



One Stop Shop Performance Standards

Our Staff

- We will provide a polite, welcoming and efficient service.
- We will be responsible and accountable for the accuracy and quality of our work.
- No matter what the enquiry, our staff will deal impartially and with discretion. All matters will be treated in confidence.
- We will provide staff with the training and support required to deliver an excellent service to you.
- Customer Service Advisors wear a uniform and name badge so you can identify them easily.



Our Performance

- We aim to offer you a Revenues & Benefits appointment within 5 working days.
- We aim to see you within 10 minutes of your arrival.
- We aim to have your complete benefit form processed within 14 days.
- We will reply to correspondence within 10 working days

Our Services

We can deal with any council enquiry. Here are just some of the services we can offer:

- Housing benefit
- Council tax
- Education awards
- Property pool
- Blue badges
- Fire risk assessments
- Parking permits
- Electoral registration
- Homelessness
- Planning & permissions

We introduce new services into the shops all the time, please ask a member of staff for latest details.

Our Community & Facilities

We will be fair in the way we deliver our service and treat all members of the community equally. Staff are trained in: cultural, disability and mental health awareness



We can also provide:

- Private interview rooms
- Mini loop and staff trained in British Sign language, lip reading skills
- Wheelchair/pushchair access
- Information in Large Print, Braille, Audio Tape/CD
- Access to over 100 ethnic languages via BT language line and multi lingual staff

BT يمكن استخدام أكثر من 100 لغة مختلفة عبر خط

لغات والعاملين الذين يتحدثون عدة لغات.

“可以透過「電話公司語言專線」和會說多種語言的員工來獲得超過100種外語口譯服務。”

“Přístup k více než 100 etnickým jazykům přes jazykovou linku BT a mnohojazyčný personál.”

“Helitaanka in ka badan 100 luqadaha dadka oo lagu helo khadka luqadda ee BT language line iyo shaqaale luqado-badan ku hadla”

Other Services

We also offer a range of surgeries in the One Stop Shops including:

- Ward Councillors' Surgeries
- Department for working pensions
- Trading standards
- Anti social behaviour
- Domestic violence
- Community police

These surgeries are subject to change depending upon customer demand, please ask a member of staff for latest details.

