Cleaning...)
- Waste and Recycling

Digital Technology and Business Transformation

- Business Change
- Customer Experience Improvement
- Procurement

Human Resources

- Apprenticeships
- Employment policy and advice
- Recruitment
- Training and development

Partnership

- Communications and media
- District Data/ Intelligence
- Electoral services
- Locality Programme - Locality working
- Strategic partnerships
- Working with our communities

Planning, Enterprise and Growth

- Building Control and Land Charges Partnership
- Business Support (includes Enterprise Team)
- Development Management
- Future growth
- Planning Enforcement
- Planning Policy (includes Local Plans Team)
- Strategic Housing

Welfare

- Asylum & Refugee Support
- Benefits & Welfare Support
- Disabled Facilities Grants
- Housing Options & Homelessness
- People and Skills - Creating Brighter Futures
- Revenues (Council Tax & Business Rates)
- Safeguarding

Our Customer Promise to You

Services provided by the County Council and Parish Councils



- Adult social care
- Blue badges (new and renewal)
- Bus passes
- Children services
- Education
- Footpaths
- Health
- Highways maintenance (including potholes), road closures and diversions
- Household recycling centres
- Lead Flood Authority
- Libraries
- Parking - on street
- Public Health
- Public rights of way
- Public transport
- Registration of births, deaths and marriages
- Street lighting
- Trading standards
- Weather related issues
- Waste disposal management (not collection)

Contact details for elected members of Staffordshire County Council can be found [here](#).

Parish Councils

- Allotments
- Bus shelters
- Community centres
- Play areas and play equipment
- War memorials

Our Customer Promise to You

EQUALITY, DIVERSITY, AND INCLUSION – ‘EVERYONE COUNTS’

South Staffordshire Council is an inclusive and open council that collaborates with residents, businesses, partners, and employees to build communities that are great places to live, visit and work.

We are working hard to shape our services to ensure that communities can access the services and support they need and that we actively promote and practice equality, diversity, and inclusion to ensure we achieve equity and a sense of belonging for our communities and our workforce.

The council has a vision for Equality and Diversity which is set out in South Staffordshire’s Equality and Diversity Narrative ‘Everyone Counts’ for a society that:

- Improves quality of life by removing discrimination.
- Builds strong cohesive communities.
- Acknowledges that diversity enhances the lives of all who live, work and travel to the area.

To find out more about how we are tackling inequality, take a look at our [‘Everyone Counts’](#) narrative.



Our Customer Promise to You

HOW TO CONTACT US

Our website sets out the various ways you can **contact us**.



South Staffordshire Council

www.sstaffs.gov.uk

South Staffordshire Council,
Codsall Community Hub
Wolverhampton Road,
Codsall.
WV8 1PX

Tel: 01902 696000