



Oadby & Wigston

BOROUGH COUNCIL

Customer Service Standard – Active Oadby and Wigston

Service Overview

Active Oadby and Wigston deliver health and wellbeing campaigns, interventions and programmes to improve the health and wellbeing of all residents.

Our Customers Promise

We Will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

Our Customer Groups

Our customers include: Residents of the borough, (including home owners, council tenants and private tenants), Visitors to the borough and Businesses/Employees working within the borough

Our Partners

To improve the health and wellbeing of all residents, we work in close partnership with the following agencies: Local Area Co-Ordinators, NHS, Primary Care Networks, Social Services, Children and Family Wellbeing Service, third sector organisations and educational establishments.

Access

Customers can access our service using one of following methods:

Phone

By calling our Customer Service line on 0116 2888 961 (see our website for opening hours)

Online

By visiting our bespoke website: www.activeoadbywigston.org.uk and visiting our social media pages- search Active Oadby and Wigston (access 24/7)

Or email : active.together@oadby-wigston.gov.uk

Our Standards

When you	We will	Timescale/Target
Live in our borough	Adopt a proactive, community-facing approach	Ensure that everyone has the opportunity to be physically active. Use a variety of communication channels to make sure we connect with all residents in the community.
Making an enquiry or registering for one of our programmes	Respond to you using your preferred method of contact to gather any further information needed	Programme enquiries to be made within 3 working days First Contact Plus to be made within 5 working days
Participate in one of our programmes	Provide all relevant information and ensure the registration process is accessible and easy. Ensure that you are kept up to date with developments in the programme (e.g. Via WhatsApp groups, phone calls or emails). Ensure that you are part of a friendly, welcoming and supportive group of participants Meet your needs, requirements and support you to reach any goals or aspirations you may have through participation in the programme	To achieve 80% customer satisfaction rating in our post-programme surveys
Volunteer on one of our programmes	Provide regular support, training and feedback Ensure you are listened to, treated fairly and with respect Support you with further employment/vocational opportunities	Respond to volunteering queries within 3 working days To achieve 80% satisfaction in volunteer experience survey Regular monthly 1:1 for volunteers