

# Sandwell Waste Partnership Service Pledge

Our Commitment	Measurement
1. We will be polite, helpful and courteous in our dealings with you – always.	Measured by our Customer Satisfaction
2. We will deliver our services to the highest quality standards and in accordance with established best practice.	Measured by our Customer Satisfaction
3. We will provide regular collections and a reliable collection service.	Measured by our Missed Collections
4. We will consult widely and regularly and use customer feedback to continuously improve the standards of service we provide.	Measured by our Customer Satisfaction
5. We will explain clearly what we can or cannot do as part of our services and the reasons for this.	Measured by council website and information updates
6. We will tell you in good time if we have to make changes to your services, even temporarily.	Measured by council website and information updates
7. We will ensure that our household recycling centre is open every day for our customers to use and ensure that when on site our employees are at hand to help.	Measured by our Customer Satisfaction
8. We will work hard to clean your local area and encourage communities to keep areas clean.	Measured by our Customer Satisfaction
9. We will collect as many materials as we can and explain what happens to them.	Measured by council website and information updates
10. We will communicate widely to inform residents about this pledge.	Measured by council website and information updates



Our Key Performance Indicators	Achievement
Our customer satisfaction target for 2015/16 for waste collection services was 90.5%	We achieved <b>92%</b>
Our customer satisfaction target for 2015/16 for recycling collection services was 94%	We achieved <b>97%</b>

  

Our Customer Service Standards	Achievement
We aim to respond to all complaints within 10 working days	In 2015/16 we responded to <b>93.6%</b> of our complaints within this target

**Service information and standards**

Customers can get information about how we operate our services online or through our offices, along with limited printed information that is available at some public buildings.

Customers can independently leave their feedback about a range of services delivered across the borough including our waste and recycling collections and street cleaning service through 'Mark our Scorecard' [www.sandwell.gov.uk/scorecard](http://www.sandwell.gov.uk/scorecard)

