

Our Mission: To provide high quality Customer Care for residents to access services in the most convenient way. Ensuring there is a clear and consistent focus across the council and its partners on delivering an inclusive and outstanding customer experience to all our citizens.

Chat to us online with Web Chat!



90%

We aim to answer 90% of all calls



We aim to provide a full response to letters within 10 workings days



We aim to action and respond to all urgent emails within 1 working day
(non-urgent emails will be actioned and responded to in 2 working days)



We aim to provide access to good quality information online, 24 hours a day



We aim to see you promptly on arrival at any of our offices

80%

We aim to answer 80% of all calls within 20 seconds



Staffordshire Connects is designed to help people find information about a whole range of organisations and services including:

- activities, groups and events in your local community
- childcare providers
- support for children and young people aged 0 - 25 with a special educational need and / or a disability
- health and social care information and support for adults and children
- education, work and training

Staffordshire Connects is compatible with smart phones and tablets, so you can find information when you are on the move.

www.staffordshireconnects.info

 @StaffsCares



MYSTAFFS APP

DOWNLOADED ONTO OVER 10,000 DEVICES THROUGHOUT STAFFORDSHIRE

A partnership approach to services • Available for 8 districts • Over 5,000 active users

PUSH NOTIFICATIONS

Currently offered:

- | | | |
|-------------------------|------------------|--|
| • Term Dates | • School Meals | • Council Tax |
| • Highways - report it | • Under 5's | • Online self assessment for adult social care |
| • Registration Services | • Police & Crime | • Voluntary Services |
| • Your Library | • Waste | |

