



# Carmarthenshire Direct Service Standards



## **About this booklet and our service standards**

**Carmarthenshire Direct Service Standards** describe the **Standards** we have for delivering **Services** to our **Customers**. They are designed to advise you of the service you can expect from us and we hope you find them useful. We will monitor our performance against these standards to ensure we are providing you with excellent services, and if, for some reason, we are unable to meet the standard we will let you know and keep you informed.

## **The Carmarthenshire Direct Service**

**Carmarthenshire Direct provides access to and information about a wide range of Council services to all Carmarthenshire County Council customers.**

Whether you prefer to access council services online, by telephone, by text, or in person, Carmarthenshire Direct gives you a greater choice of methods and extended opening hours.

Carmarthenshire Direct deals with 560,000 customer enquiries each year. Our friendly and professional Customer Services staff deal with many of the phone calls you make to the Council and greet you when you come into one of our Customer Service Centres. All of our team will try to help with your queries or give you advice about other agencies that may be able to help you.

## Feedback

These service standards concern services we provide to you and we need and value your feedback. You may wish to see changes, or you may have ideas about improvements that we could make. If so, please let us know. If you do have comments, please get in touch – together we can ensure that we are providing the services you want.

### There are several ways in which you can give us your feedback:

- Telephone 01267 234567
- Website [www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)
- E-mail [direct@carmarthenshire.gov.uk](mailto:direct@carmarthenshire.gov.uk)
- Text 07892 345678
- Face-to-face Speak to a Supervisor or member of staff at one of our Customer Service Centres in Ammanford, Carmarthen or Llanelli
- Letter Carmarthenshire Direct - Customer Services, Municipal Buildings, Crescent Road, Llandeilo, Carmarthenshire, SA19 6HW.
- Fax 01558 825346

## Our aims

We aim to provide a quality customer focussed service that is continually improving.

### To help us achieve our aim, we will:

- Be easy to contact and quick to respond;
- Make our services as accessible to everyone as possible;
- Act in a professional and courteous manner at all times;
- Respect confidentiality at all times;
- Ensure that our staff are best able to help you by continuous investment in training;
- Aim to ensure that information is relevant and written in plain language and provide explanations where necessary;
- Publish the opening times of all our services;
- Inform you about our services and facilities and how to use them effectively;
- Ensure that Customer Service Centres are clean, safe, comfortable and smoke free. We will provide private interview facilities and access to a telephone where appropriate;
- Listen and respond to our customers' needs and ensure that we take your views and comments into consideration when reviewing and developing policies and procedures;
- Investigate any complaints made about our service and provide a fully considered response;
- Keep you up-to-date with how we are performing against our standards;
- Continually improve performance on key indicators (see below).

## **Carmarthenshire Direct performance targets**

**When you ring Carmarthenshire Direct on our 01267 234567 telephone number, we aim to:**

- Answer your telephone calls within 15 seconds at least 85% of the time;
- Provide a bi-lingual service.

**When you visit one of Carmarthenshire Direct's Customer Service Centres, we aim to:**

- See you within 10 minutes of arrival. If we think that you will need to wait longer than 15 minutes, we will try to explain the reason for your wait to you.
- Deal with your query ourselves there and then in at least 85% of cases.
- Provide a bi-lingual service

**When dealing with your text messages at Carmarthenshire Direct, we aim to:**

- Acknowledge it within one working day of receiving it;
- Provide a response within three working days of receiving it.

**When dealing with your e-mails at Carmarthenshire Direct, we aim to:**

- Acknowledge it within one working day of receiving it;
- Provide a response within three working days of receiving it

**When dealing with your complaint at Carmarthenshire Direct, we aim to:**

- Acknowledge your complaint within three working days of receiving it;
- Take your complaint seriously and try to put things right;
- Tell you the outcome of our investigation within 10 working days of receiving it.

**We aim to achieve a 95% level of customer satisfaction across Carmarthenshire Direct**

## How to contact us

You can contact us over the internet, in writing by letter, e-mail, text or fax, by telephone or visit us and talk to us face to face.

### Contact details

- **By phone** 01267 234567
- **Through our website** [www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)
- **By e-mail** [direct@carmarthenshire.gov.uk](mailto:direct@carmarthenshire.gov.uk)
- **By text message** 07892 345678
- **By visiting one of our Customer Service Centres at**
  - Ammanford -**  
Town Hall, Iscennen Road, Ammanford, SA18 3BE
  - Carmarthen -**  
3 Spilman Street, Carmarthen, SA31 1LE
  - Llanelli -**  
Ty Elwyn, Town Hall Square, Llanelli, SA15 3AP.
- **In writing** Carmarthenshire Direct -  
Customer Services,  
Municipal Buildings,  
Crescent Road,  
Llandeilo,  
Carmarthenshire, SA19 6HW
- **By fax** 01558 825346

You can find directions and opening hours on our website or we will give them to you over the phone or send them to you

If you require this information in large print, Braille or on audiotape, please telephone 01267 234567.

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