



CARDIFF COUNCIL

# Customer Service Standards

## AVAILABILITY

We know you expect information at your fingertips, and that you want to be able to access Council services when it is convenient to you. Time is at a premium and we know the key to giving 24/7 customer service is to use technology that will help our teams deliver services and empower you, during and after traditional office hours.



- ✓ We will have an online presence, which will enable customers to access council information and services with ease 24/7.
- ✓ We will offer self-service options such as the Cardiff Gov App, BOBi (ChatBot) and an interactive website to ensure our customers have options for digital interaction.
- ✓ For our Face-to-face & telephone customers, we will ensure our opening times and locations are clearly advertised and accessible.



For further information about council services, please visit our website [Cardiff.gov.uk](http://Cardiff.gov.uk), download our app [Cardiff.Gov](#) and follow Cardiff Council on [Twitter](#), [Facebook](#) and [Instagram](#)

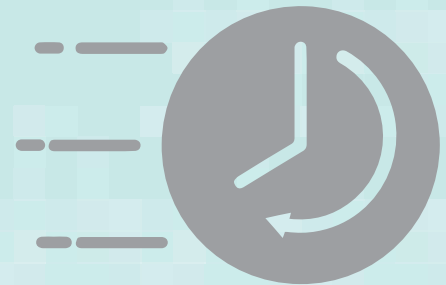




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## RESPONSIVENESS

No one wants to feel like they aren't being listened to, which is why, we will let you know we have received your comment/request/question.



- ✓ We aim to acknowledge your contact within 24 hours if you contact us via digital channels
- ✓ We will ensure that we communicate any relevant steps in our processes and keep you informed until we reach a conclusion
- ✓ If you make a complaint, we will aim to acknowledge this within 5 working days and provide a full response within 20 working days.



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## COURTESY

We want to provide you with a professional and friendly customer service. We also recognise a deeper courtesy that addresses thoughtful design of the way our buildings, open spaces are equipped and located. Our processes are designed with you in mind and we will be clear on how you can expect to access our services and information.



- ✓ We will ensure our face to face services, i.e. Hubs are customer centric with friendly knowledgeable staff, clean and comfortable surroundings, clear signage and clearly advertised opening times.
- ✓ Our website is fully responsive, easy to navigate and fully compatible with your mobile devices.
- ✓ Staff are trained in customer service and have the right skills and knowledge to provide council services.
- ✓ We will ensure easy accessibility to many facilities such as bilingual documents, hearing loops and real time BSL translation services.



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## ACCURACY

Providing correct information to our customers is imperative. We know you make decisions and act upon the information you receive.



✓ We will make it as easy and as simple as possible to access and understand council policies.

✓ If you need to report it, pay for it or apply for it, we will keep the process efficient and streamlined.

✓ We will comply with the relevant legislation, which includes ensuring that your personal data is secure.

✓ We will review and update our information, policies and procedures regularly.



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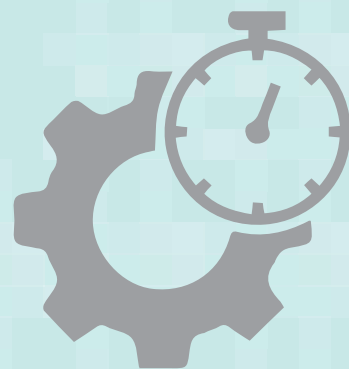


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## EFFICIENCY

Our aim is to always deliver council services in the most efficient way. We recognise time is an important commodity and we endeavour to ensure our processes are streamlined and simple. Customer effort is something we monitor and measure in order to enhance an effortless customer service experience.



- ✓ Reliable and timely responses to service requests.
- ✓ Simple, effective and easy to use digital self-service tools and channels.
- ✓ Face to face facilities will be provided in the heart of your community with the ability to book appointments in advance or access 3rd party organisations under one roof.
- ✓ We understand the importance of a one council approach to ensure the right team takes ownership of our customer's needs.



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## CONSISTENCY

We understand that Customers want consistency in services where you can expect the same level of service each time you interact with us. We will deliver on promises and be transparent with our policies and procedures.



✓ However you choose to interact with us, we will offer you a professional, consistent and seamless customer experience every time.

✓ We will respond to all queries in a timely manner, ensuring you get the information or service you require.

✓ We will explain what we are doing and why so you that know what to expect from us.



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# CARDIFF COUNCIL Customer Service Standards

## USEFUL INFORMATION



Website:  
[www.cardiff.gov.uk](http://www.cardiff.gov.uk)



Live Chat:  
[www.cardiff.gov.uk/askbobi](http://www.cardiff.gov.uk/askbobi)



Cardiff Gov App:  
[www.onelink.to/cgovapp](http://www.onelink.to/cgovapp)



Phone: **Welsh: 029 2087 2088 English: 029 2087 2087**  
BSL: [www.cardiff.gov.uk/bsl](http://www.cardiff.gov.uk/bsl)



Post: **County Hall Atlantic Wharf Cardiff CF10 4UW**



**HUBS - [www.cardiff.gov.uk/hubs](http://www.cardiff.gov.uk/hubs)**

### BUTETOWN HUB

Plas Iona, Butetown CF10 5HW

### CENTRAL LIBRARY HUB

The Hayes, Cardiff CF10 1FL

### ELY & CAERAU HUB

Cowbridge Road West, Ely CF5 5BQ

### FAIRWATER HUB

Doyle Avenue, Cardiff, CF5 3HU

### GRANGETOWN HUB

Havelock Place, Grangetown CF11 6PA

### LLANDAFF NORTH & GABALFA HUB

College Road, Llandaff North CF14 2HU

### LLANISHEN HUB

11 Station Road, Llanishen CF14 5LS

### LLANRUMNEY HUB

Countisbury Avenue, Llanrumney CF3 5NQ

### RHYDYPENNAU HUB,

Llandennis Road, Cyncoed Cardiff, CF23 6EG

### RUMNEY HUB

Llanstephan Rd, Rumney CF3 3JA

### ST MELLONS HUB

Crickhowell Road, St Mellons CF3 0EF

### STAR HUB

Muirton Road, Tremorfa CF24 2SJ

### THE POWER HOUSE HUB

The Powerhouse, Llanedeyrn CF23 9PN

### WHITCHURCH HUB

Park Road, Whitchurch, Cardiff CF14 7XA



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