



CUSTOMER SERVICE EXCELLENCE

Charter Mark Received Customer Focus Recognition

Awarded for 2010 Rotherham Limited & Retained Housing Services in the Neighbourhoods Programme Area

October 2005

Charter Mark is a nationally recognised standard for quality and customer excellence set by the Government, unique in that it focuses on the experience of customers and the service they receive

Assessor Quotes included:

“Services are forward looking and extremely customer orientated”

“Much effort has been given to completing the Charter Mark application and this has resulted in only two partial compliances being identified. It is a credit to both Services and the Council that such a level of compliance has been achieved”

“Both Services work to precise and measurable standards and have actively involved customers in their development”

“There is an excellent commitment to consultation with, staff customers and others”

“Your printed information is of high quality and you are further developing website information”

“Services are provided in a flexible and responsive manner with numerous improvements in performance over recent years”

“Your staff work to customer care standards and are seen to be helpful and courteous”

“The level of satisfaction with your Services has improved year on year”

“There is a commitment to value for money and staff are involved with planned savings and other financial issues”

“The development and enrichment of the wider community is seen to be core to your planning process”

In the early part of 2006 the rest of the Neighbourhoods Programme Area, including Waste Management, Environmental Health and Trading Standards services will be assessed for Charter Mark Status

For further information visit www.rotherham.gov.uk, 2010rotherham.org or contact the Strategic Services Team on 01709 822255