



DEMOCRATIC SERVICES

CHARTER

Democratic Services

Customer Charter

"Providing Good Quality Services" and "Building Successful Communities"

Deals with Committee Services, Elections and Electoral Registration, Post and Print and Central Admin Support.

- Administers Council and Community meetings held within East Hampshire.
- Administers Local Government elections, Parliamentary elections, and County and European elections.
- Administers the Electoral register and Annual Canvass.
- Deals with all post incoming and outgoing.
- Does print work for the Council and outside companies.
- Supports departments within the Council.

Special Needs

- we will try and accommodate any special needs that you may have

Service Commitment

- Support the work and roles of Councillors and staff – a seamless professional service;
- Provide timely and accurate advice;
- Provide consistent and accurate advice;
- Provide a service which meets the needs of our customers;
- Engage the public and our partners in the democratic process;
- Manage effective and efficient elections where people are not disenfranchised;
- Value for money and efficiency in all that we do, seeking opportunities for continuous improvement.

The Service you can expect

We promise our customers that they will receive at least the following standards of service:

- if you ring us within the working day, we will answer the phone promptly and pleasantly within 3 rings
- if you write to us we will respond within 7 working days. Letters will be produced in plain English. The name and phone number of the person dealing with your query or claim will be on all correspondence.
- we will be courteous, helpful and give accurate advice at all times if you visit us or phone us.

- If you e-mail us, we will acknowledge the e-mail within 1 working day, and have a full response within 3 working days.

The Council has set up a Complaints and Comments procedure to make it easy for you to tell us, if our service does or does not live up to the high standards promised. You will receive a written reply within three days.

Committee Services

Committee services is committed to providing a high quality of service to meetings and producing documentation for all Council and community meetings.

- A commitment to have all minutes available for the public within 10 working days of the meeting.
- A commitment to dispatch and publicise agendas 5 clear working days before the date of the meeting.
- A commitment to use venues which have disabled access, and will use portable hearing loop, and have large print copies available for the meeting.
- A commitment to have the decision record of the meeting produced within 2 working days following the meeting.
- A commitment to provide administrative and technical support to the Council's decision-making process.

How you can help: By giving the Committee services team feedback on meetings and how they could improve the service for you, by contacting Jackie Kelsey on 01730 234097.

Electoral Services

Electoral services is committed to providing a high quality electoral process for all the electorate, and to produce an accurate and up to date register for elections.

- A commitment to organise and administrate elections to legislative timescales, and to meet the electorate's requirements or requests.
- A commitment to have Polling stations with disabled access and to meet all Health and Safety aspects.
- A commitment to conduct an Annual Canvass, to collect and compile an accurate register to be published on the 1st December.
- A commitment to keep the register updated, and to send a form that is requested with 24 hours of the request.
- A commitment to administrate an application on the day received, and acknowledge the application on the 1st of each month.
- A commitment to review all polling stations and boundaries every 4 years.

How you can help: If you move house let the Electoral services team know as soon as possible so a form can be sent and the register can be updated, by contacting Lianne Hall on 01730 234370.

Post services

The Post service is an internal department which provides a postal service to the Council dealing with internal and external mail.

- A commitment to deliver all post to departments around the Council offices by 10.30am every morning.
- A commitment to post out all post delivered to the post room by 4pm everyday.

How you can help: Making sure the addresses are clear and it is clear who the post is for, by contacting Stuart Lavalette on 01730 234077.

Print services

The print room is an internal service which provides services to all Council departments, such as photocopying, enveloping etc.

- A commitment to complete 95% of all jobs by the requested date.
- A commitment to complete 95% of requests of maintenance, advice and training within 7 working hours.
- A commitment to deal with all urgent requests within 1½ days.
- A commitment to inform customers within 2 hours of receipt of the request, if the team is unable to meet the required date.
- A commitment to maintain photocopiers around the building, and if a fault is reported an engineer to attend within 4 hours and the fault to rectified with 7 hours.

How you can help: Give plenty of notice of any large print jobs that are needed to be done urgently by contacting Martin Hall on 01730 234083.

Central Admin support

As a new team to Democratic Services the Central Support team have a commitment to assist departments and build up the team.

- A commitment to cover the office from 9am to 5pm on all working days.
- A commitment to have all post distributed within 2 hours, when received from the post room.
- A commitment to all jobs that are logged, that they will be allocated and acknowledged within 1 working day.
- A commitment to have all IBS processed within 10 working days.
- A commitment to have all project Grants and CIF applications registered within 2 working days.
- A commitment to have all urgent typing requests completed within 1 working day and non-urgent requests completed with 2 working days.

How you can help: If you are dissatisfied have any comments about the services please contact Amanda Fincham on 01730 234341 And a commitment will be made to respond within 5 working days.

How we will improve our service in the community

Democratic services is planning to increase involvement in the community within the team and taking any opportunities that are available to the team by:

- Butserfest
- Volunteer Week
- Blood donation
- Volunteer work
- ??????

Contacts

- You can visit us at the Council offices, Penns place, Petersfield, Hampshire, Gu31 4EX, which are open Monday to Friday between 9am and 5pm.
- Our Phone numbers are:
Committee Services – 01730 234073
Electoral Services – 01730 234093
Post Service – 01730 234077
Print Services – 01730 234083
Central Admin Support – 01730 234341
- Our fax number:
Democratic services – 01730 234071
- Our website is www.easthants.gov.uk
- Our e-mail addresses are:
Committee Services – jackie.kelsey@easthants.gov.uk
Electoral Services – eservices@easthants.gov.uk
Post room – stuart.lavalette@easthants.gov.uk
Print services – martin.hall@easthants.gov.uk
Central admin services – Amanda.fincham@easthants.gov.uk

Senior Contacts

Your comments give us the opportunity to improve our service. If you have any comments we invite you to contact the manager responsible.

Democratic Services Manager – Helen Parker
Committee Services Team Leader – Jackie Kelsey
Elections Manager – Lianne Hall
Distribution Supervisor – Stuart Lavalette
Reprographics Officer – Martin Hall
Central Support Manager – Amanda Fincham

Any complaints received are always investigated thoroughly, and can help improve our systems and procedures.

If you have any comments or feedback for any of the services please contact us on the numbers above.

The Democratic Services Charter is available in large print or audio tape, please call 01730 234073 for a copy.