

CUSTOMER CHARTER

What we do:

- *The Directorate works as the Council's Intelligent Client for the development, procurement and delivery of all capital projects.*
- *The Directorate is also responsible for developing a regeneration framework for Bath, Midsomer Norton, Radstock and Keynsham within the Regional Agenda, and the development of independent regeneration projects.*
- *The Directorate provides and assesses resource capability through consolidated overview of the Capital Programme to ensure the appropriate resources, skills and expertise are available for delivery of our portfolio of projects.*
- *Development & Major Projects form the Council's Centre of Excellence for project management. The team uses best practice procurement and construction techniques to ensure best value is achieved and projects are consistently delivered on budget and on programme and that quality, sustainability and Health & Safety targets are met.*

Our commitment to quality service:

- *We are committed to providing a high quality and efficient service to our customers*
- *We will develop and deliver solutions that will meet the needs of our clients*
- *We will deliver all projects on time and to budget*

During the 2009/10 financial year, 100% of all our projects were delivered to time and budget

- *We will keep you informed of progress against targets and expenditure (or) we will provide regular updates on projects and initiatives*
- *We are committed to developing a sustainable economy through our work and will take positive steps to tackle the causes and effect of climate change*
- *We will raise awareness of equality/diversity issues among Development & Major Projects staff members through the provision of continuing professional development and training*

Access to our services:

- *Our offices are contactable by telephone Monday to Thursday 8.30-17.00 and Fridays 8.30-16.30.*

- *We will answer the phone giving our first name and department name aiming to answer 80% of all calls within 20 seconds.*

In the first quarter of 2010 our performance was 94%, a total of 5,631 calls were answered within 20 seconds

- *We will send an acknowledgement to all complaints by letter within 5 working days*
- *We will reply to letters in full within 15 working days and in 20 working days for a formal complaint, from the complaint being received. If we need to make further investigations we will tell the customer*

In 2009/10 we received 2 complaints both of which were dealt with in accordance with the standard

- *We will make information available in large print, in another language, in Braille or on tape on request*

Feedback:

- *We welcome your views. Your comments will help us improve our performance*
- *We will survey our customers to get feedback on our performance*

Internal Customers:

- *We will ensure that standards applied to external customers will apply equally to internal customers*
- *We will provide for and actively encourage continuing professional development and training for staff*
- *We will articulate job descriptions, in partnership with individual staff members and their staff representatives, with clear goals and responsibilities and ensure that these are understood by all staff members*