

National Customer Service Week 2008 launch event:
Learn more about Colchester's customer focus

Are you satisfied with the range of services offered by your local Council?
Does the level of customer service you receive meet with your expectations?

Customer excellence is at the heart of every service that Colchester Borough Council works to deliver, that's why the Council is inviting all residents to come and find out more about the range of services available to them across the borough.

Join us at the National Customer Service Week 2008 launch event, where we will give you the opportunity to meet with Council officers and a variety of service providers to obtain information and advice about how to access the services available to you on your doorstep.

The open day is at the Moot Hall, Town Hall, Colchester, on Friday 3 October 2008, between 10am-4pm. All of Colchester's residents are welcome and can enter a prize draw with the chance to win a month's premier membership to Leisure World; two free entries to aqua springs or two family swims.

Stands exhibiting a variety of Council services, from Food and Safety, Community Street wardens to Planning and Regeneration and Animal Control, will be there on the day to raise awareness and answer residents' questions.

Representatives from Colchester Borough Homes, Essex Police, Essex Fire and Rescue Services, the Primary Care Trust, the Institute of Customer Service and Age Concern Colchester, to name a few, will also be on hand talking about their services.

Information will also be available on the new Colchester SOS and Community Bus; the new late night safety service soon to be launched in Colchester town centre.

Cllr Martin Hunt, Portfolio Holder for Customers and Communication, said:
"Customer service really is at the very heart of everything that we at the Council try to achieve.

"Our partners across the borough share this desire to deliver customer focussed services, so what better way to showcase exactly what is available to residents than by bringing all of these services together under one roof as an exhibition.

"Residents are encouraged to come along peruse the stands, ask questions and find out how to take advantage of the services and support available to them within the borough."

Ends

For more information contact Heidi Love on 282901.

Notes for editors

List of exhibitors

Essex Police
Essex Fire and Rescue Service
Age Concern Colchester
Colchester Borough Homes
North East Essex PCT - health improvement services
Leisure World
Museum Service
VIC
Street Wardens
Planning and Regeneration & Building Control
Food & Safety & Smokefree
Environmental Control
Animal Control
Parks and Recreation
Institute of Customer Service
Helpline
Emergency Planning