

NEIGHBOURHOODS CHARTER FOR ALL

Doncaster's first ever Neighbourhoods Charter will soon be dropping through the letter box of every household in the borough.

The charter is a brand new way of bringing together different agencies and letting you know about our standards of service. It is an agreement between the council, its partners and residents to work together to maintain and improve neighbourhoods in Doncaster.

The charter sets out the standards of service you can expect, not just in your neighbourhood but across the whole borough. Service areas covered range from community engagement to litter and street cleansing. The charter also tells you what you, as residents, can do to help us all achieve excellent standards. There are lots of useful contact details included so you will always know to who contact about a problem or issue.

Many agencies including the council, South Yorkshire Police, South Yorkshire Fire and Rescue Service, CVS and many more have already shown their commitment to inform you of their standards of service by signing up to the charter.

It is far more than just a document, the charter will be monitored regularly by residents and service providers to make sure that the service standards are being met. In this way we can identify any problems or issues and take action to ensure improvements are made. Feedback from residents will be used to influence the way we deliver our services during the life of the charter. We will re-issue a charter every two years so that the services included are what you think are important.

We will keep you posted about how to get involved with the monitoring of the charter. Watch out for information and updates on performance in future additions of Doncaster News.

Community involvement and engagement is an important part of our charter. To help us write the Neighbourhoods Charter we have already consulted a wide variety of Community Groups. A big thank you to all those who took part and gave us valuable feedback.

The charter will be delivered to everyone by late spring. It will be presented in a useful two-year calendar format so you can put it on your wall and read about a different service every month.