

## **EAST PECKHAM PARISH COUNCIL**

### **Resident Service Policy**

At East Peckham Parish Council our residents are at the forefront of our minds, at the centre of what we do and how we make decisions. We will look carefully at what our residents and village need and provide services within our powers to meet that need.

#### **The Parish Councils Commitments to Residents**

- We will always be polite and professional
- We will treat our residents equally and fairly
- We will be honest and explain things
- We will try and get things right first time and make sure things are put right if they go wrong
- We will listen to your ideas so we can improve
- We will do our best to communicate clearly with residents in a way that suits them.

#### **Why does the council need a resident service policy?**

- The council is changing the way it **provides** services.
- Where services are provided by other organisations we will try and make sure that these organisations have the same level of service we do.

#### **Resident Service Principles**

##### **Principle 1 - Delivering quality**

- Residents know what to expect
- Residents know we are putting them first
- We can see that the right services are being provided for people
- If residents need to make a complaint they know how to do it easily
- Comments and complaints will be used to make services better.

##### **Principle 2 - Customer focused services**

- Services that are provided by the council are easy to use
- Most customers can use technology to get to services
- Residents know that the Parish Council is providing the best service it can
- Customers who need more help will be given all the help they need.

##### **Principle 3 - clever commissioning**

- We will make sure that:
  - what residents need is thought about from the start.
  - Parish council service provision is right for the village.
  - Residents know that their needs are at the heart of the service provision
  - Residents do not have to keep reminding us to do things.