

**Foreword from Councillor David Sutton,
Leader of the Council**

“Welcome to the first edition of Reading Borough Council’s Policy and Services Handbook.

“Reading Borough Council prides itself on providing top-quality services to the people and businesses of Reading. It is our aim to ensure that these services are provided as efficiently as possible, giving you value for money.



“To help us meet these aims we have done a lot of work in recent years to set ourselves:

- clear service standards for the quality of service and response we provide to you
- targets for how we will perform each year

“These standards and targets help us to tell how well we are performing so that we can improve our service for the future.

“You can help us by telling us when we are not meeting these standards and targets, and by telling us how we can improve.

“This book is designed to give you all the information you need about Reading Borough Council’s key services and the standards and targets we have set for them. We hope you will find it a valuable reference document which will both answer any questions you may have about these services and point you in the right direction if you need more detailed information.

“We would welcome any comments you may have about this book, to help us improve and expand it for the future.”

David Sutton

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