

## PRIVACY

We will treat all personal information about you in confidence. It will only be passed on with your agreement or where legally necessary.

Private interview facilities can be made available on request.

## YOUR VIEWS

We welcome your views on how our Service is performing.

We may seek your views by means of a service questionnaire or user group forum.

However you can also HAVE YOUR SAY at any time about council services by making a comment, compliment or complaint by telephone to: Liverpool Direct on 3000 or by completing one of the forms available from reception areas and One Stop Shops.

Your views can help us to improve our service and help shape our future plans.

## PERFORMANCE AGAINST STANDARDS

We will publish annually how we perform against our standards.

## EQUAL OPPORTUNITIES

We will make information available upon request in large/bolder print.

The information in this leaflet is available in Bengali, Arabic, Somali, Punjabi, Urdu, Chinese, and Hindi.

এই প্রচারপত্রটি বাংলা ভাষায় পাবেন আর ইহা আরবী, সোমালী, পান্জাবী, উর্দু, চাইনীজ আর হিন্দী ভাষায় ও রয়েছে।

توفر هذه النشرة باللغة العربية واللغات البنغلاديشية ، والصومالية ، والبنجابية ، والأردية ، والصينية والهندية

Buug-yarahan waxaa la heli karaa isaga oo Af-Soomaali iyo weliba luqadaha Bangaali, Carabi, Bunjaabi, Urdu, Shiinees iyo Hindi ku qoran.

ਇਹ ਪਰਚਾ ਬੰਗਾਲੀ, ਅਰਬੀ, ਸੋਮਾਲੀ, ਪੰਜਾਬੀ, ਉਰਦੂ, ਚੀਨੀ ਅਤੇ ਹਿੰਦੀ ਆਦਿ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ

یہ کتابچہ اردو میں اور اسکے علاوہ بنگالی، عربی، صومالی، پنجابی، چائینیز اور ہندی زبان میں بھی دستیاب ہے۔

這份傳單除了譯成中文外，還備有孟加拉文、亞拉伯文、索馬利亞文、旁遮比文、烏爾都文和印度文的譯本可供索閱。

यह परचा हिन्दी भाषा में उपलब्ध है। यह बंगाली, अरबी, सोमाली, पंजाबी, उर्दू और चाइनीज़ भाषाओं में भी उपलब्ध है।

## CUSTOMER CHARTER



## Citysafe Team



The City Council exists for the benefit of all the people of Liverpool. We aim to offer high quality, value for money services in line with your needs.

This charter tells you about our work and how to contact us. It also sets out the standards and levels of service we seek to provide within the resources available.



The City of Liverpool

## WHO WE ARE AND WHAT WE DO

Citysafe is the name given to Liverpool's statutory 'Crime & Disorder Reduction Partnership'. The Citysafe Team in the Community Services Portfolio, Liverpool City Council supports this Partnership.

We provide specialist services to help build safer, stronger communities. We work with police, health, fire and other statutory partners in order to reduce crime, disorder, anti-social behaviour, fear of crime, drugs / substance misuse in priority areas with local communities.

Further details of our services are available at [www.liverpool.gov.uk/citysafe](http://www.liverpool.gov.uk/citysafe).

## WE PROVIDE

- Annual 'Strategic Intelligence Assessments', including analysis of partnership data, to inform priorities, plans and action.
- Statutory Partnership Plans.
- Regular performance information.
- Specialist support for partnership working arrangements and action.

## OPENING HOURS

General enquiries: Monday to Friday 8.30am – 4.45pm.

## HOW TO CONTACT US

Enquiries can be made on the following numbers:

Telephone: 0151 225 4817

Fax: 0151 233 4830

Email: [citysafe@liverpool.gov.uk](mailto:citysafe@liverpool.gov.uk)

You can write to us at:

Citysafe  
Community Safety  
Liverpool City Council  
Municipal Buildings  
Dale Street  
Liverpool  
L2 2DH

## OUR STAFF

- We will be courteous and helpful at all time
- We will wear identity badges
- We will give our workplace and name when we answer the telephone
- We will use plain language in all our correspondence with you
- We will act with honesty, integrity, sensitivity and respect
- We will treat any information you give us in confidence

## RESPONSE TIMES

We will reply to all letters within 10 working days of receipt.

We will acknowledge email enquiries within 24 hours and indicate when we will be able to respond fully.

## CITYSAFE TEAM

The Citysafe Team comprises:

- Performance & Analysis Team
- Alleygating Team,
- Acquisitive Crime Reduction Manager
- Violent Crime Reduction Manager
- Domestic Violence Prevention Co-ordinator
- Community Cohesion Officer
- Citysafe Performance Officers.