



Housing Strategy Service Standards

What services do we offer?

The Housing Strategy team is within the Strategic Housing section of the Housing Services Division and is responsible for all the statutory strategic housing responsibilities of the Council.

The team carries out a number of functions including:

- Developing the Council's Housing Strategy and contributing to the development and delivery of Sub-regional (southern Staffordshire) and Regional housing strategies;
- Promotion of housing needs of the Cannock Chase District within the Region;
- Co-ordinating the delivery of the Housing Strategy with partner organisations, such as local agencies (PCT and Social Services), Housing Associations, Government Office, Homes and Communities Agency, local developers and private landlords;
- Collecting, assessing and reviewing of local housing needs information, including supported housing needs;
- Working with partners to deliver new affordable housing within the District;
- Commissioning Housing Needs Surveys to provide detailed information on the housing needs of the District;
- Production of a number of housing related strategies including the Homelessness Strategy, Affordable Warmth Strategy and BME Housing Strategy.

What are our Customer Service Commitments?

We will:

- provide an efficient and effective service at all times;
- provide accurate and up to date information on the Council's policies and practices in relation to strategic housing issues;
- be polite and treat customers with respect;
- deal with any complaint you have in an open, professional and fair manner;
- regularly ask for your opinions, and seek suggestions on the services we run;
- tell you about our performance standards and how well we meet them;
- acknowledge all general correspondence that requires a reply within 3 working days, give a full reply within 10 working days, or an interim response explaining the reasons for the delay within 10 working days;
- answer the telephone within 10 rings during Council Office opening hours of 9am to 5pm, Monday to Friday;
- respond to Freedom of Information and Data Protection requests in accordance with Government guidelines;
- provide a translation service on request for any person whose first language is other than English and use language in our letters, faxes, emails and strategies that shows we accept and respect all our customers equally;
- we will evaluate our performance via satisfaction questionnaires and review our service standards on an annual basis.

The Strategic Housing Statement on Equal Opportunities

The Council recognises that there are groups in society that face disadvantage discrimination and will counteract this through a policy of equality of opportunity for all.

The Council is working towards equality of opportunity in the provision of services to the local community. The Council seeks to actively promote equality of opportunity within the local community and wishes to ensure that the needs of a particular group are not overlooked and that everybody has the opportunity to play a full and active life in the local community.

The Council accepts that as a service provider, it has a social and moral duty to promote equality of opportunity. The Council will comply with the statutory requirements laid down in the Race Relations Act (1976), the Sex Discrimination Act (1975) and the Disability Discrimination Act (1995).

Our equal opportunities policy aims to ensure that, within the framework of the law, no member of the public receives less favourable treatment on the grounds of gender, marital status, disability, race, religious beliefs, age, sexual orientation or on any other grounds.

How we deliver on this commitment

We have a Corporate Customer Charter that sets out:

- what services we offer;
- what standards we set in providing these services to you;
- what to do if you are not happy with the service provided;
- the services available for those with special needs.

How we can help if you have special needs

We will:

- arrange meetings at a convenient place, if you are unable to come to our offices;
- arrange for an interpreter if necessary;
- arrange for our documents/strategies to be translated on request;
- provide audio tapes of our strategies for people with visual problems;
- provide wheelchair accessible offices and facilities;
- make appropriate arrangements for people with hearing difficulties.

What we can do if things go wrong

We aim to provide an efficient and effective service at all times. However, things do go wrong and when this happens we want to put them right quickly.

You may make a complaint through the Council's official complaints procedure.

In Writing:

Customer Services
Cannock Chase Council
Civic Centre
PO Box 28
Beecroft Road
Cannock
WS11 1BG

E-mail:

Customerservices@cannockchasedc.gov.uk

Website:

www.cannockchasedc.gov.uk

If you still remain dissatisfied, you can request that the Local Government Ombudsman undertakes an independent investigation into your complaint.

We promise at all times to give you an explanation of our actions, and if we have done something wrong to put it right and apologise.

What we expect from you

We ask that you show employees the same courtesy and respect that you expect from us, in face-to-face meetings, on the phone and in correspondence. If you use abusive language or behaviour to employees or partner agencies, we will ask you to leave the building or end your phone call.

How to contact us

By post or in person:

Strategic Housing
Cannock Chase Council
PO Box 28
Beecroft Road
Cannock
Staffordshire
WS11 1BG

By telephone:

01543 462621

By fax:

01543 464211

By email:

strategichousing@cannockchasedc.gov.uk

Website:

www.cannockchasedc.gov.uk

আপনি অনুরোধ জানালে এই কাগজপত্রগুলোর বাংলা অনুবাদের ব্যবস্থা করা যেতে পারে।

如有要求的話我們可將此文件翻譯成中文

વિનંતી કરવાથી તમને આ દસ્તાવેજ તમારી માતૃભાષામાં મળી શકે છે.

ਜੇ ਤੁਸੀਂ ਚਾਹੋ ਤਾਂ ਇਹ ਪਰਚਾ ਤੁਹਾਡੀ ਬੋਲੀ ਵਿੱਚ ਮਿਲ ਸਕਦਾ ਹੈ

یہ دستاویز آپ کی زبان میں، گزارش پر دستیاب کی جاسکتی ہے۔

Ten document jest dostępny na żądanie w twoim języku

This booklet is available in large print. To obtain a copy please telephone the Housing Options Team at the Civic Centre on 01543 462621.