



Public Service Charter

April 2026

Contents

1. Who are we?	3
2. Mission Statement	3
3. Aims	3
4. Objectives	3

Contact details:

Town Clerk
Franklin Hall
Halton Road
Spilsby
PE23 5LA

01790 753189
townclerk@spilsbytowncouncil.gov.uk

Public Service Charter 2026
Next review: April 2028

Who are we?

Spilsby Town Council

Mission Statement

Spilsby Town Council will work to promote and develop the interest and diversity of this vibrant community, enhancing village infrastructure and improving the quality of life for our parishioners.

Aims

- To consider and respect the views of residents of Spilsby;
- To be efficient, effective and accessible;
- To provide a quality service to the parishioners and the wider community as a whole;
- To be flexible and forward thinking, where possible;
- To communicate with service users and members of the public, whilst respecting confidentiality;
- To respond to parishioners needs; and
- To have a robust complaints procedure.

Objectives

This strategy is part of the Town Council's commitment to creating and maintaining effective working relationships with all sectors of the community, based on trust, openness and constructive challenge.