

**Our commitments to you:**

 <h2>EASY ACCESS</h2>	 <h2>ON TIME</h2>
<ul style="list-style-type: none"> <li><input type="checkbox"/> We will make it easy for you to find out what services are available to you.</li> <li><input type="checkbox"/> We will provide four main ways for you to obtain services – by website, telephone, in person or by email/letter.</li> <li><input type="checkbox"/> We will make our opening hours clear.</li> <li><input type="checkbox"/> We will make our application processes simple and easy to understand.</li> <li><input type="checkbox"/> You will not have to repeat information.</li> <li><input type="checkbox"/> We will provide modern, comfortable places for you to access services in person.</li> <li><input type="checkbox"/> We will ask how you prefer to be contacted, and use this method where we are able.</li> <li><input type="checkbox"/> We will provide information in other formats and languages upon request</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> We will tell you how long it will take to deal with your service request.</li> <li><input type="checkbox"/> We will tell you what will happen next and how you can get the service you require.</li> <li><input type="checkbox"/> We will keep in touch and tell you how your request is progressing.</li> <li><input type="checkbox"/> If we need to make an appointment to meet you, we will offer times which are convenient for you.</li> <li><input type="checkbox"/> We will keep to our scheduled appointment times.</li> <li><input type="checkbox"/> We will complete outstanding work within a reasonable timescale, which is agreed with you.</li> <li><input type="checkbox"/> We will ensure that all the time which is allocated to you is spent with you.</li> </ul>
 <h2>RIGHT RESULT</h2>	 <h2>TREATED AS A VALUED CUSTOMER</h2>
<ul style="list-style-type: none"> <li><input type="checkbox"/> We will provide you with information that is easy to understand.</li> <li><input type="checkbox"/> We will aim to reach the right outcome for you.</li> <li><input type="checkbox"/> We will take your views into account</li> <li><input type="checkbox"/> We will offer you choices and alternatives.</li> <li><input type="checkbox"/> We will give you an explanation for our decisions.</li> <li><input type="checkbox"/> We will tell you what you need to do if you are dissatisfied with the outcome of your service request</li> <li><input type="checkbox"/> We will provide aftercare for some of our services, to check whether the service you are receiving is suitable for you.</li> <li><input type="checkbox"/> We will ensure that you are kept informed of any changes to services.</li> <li><input type="checkbox"/> We will tell you upfront about any costs you are responsible for.</li> <li><input type="checkbox"/> We will work with others to ensure we are able to personalise the service we offer.</li> <li><input type="checkbox"/> Our staff will be honest; if we can't help you, we will tell you who can.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> We will always put our customers 1<sup>st</sup>.</li> <li><input type="checkbox"/> We will listen to your needs, allowing you time to fully explain your circumstances.</li> <li><input type="checkbox"/> We will treat people fairly and with dignity.</li> <li><input type="checkbox"/> We will take your needs seriously and treat you and your home with respect.</li> <li><input type="checkbox"/> We will be honest about our service delivery timescales.</li> <li><input type="checkbox"/> We will respect your privacy.</li> <li><input type="checkbox"/> We will think about all the people involved in your service request, eg parents, carers, family and friends</li> <li><input type="checkbox"/> We will be flexible in our approach, enabling customers to change their mind.</li> <li><input type="checkbox"/> We will ask for your feedback, and act upon it</li> <li><input type="checkbox"/> We will tell you how we are performing against our service standards. You can find this information at <a href="http://www.rotherham.gov.uk/performance">www.rotherham.gov.uk/performance</a>.</li> </ul>