

Service Standards

The Service Standards below outline the level of service customers can expect and will be monitored and developed as appropriate. The Council's corporate customer service standards will also be applied and are published in the Council's Strategic Plan.

Service standards: our aims	How our standards are measured and monitored
Community Toilets (discretionary)	<ol style="list-style-type: none">1. Will enter into an agreement with the provider of each toilet to pay them an agreed sum to cover additional cleansing and materials.2. the scheme is subject to random 'mystery shopping' by council staff and Cllrs.3. The toilets will be available during normal opening hours and that in line with the DDA that reasonable adjustments should be made to facilitate people with disabilities.4. that all facilities should be kept clean by the proprietor at all times.