

Customer Service Code of Practice and Standards

Improving customer service is the aim of this Authority and setting standards makes it possible for us to measure by how much we have improved.

The Code of Practice sets out the way in which you can expect to be dealt with whether by letter, telephone, face to face, e-mail or another form of communication.

Our promise to our customers

When you make contact with us we will:

- Be welcoming and courteous
- Be fair and respectful
- Be helpful and responsive
- Provide good quality information suited to your needs
- Communicate clearly
- Let you know what we can provide, who to contact and how
- Let you know how to make suggestions for improvements
- Keep you informed

To help us achieve this we ask that you:

- Are courteous and respectful towards us
- Provide the information we need
- Make suggestions on improving our service

Our Customer Service Standards

If you telephone us we will:

- Try to answer within 10 seconds or four rings
- Tell you who you are speaking to
- Try to deal with your enquiry within one working day
- Respond to any voicemail message you leave us within one day

If you write, fax or email us we will:

- Acknowledge your e-mail within 24 hours
- Try to reply to you within 10 working days by telephone, fax letter or email
- Be clear and use plain language

- Use Braille, large print and different languages if you need us to

If you visit us we will:

- Welcome you on arrival
- Deal with you promptly keeping any delays down to 20 minutes
- Keep our reception areas clean, warm and comfortable

If we visit you we will:

- Be prompt and try to keep any delays down to 10 minutes
- Show you our South Derbyshire District Council identity card

We will ask for your views on the services you use. We will:

- Use your comments to help us improve

If you are unhappy with the service you receive, we want to know. You can

- Fill in a leaflet available from reception area
- Call us on 01283 595795
- Fill in the form on our website:

www.south-derbys.gov.uk

- Write directly to us:

Customer Services Manager
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbys
DE11 0AH

If you make a complaint we will:

- Acknowledge your complaint within five working days
- Investigate your complaint
- Provide a written response within 20 working days.

Environmental Services Standards

1. Introduction - What can Environmental Services do for you?
2. Waste Collection and Recycling
3. Street Cleansing, Fly-tipping
4. Abandoned Vehicles
5. Pest Control
6. Safer Neighbourhoods Wardens
7. Noise and Other Statutory Nuisance
8. Drainage
9. Gypsies
10. Licensing
11. Housing: Grants, Advice and Enforcement
12. Food Safety
13. Communicable Diseases
14. Health and Safety in the workplace

1. What Can Environmental Services Do For You?

The answer is a surprising amount!

Environmental Services ensure that the environment you live in allows you to enjoy the best possible health and quality of life.

We collect your refuse week by week, sweep the streets and empty the street gullies to keep your locality clean and pleasant.

We prevent pollution through legal controls on business and individuals and we monitor to check air quality is good.

We ensure abandoned vehicles are removed from the streets and stray dogs are collected.

We eradicate rats, and treat for mice, wasps and other pests where appropriate.

We prevent nuisance from noise, odour, dust etc from spoiling the enjoyment of your own property.

We ensure that all food sold is safe and wholesome, and we enforce standards of health and safety in many workplaces.

We also issue licences to allow: the sale of alcohol, taxis and private hire vehicles, entertainment, animal breeding and boarding and many others.

We provide grants to adapt people's homes so they can cope with disabilities.

We provide grants to help those who can't afford to do essential home repairs.

We offer advice and grants to improve energy efficiency.

We enforce basic minimum standards in rented property to ensure that homes always permit healthy living.

This service is provided at a modest cost (£2.06 per household per week in 2006/7). We believe that all these vital services, for so little, represents excellent value for money, but feel free to let us know what you think using the comments form on our web site (www.south-derbys.gov.uk) or by writing to the Head of Environmental Services at the address on the cover.

How well are we performing? Check our web site www.South-derbys.gov.uk where we publish our performance, against these standards, updated every quarter. We will also publish our performance in the Council newspaper annually.

2. Waste Collection and Recycling

Refuse

Waste is collected from all households across the district, generally on a weekly basis.

We aim to empty every bin on the appointed day. Should a collection that is due, be missed, we aim to collect it within 24 hours of it being reported.

Collections start from 6am, please put your bin out by this time to ensure it is collected.

Green Waste for Compost Collection - 'Brown Bin' Scheme

About half of the households in the district currently receive a fortnightly collection of compostable material from their Brown Bins. These collections take place between March and November and, where they take place, collection of the other conventional waste is also collected fortnightly, on the alternate week. The Brown Bin scheme will gradually be extended until everyone receives the service around 2010. The service results in around 5,000 tonnes of waste per year forming useful compost, instead of filling up our increasingly rare landfill sites.

Home Composting

The best place for green waste is your own garden! To return it to the soil as compost can nourish and improve your soil, so the Council strongly recommends home composting.

We offer residents of South Derbyshire the opportunity to purchase home compost bins at discounted prices. Ranging from £4.00 to £15.00 the

home composters are an easy way to transform your garden and kitchen waste into compost.

For more information on our home composter offer visit www.recyclenow.com/compost or call 0845 073 2001.

Collection of Bulky Household Items

South Derbyshire District Council will collect unwanted large household items for a small charge. We will remove up to 6 household items for a cost of £16.50. The removal of fridges and freezers is charged at £13.50 per item.

Please contact our customer service team for more information on 01283 595795 or visit our web site.

Real Nappies

For the sake of the environment, the Council recommend the use of cloth (real) nappies, for those who can reasonably make use of them.

A £25 cash back incentive scheme is available for families wishing to use a reusable nappy system instead of disposables. Please contact the Waste Management Team on 01283 595783 or visit our website, www.south-derbys.gov.uk/environment/rubbishwasterecycling

Recycling

Recycling centres

We currently have 80 recycling centres throughout the district where householders can bring glass, cans, plastic bottles, cardboard, paper, textiles and books for recycling.

Please flatten all plastic bottles and cardboard to make sure they fit in our banks.

Standard: We will regularly check how full our recycling centres are and adapt the emptying arrangements of our sites when required.

Kerbside recycling

98% of households across the South Derbyshire District are serviced with a kerbside recycling

Green boxes are provided for recycling glass bottles, cans and aluminium foil

Blue bags for recycling paper and magazines

Textile bags to recycle unwanted clothes

Recycling Schemes for Schools and other Organisations

The Waste and Cleansing section offer a number of schemes to local schools and voluntary groups in the area to promote the recycling and waste minimisation message.

"Cash for Trash" and "Rags to Riches": Schools and other organisations can receive cash incentives for recycling paper and card or textiles.

Education Packs: A stimulating pack of materials that can be used to educate people on recycling, street cleansing and composting issues. Please contact the team for further information on 01283 595783.

Other Educational Resources Available: The Trastown Mysteries: this production visits schools across the County educating school children on reducing, reusing and recycling the rubbish produced in their homes. To book, please visit the Speak Easy Theatre Company Website: www.speakeasytheatre.co.uk/schools_info_page.htm

The Magic of Recycling: An entertaining magic show, with an underlying message to recycle. The magic of recycling is a big hit in schools. To book, contact the Waste Management Team on 01283 595783.

3. Street Cleansing and Flytipping

Street Cleansing

South Derbyshire District Council has made it a key priority to keep the streets and other public spaces clean, tidy and orderly. Our team of street cleansing operatives is dedicated to achieving the highest possible standards and the following services are guaranteed as a minimum.

Standards:

- **Litter bins and dog hygiene bins are emptied weekly**
- **Road channels cleansed four times yearly, main routes eleven times a year**
- **Footways are swept twice yearly**
- **Depending on area, litterpicking is undertaken once, three times or twelve times a year**
- **Road gullies are cleansed once yearly with major routes being cleansed twice a year**
- **Bus shelters and lay-bys are cleansed four times a year**

Dedicated Swadlincote town centre cleaners keep the area maintained to a high standard through an intense cleansing programme of the town centre and public toilets on a daily basis (except Sundays) South Derbyshire District Council also work in with parish councils to operate a "Parish Lengthsman Scheme" to help keep areas tidy and free of litter. The Clean Team will also resolve litter problems and dog fouling promptly

Flytipping

South Derbyshire's streets and highways are kept clear of flytipping by the Clean Team.

Last year we cleared over 1300 instances of flytipping within 24 hours of it being reported.

Street cleanliness is assessed against a national standard, in 2005/06 84% of streets surveyed passed the recommended level of cleanliness.

How do I report an instance of flytipping? Phone the Clean Team on free phone 0800 587 2349.

Standard: We will remove fly-tipping within 24 hours of it being reported.

Enforcement

The Council is committed to maintaining the District to the high standards expected by the public at large however it can only achieve this with the assistance of the community.

There are an antisocial minority who spoil the local environment for others for example by dropping litter and even flytipping. The Council will support the majority by tackling those who behave in this way and will hold them to account by legal action ranging from fixed penalty notices through to prosecution.

If you wish to alert the Council to any such antisocial behaviour, the matter will be fully investigated.

Standard: We will examine all fly-tipped rubbish for evidence and when evidence permits we will always take enforcement action in line with our enforcement policy.

4. Abandoned Vehicles

The Council has a duty to deal with abandoned vehicles on the highways, housing land and other areas of land controlled by the Authority, *but not private land.*

Removing abandoned vehicles has to follow a procedure that is laid down by law that forbids a Local Authority from instantly removing a vehicle on the suspicion that it has been abandoned. In certain cases where abandoned vehicles are found to be in a dangerous condition e.g. burnt out; we can speed up the process.

To make a complaint about a suspected abandoned vehicle, contact us via the customer contact centre on 01283 595795..

Standard: We will respond to at least 80% of abandoned vehicles within 1 working day.

Standard: We will remove at least 70 % of abandoned vehicles immediately (within 24 hours of) it becomes legally permissible to do so.

5. Pest Control

The Council provides advice and treatment for a range of pests such as rats, mice, fleas, wasps, bees, bedbugs and cockroaches

Our operatives will survey your property and establish the nature and extent of the problem. The treatment will then be discussed with you taking into account your needs to ensure the safety of children and pets. We will provide you with written information on any poisons used and provide emergency contact information should you have any health and safety concerns.

Unfortunately we do not undertake treatments for Ants although leaflets on how to control them within your property are available. Please ring on 01283 595795 if a leaflet is required.

Do I Have to Pay for this Service?

The treatment of rats, mice, human fleas, bedbugs and cockroaches in domestic premises is FREE.

However, the treatment of wasps, bees and animal fleas carry a charge. Reduced rates are available for those on income related benefits.

For up to date charges please telephone 01283 595795 or go to www.south-derbys.gov.uk

When will an Officer call out?

When you contact the above number, you will be informed when to expect the officer's visit. Unfortunately in order to provide the speediest treatment for all, exact appointments are not possible so you will normally be offered the choice of morning or afternoon.

Standard: Officers will visit as soon as possible and certainly within 3 working days, unless you request an appointment beyond this time.

How Can I Pay?

Payment can be made at the time of booking using either a debit or credit card. Alternatively you can be invoiced at a later date (approximately 4 weeks).

Who qualifies for the reduced rate in the 'low income' group?

In order to qualify for a reduction in the charges specified above you would have to be in receipt of one of the following benefits:-

- Income Support
- Housing Benefit
- Council Tax Benefit
- Job Seekers Allowance
- State Retirement Pension
- Widow's Pension
- Unemployment Benefit or
- Registered Disabled

Commercial Premises

There is an hourly charge for all treatments carried out on commercial premises. Contracts for the regular monitoring and baiting of commercial premises are available. For advice on this please contact the Council's Customer Contact Centre on 01283 595795 or go to www.south-derbys.gov.uk.

6. Safer Neighbourhood Wardens

The Council employs a number of wardens to tackle the many forms of anti-social behaviour that annoy and make so many people feel uncomfortable or unsafe in their own neighbourhood.

The wardens will patrol areas where antisocial behaviour is a recurring problem during weekdays and weekends, daytime and in the evenings. They will confront people, when its safe to do so, and issue fixed penalty notices for matters such as littering or dog fouling. They will act as professional witnesses for other more serious matters they encounter and by providing evidence to the Police or other agencies more people will be held to account due to the prosecutions of those agencies.

Our Safer Neighbourhood Wardens have many years of experience in law enforcement e.g. with the police, and have a great concern for the wellbeing of the local community if you have an issue of concern you would like to discuss with them you can contact them via our call centre on 01283 595795.

Amongst other duties the Safer Neighbourhood Wardens cover the work previously addressed by the Dog Warden and areas persistently affected by dog fouling will be now be patrolled with a view to tackling any form of antisocial behaviour not just fouling. Call our customer contact centre on 01283 595795 to report such fouling.

What do I do if I encounter a stray or dangerous dog?

Contact the council via the customer contact centre on 01283 595795.

Standard: We will investigate specific complaints about dangerous dogs on the same working day we will also

collect strays on the same working day when reported during working hours

Standard: None urgent cases will be investigated within 5 working days.

What do I do if I have lost my dog?

Straying dogs will normally be seized and taken to the council kennels. Call the Council via the customer contact centre and they will inform you if a dog matching the description you offer has been collected. You can report this to the Council's Customer Contact Centre or by emailing us at www.south-derbys.gov.uk.

Before a seized dog can be released, the owner must pay a fee in respect of kennelling, any veterinary fees and our administration. The owner must also arrange to collect the dog from the Kennels.

7. Noise and Other Statutory Nuisances

For a matter to be a Statutory Nuisance it must be either:

'Prejudicial to health' – i.e. something that is likely to cause injury to your health; or

'a nuisance' i.e. unacceptable interference with the use and enjoyment of your land or premises.

The Council can serve a legal notice to prohibit nuisances, however, statutory law is a relatively blunt instrument and so it generally only offers itself as a remedy for regular, ongoing and evidently serious problems.

To seek help about a nuisance contact our Customer Contact Centre on 01283 595795.

Standard: We will respond to complaints within 5 working days.

What action will be taken?

As a first step, complainants will be forwarded log sheets on which to record the details of the problem i.e. dates, times, duration, severity and how the problem is affecting them. These complaint log sheets can form part of our evidence should further legal action be required.

After the Council receives the completed log sheets, an officer will arrange monitoring visits if appropriate. Council Policy is to visit the complainant on 3 occasions, at a time likely to witness the alleged noise.

If, upon investigation, the Officer is satisfied that a Statutory Nuisance exists the Council will serve an Abatement Notice on the perpetrator. If the Council has been unable to gather enough evidence or witness the alleged nuisance or it does not consider that a Statutory Nuisance exists then it can take no further action to assist, however, private legal action through the Magistrates Court is normally available to the aggrieved party.

8. Drainage Problems

What should I do about defective drainage or sewers?

If you are aware of any problems arising with drainage or sewers, the Council will be glad to help. In the interests of public health we will investigate and decide who is responsible and require them to fix the problem. We may require them to remedy the problem by serving a legal notice on them.

Contact us via the customer contact centre on 01283 595795.

Standard: We will investigate complaints as soon as possible, and normally within 24 hours.

Problems that clearly relate to Public and Main Sewers in the street can be reported directly to Severn Trent Water on 0800 7834444.

What if I have a septic tank or cesspit?

Septic tanks and cesspools are not part of the main sewerage network and are the responsibility of the owners of the properties that they serve. However, the council can assist you with identifying the problem. Sometimes this is as simple as having the sludge emptied from the tank. For help or advice on a septic tank or cesspit, Contact us via the customer contact centre on 01283 595795.

9. Gypsies and Travellers

Illegal encampments of Gypsies and Travellers are dealt with by the land owner. The District Council only takes action to evict gypsies and travellers from their own land. On private land it is the land owner's responsibility to remove illegal trespassers and in the case of the highway and other County Council owned land then the County Council itself takes the relevant action.

Toleration Policy

The Council will strive to maintain the, often difficult, balance between the needs of the settled community, business and those of travellers.

Where travellers occupy Council land irresponsibly, or cause a level of nuisance that cannot be tolerated, within approved guidelines, the Council will use its powers of eviction, after consultation with other agencies.

However unauthorised traveller encampments will not be evicted needlessly, and subject to the following criteria will be tolerated;

1. If the Council cannot offer an alternative space at the Lullington Crossroads transit site.
2. If the encampment is causing a level of nuisance, which cannot be controlled effectively

3. If an immediate enforced eviction is likely to result in unauthorised camping on a site elsewhere in the area, which could give rise to greater nuisance.

Expectations on Gypsies and Travellers

The above Toleration Policy will only apply in the absence of problems with:

Hygiene, rubbish, intimidating behaviour, damage to the property or the environment, uncontrolled animals e.g. horses, criminal activity.

Furthermore no consecutive occupation of the same site will be permitted, no occupation of land designated for specific public use e.g. nature conservation, park or playing fields, car-parks, public open space or other agreed sensitive site i.e. sites subject to development proposals

Standard: Calls about illegal camping on Council property will be dealt with within 24 hours.

10. Licensing

South Derbyshire District Council has a legal duty to ensure the safety of the general public by regulating the issue of many varied licences, coupled with the enforcement of any conditions attached to permissions.

The main categories of licence are:

- Vehicle, including Hackney and Private hire operators, drivers and proprietors

- Premises, covering Public Entertainment, Cinemas and Theatres, Late night Cafes (all now falling under new legislation, the Licensing Act 2003) and Sex Shops
- Miscellaneous, covering Street Trading, Pet Shops, other animal welfare related activities, Charitable Collections and Lotteries

How do I make a complaint

Contact us via the customer contact centre on 01283 595795.

Standard: We will respond to complaints within 5 working days.

Standard: We will respond to urgent private hire complaints within 1 working day.

11. Housing: Grants, Advice and Enforcement

The Private Sector Housing Team oversee standards of housing in the private sector. They will get involved if housing standards fall below the minimum needed to maintain health or safety. The section may offer advice or grants to help individuals who can't afford essential work or enforce essential improvements on for example on landlords. The main services are as follows;

Disabled Facilities Grants

Disabled facilities grants are available to people with disabilities, who need to adapt their dwelling to allow them to continue living at home. All assistance is subject to an assessment of need by an Occupational Therapist or Careworker from Social Services.

Disabled Facilities Grants are subject to a means test, which determines if the applicant must pay a contribution to the cost of the work.

Examples of adaptations include stairlifts, through floor lifts, level access showers and ramps. To make an application for grant aid you should contact Social Services on 01283 238070.

Once Social Services have assessed your needs they will refer your case to South Derbyshire District Council's Private Sector Housing Team.

Standard: South Derbyshire District Council aim to have your works installed and functional within 42 weeks from referral, in at least 90% of cases.

Home Repair Assistance

Home Repair Assistance Grants are administered on behalf of the Council by Wallbrook Care and Repair Agency. The agency provides advice and assistance to older, disabled and other vulnerable people who need help

with building repairs and improvements. For more information contact Care and Repair on 01332 253271

Empty Property Grants

The Council is committed to bringing long term empty properties back into use and has adopted an Empty Property Strategy. As part of the strategy, the Council may offer Empty Property Grants to fund 50% of the qualifying works (£15,000 maximum) for properties that have been empty for more than 12 months. Grant conditions apply.

First Time Buyer Assistance

These grants are available to first time buyers with limited resources to assist with the costs of essential repairs/improvements. Applicants are means tested and the maximum grant amount payable is £10,000. Grant conditions apply.

Landlord Grants

To help provide decent, affordable property for letting, the Council offer Landlord Grants. These grants are available to pay towards the cost of works that benefit the tenant, for example, heating provision/upgrade, kitchen/bathroom replacement. Landlords willing to let their property at an affordable rent will benefit from an enhanced level of grant. Grant conditions apply.

Emergency Renovation Grant

This grant is available to fund essential repairs and improvements in exceptional cases, where there is a serious risk to the health and safety of the owner/occupier. Such cases will be considered on their individual merits and will be subject to a full test of resources.

Decent Home Grant

These grants are available to vulnerable households for works of repair or improvement to make their home decent. Works may include repair and renovation, replacement of obsolete kitchens and bathrooms, heating upgrades and insulation measures. Households must be in receipt of an income related benefit to qualify.

For more information on any of these grants, contact Private Sector Housing on 01283 595719

Enforcement in Private Sector Rented Accommodation

We enforce basic minimum standards in rented property. Landlords have a duty to ensure that accommodation is safe for the occupants of their premises. If a tenant identifies a problem in their home, they should contact their landlord and try to negotiate the repair work without involving the Council. However, if the landlord fails to respond within a reasonable time, tenants should then contact the Private Sector Housing Team.

Standard: We will respond to reports of poor housing conditions within 5 working days.

Tenants and landlords can contact this department for an informal discussion and advice regarding rented accommodation by calling 01283 595950 or by e-mailing enforcement@south-derbys.gov.uk

Licensing of Mobile Home/Caravan Sites

Mobile home and caravan sites require a site licence from the Local Authority. Applications for a licence are free of charge but will require prior approval from the Planning Department. Licence conditions are imposed and the Council inspects sites annually.

If you live on a licensed site and have any concerns about the conditions on the site, contact the Private Sector Enforcement Officer on 01283 595950.

Standard: We will respond within 5 working days.

Energy Efficiency

The Council is committed to reducing fuel consumption and tackling fuel poverty.

The Council will help older people or those on lower income to provide home insulation measures such as cavity wall and loft insulation. We do this through promoting the Government funded 'Warmfront' scheme, and we fund one or more of our own home insulation schemes each year.

For a home energy health check, advice or information on current schemes, contact the Energy Officer on 01283 228719.

Standard: We will respond within 5 working days.

12. Food Safety

South Derbyshire District Council enforces the standards that ensure food is clean and safe to eat. To achieve this we carry out regular checks on all food businesses, checking premises, practices and training, to ensure the public is protected and that high standards are maintained.

Visits to premises are normally carried out without prior notice and those premises posing a higher health risk are visited more frequently than lower risk.

Where practices or conditions are not satisfactory, every attempt will be made to resolve the situation through persuasion and education, but where poor conditions persist, or where there is a risk to public health it

may be necessary to resort to formal action. This could involve either the service of legal notice, prosecution, or in extreme cases, closure of the business.

To make a complaint about Food Safety, Contact us via the customer contact centre on 01283 595795.

Standard: For urgent food complaints or food poisoning or infectious disease complaints, we will respond within 1 working day.

Standard: We will respond to routine complaints within 5 working days

13. Communicable Diseases

We investigate notifications, from GPs, of certain infectious diseases (particularly food poisoning), the public, businesses and other local authorities. Our aim is to ensure that any measures needed to prevent the spread of the disease or food poisoning are in place

14. Health and Safety at Work

The Council is responsible for enforcing standards of Health and Safety at Work in a range of non-industrial premises and so carries out regular checks on offices, shops, warehouses, places used for leisure activities etc. (The Health and Safety Executive deal with factories and other industrial operations). This ensures that safe and healthy working conditions are provided for all employees, the self-employed and members of the public visiting these premises.

Inspections are carried out without prior notification and high risk premises are visited most frequently.

During an inspection, officers check that any hazards to people's health, safety or welfare, which arise, in connection with work, have been identified and the associated risks adequately controlled. They will check

that the Health and Safety training of managers and employees is adequate.

Where work practices or conditions fall short of what is regarded as satisfactory every attempt will be made to resolve the situation by informal means, but if this is not possible, or if the danger posed gives rise to a risk of serious personal injury, then officers will resort to legal action. This could involve either the service of a legal notice, prosecution, or in situations where serious personal injury could arise, a prohibition notice requiring immediate action.

Health and Safety Complaint Investigation

Complaints about working conditions are always investigated sensitively and the complainant's confidentiality is assured. Such matters are often resolved by giving advice to the employer, nevertheless in the case of the most serious issues formal action will be taken.

Health and Safety Accident Investigation

The Section investigates dangerous occurrences and accidents at work. The aim is to prevent any future risk of accidents. The most common outcome is the giving of advice to the employer, however, occasionally if negligence is found to be the main reason for an accident, legal action will be taken. To make a complaint about Health and Safety at Work, Contact us via the customer contact centre on 01283 595795.

Standard: For urgent Health and safety complaints such as severe accidents or dangerous occurrences, we will respond as soon as practicable and certainly no later than the next day.

Standard: For routine matters we will respond to complaints within 5 working days.

would like this document in another language, or if you need the services of an interpreter, please contact us. Information is also available in large print, Braille or other format upon request.

3 595795
: customer.services@south-derbys.gov.uk

ਪ੍ਰਕਾਸ਼ਿਤ ਕੀਤੀ ਜਾਂਦੀ ਹੈ ਕਿਸੇ ਵੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਫੋਨ, ਜਾਂ ਕਿਸੇ ਵੀ ਸੰਚਾਰ ਢੰਗ ਦੀ ਸਹਾਇਤਾ ਨੂੰ ਜੋ ਸਾਡੇ ਸੇਵਾਵਾਂ ਨੂੰ ਵਧੇਰੇ ਸੁਰੱਖਿਅਤ ਕਰਨ ਦੀ ਕੋਸ਼ਿਸ਼ ਕਰਦੀ ਹੈ।
ਜੇਕਰ ਤੁਹਾਨੂੰ ਕੋਈ ਸਵਾਲ ਹੈ, ਤੁਹਾਨੂੰ ਆਪਣੇ ਸਵਾਲਾਂ ਨੂੰ ਸੁਣਾਉਣ ਦੀ ਸਹਾਇਤਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ।
283 595795
customer.services@south-derbys.gov.uk

翻译员帮助
体录带欢

01283 595795
customer.services@south-derbys.gov.uk

ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਵੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਕਿਸੇ ਦੁਬਾਰਾ ਵੀ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਕਰਨ ਦੀ ਕੋਸ਼ਿਸ਼ ਕਰੋ।

ਜੇਕਰ ਤੁਹਾਨੂੰ ਕੋਈ ਸਵਾਲ ਹੈ, ਤਾਂ ਸਾਡੇ ਸਵਾਲਾਂ ਨੂੰ ਸੁਣਾਉਣ ਦੀ ਸਹਾਇਤਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ।

83 595795
customer.services@southderbys.gov.uk

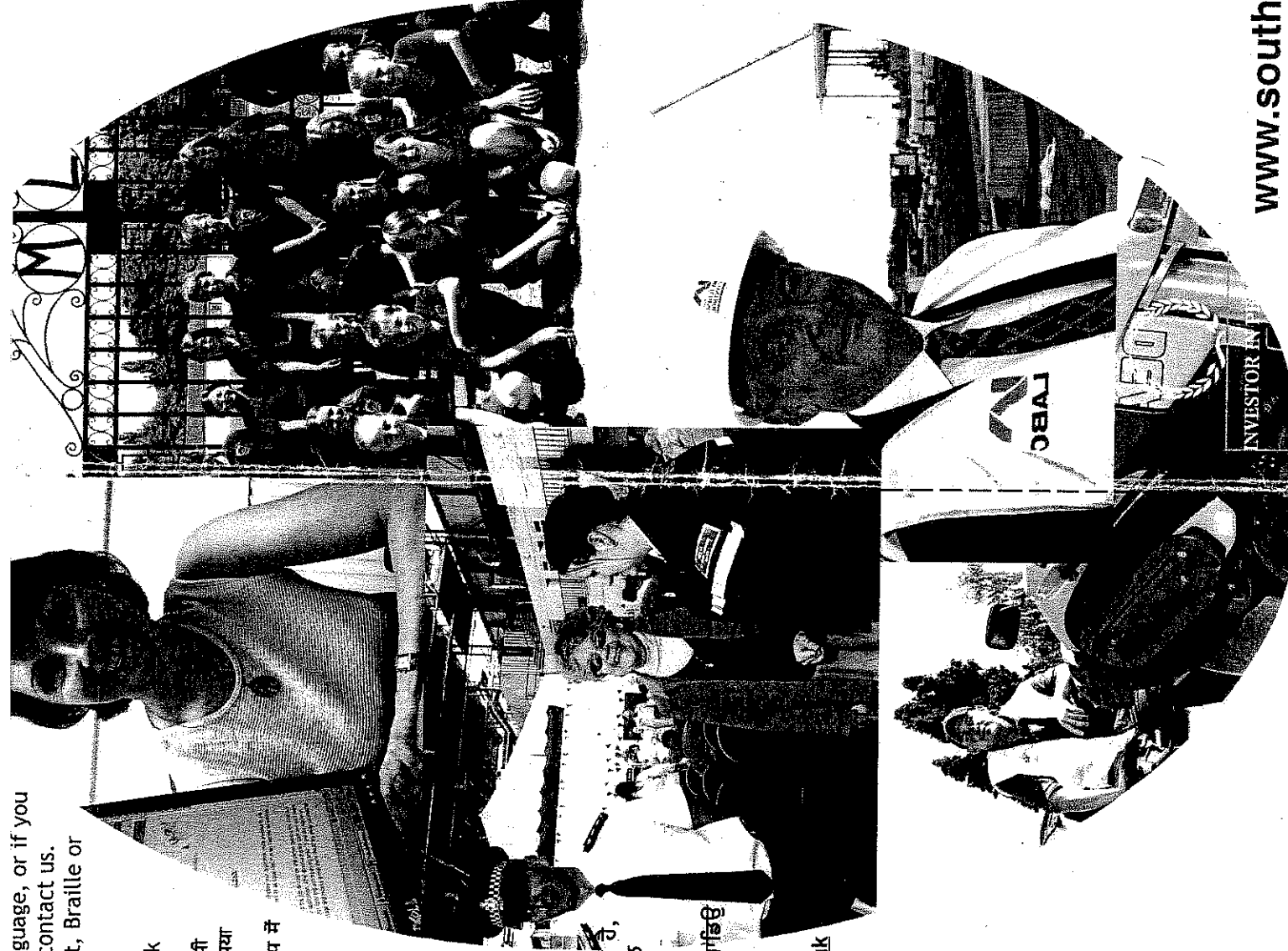
ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਵੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਕਿਸੇ ਦੁਬਾਰਾ ਵੀ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕੋਸ਼ਿਸ਼ ਕਰੋ।

ਜੇਕਰ ਤੁਹਾਨੂੰ ਕੋਈ ਸਵਾਲ ਹੈ, ਤਾਂ ਸਾਡੇ ਸਵਾਲਾਂ ਨੂੰ ਸੁਣਾਉਣ ਦੀ ਸਹਾਇਤਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ।

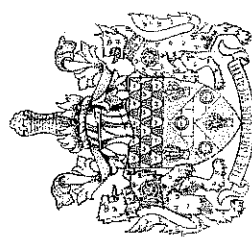
595795
customer.services@south-derbys.gov.uk

Service Standards
provided by South Derbyshire District Council
Offices, Civic Way, Swadlincote,
Derbyshire DE11 0AH.
: 01283 221000
1283

ie: www.south-derbys.gov.uk



South Derbyshire
District Council



South
Derbyshire
District Council

Service
Standards
Environmental
Services

BOOKLET

www.south-derbys.gov.uk

The Council's Vision

Our vision is to:

"Make South Derbyshire a healthier, more prosperous and safer place to live"

Our Values

The following principles will guide our actions and govern our relationships with local people and partners. We will:

- Make decisions openly and with integrity
- Involve the community in choices about services and priorities
- Be open and responsive to change
- Treat people fairly in everything we do
- Value employees and the essential role they play in service delivery

Strategic Objectives

We intend to achieve our Vision by taking actions that will:

- Enhance the quality of life of all South Derbyshire residents
- Safeguard the environment now and for the benefit of future generations
- Put residents at the centre of Council decision-making
- Secure continuous improvement in the quality and efficiency of our services
- Support local businesses and create a climate for good inward investment

Our Priorities

Because we cannot do everything at once, we have had to identify some priorities. There are just three and these are:

- Safer and healthier communities
- A cleaner and greener
- More efficient, customer focused services

Improving customer service:

We want your help to make our services better. We want you to let us know if you've got a comment to make, whether it's good or bad, on any of our services.

You can do this by filling in a form from our Customer Services section, or on our website at

www.south-derbys.gov.uk/complaintsprocedure.htm or by writing direct to:

Customer Services Manager
South Derbyshire District Council
Civic Offices, Civic Way
Swadlincote
Derbyshire DE11 0AH

We will take your comments and complaints seriously. We will find out if our service has failed, explain the circumstances to you and correct the failure, if we can. You can refer the complaint to our Chief Executive, then to the Ombudsman if you're not satisfied.

