**Have your say on our updated Customer Promise**

Closes 28 Feb 2023

Opened 10 Feb 2023

**Contact us if you have any queries about the survey and/or require this survey in hard copy or a different alternative format, please contact us and we will do our best to assist you:**

**Email**: contact.centre@surreycc.gov.uk

**SMS text number**: 07860 053 465

**Telephone number**: 03456 009 009 (9am to 5pm, Monday to Friday, excluding bank holidays)

**Overview**

Surrey County Council is committed to delivering excellent service to customers\*, which is reflected in the councils [Customer Promise](https://www.surreycc.gov.uk/council-and-democracy/finance-and-performance/vision-strategy-and-performance/customer-promise), developed in 2015. We felt it was important to update our promise to reflect what our customers say they need from us and to reflect where we are now as an organisation and what matters to people who live, work, visit, study or travel in the county. We’ve developed the following principles based on research and insight from customers and want to sense-check that these feel right.

Our refreshed principles are:

* We make things happen
* We make it easy​
* We listen​
* We’re open and honest​
* We build good relationships

\*We use a wide definition of the word 'customer'. It covers not just our residents - the people who live in Surrey - but also those who work, visit, study or travel in the county, as well as our partners and the organisations that we do business with.  Our customers are people who contact and interact with Surrey County Council.

**Why your views matter**

We’ve developed the principles based on research and insight from customers and want to sense-check that these feel right.

**Surrey County Council Customer Promise**

Our refreshed principles are:

**We make things happen** - we will be responsive to your needs and aim to resolve your queries at first point of contact, by this we mean we will:

* have the right tools and information to answer your queries​
* be proactive and provide clear information and advice at the right time​
* do what we say, accurately and on time ​
* be clear about next steps, so you know what to expect​
* take ownership and keep you updated ​
* where possible, support you to get your issue resolved ​
* say sorry if we get it wrong and put things right​

**We make it easy** - we will make it easy for you to connect with us and get the services you need, by this we mean we will:

* make our services accessible, inclusive and responsive ​
* provide a joined-up experience so that you only need to tell us once ​
* make more of our services and high-quality information available online, so you can access them at times and places that suit you ​
* communicate clearly, based on your needs​
* ensure you can connect with the support and services you need from the council, or your local community​

**We listen** - we will make it easy for you to have your say, by this we mean we will:

* use your feedback to continuously review our services ​
* provide opportunities for you to have a greater say in how things are done and what is important to you​
* listen, show understanding and work collaboratively on matters that impact you and your community​
* be helpful, polite and inclusive and treat you fairly and with respect ​

**We’re open and honest** - we will be open, honest and transparent about how we work and take decisions, by this we mean we will:

* be open, upfront and explain our decisions​
* be clear about what we can and can't do for you​
* only collect relevant information from you, store it safely and use it appropriately ​
* make our policies available to you

**We build good relationships** - we will work alongside communities and put them at the heart of what we do, by this we mean we will:

* be fair, compassionate and inclusive​
* make it easier for you to engage and connect with us ​
* be a good partner​
* provide opportunities for you to take part in local democracy and service design ​
* support and empower communities to support each other​
* value difference, make everyone feel safe and that they belong

**Updated Customer Promise Survey**

Give us your views - average time to complete 5 minutes.

1. Do you support the use of these principles by Surrey County Council to improve the services we provide to customers?

Yes, No, or Unsure; please state answer

2. Please prioritise the principles in relation to how important they are to you? 1 highest - 5 lowest.

We make things happen; state answer

We make it easy; state answer

We listen; state answer

We are open and honest; state answer

We build open relationships; state answer

3. Do you think that by applying these principles in our day-to-day work that you will receive a better service from Surrey County Council

Yes, No, or Unsure; please state answer

Thank you for completing the survey.

**Please return your response to: [research@surreycc.gov.uk](mailto:research@surreycc.gov.uk)**