

### Example of other Local Authority Service Standards

SMT reviewed the Standards from the following authorities as part the refresh process.

- Blaby
- Charnwood
- Hinckley and Bosworth
- North West Leicestershire

### Blaby District Council Customer Service Standards

We are committed to providing all our customers with an excellent service.

We always aim to:

- See you promptly upon arrival at any of our offices
- Deal with your enquiry or service request quickly and efficiently
- Keep you informed
- Listen and be courteous and helpful
- Treat you fairly and equally
- Arrange for private interview facilities, if required
- Keep our website at [www.blaby.gov.uk](http://www.blaby.gov.uk) up to date and accessible

You can normally expect:

- To be seen within 10 minutes of your arrival at our offices
- To have your telephone call answered within ten rings
- To receive a response within 1 working day to any answer phone or voicemail message you have left
- To receive a reply to letters and emails within 10 working days
- To be offered an appointment with an appropriate officer (if not available at the time of your visit) within 10 working days
- To have any complaint dealt with promptly and in accordance with our complaints procedures which can be found at [www.blaby.gov.uk](http://www.blaby.gov.uk)

### North West Leicestershire Customer Service Standards

We are committed to improving public services to provide high standards of service to the people who live in and visit our area.

Setting standards makes it possible for us to measure how much we are improving.

The Council has adopted these Standards and we will continue to work towards them to become an organisation that puts customers first.

#### **We will:**

- Treat you politely and respectfully
- Listen to you carefully and take your views seriously
- Make sure our employees are trained to give you the help you need
- Use plain language in all communications
- Provide information in other languages and accessible formats on request
- Arrange for a British Sign Language Interpreter on request
- Treat you fairly and in confidence

#### **When answering the telephone we will:**

- Aim to answer your call within five rings
- Tell you who you are speaking to and the name of the service
- Put calls through to the right place, first time
- Take a message or give you the correct number to telephone if we cannot transfer your call
- Return your calls within one working day

#### **When dealing with your letters and faxes we will:**

- Provide an acknowledgement when requested
- Provide you with details of the person dealing with your enquiry
- Respond within five working days

#### **When dealing with your e-mails we will:**

- Acknowledge the receipt of all e-mails within one working day
- Respond within five working days

#### **When you visit the Council's buildings we will:**

- Create an accessible environment that is welcoming, safe and friendly
- Provide clear signage
- Provide self service facilities for appropriate services
- Greet you promptly

#### **When we meet you face-to-face we will:**

- Be on time
- Wear name badges and show official identification on appropriate visits
- Arrange a time and place for you to discuss issues in private
- Where appropriate, make other arrangements to visit you if you cannot visit us

#### **When dealing with complaints, comments and compliments we will:**

- Provide you with information about how to report a complaint, comment or compliment
- Record all complaints, comments and compliments and use them to help review and improve our services
- Acknowledge all complaints within two working days
- Respond to all complaints within ten working days

- Treat complaints confidentially and fairly
- Tell you how you can take your complaint further if you are not satisfied with our response
- Apologise when we are at fault and do our very best to put things right

**We will keep customers informed and involved by:**

- Producing accurate, useful and up to date information about the Council and our services
- Publishing annually our performance against these Customer Services Standards

**Our employees have the right to:**

- Work in a safe environment free from aggressive or threatening behaviour
- Be treated politely and respectfully
- Take appropriate action in confrontational situations

### **Hinckley and Bosworth Borough Council Customer Service Standards**

Putting the customer at the heart of everything we do.

At Hinckley and Bosworth Borough Council we put the customer at the heart of everything we do.

These are the minimum standards that you can expect from us:

- We will answer most telephone calls within 60 seconds
- We will respond to letters and emails within 10 working days
- We will acknowledge you and the reason for your visit to the council offices within four minutes
- We will ensure that an appropriate person sees you within 10 minutes or if the officer you need to see isn't available we will arrange an appointment with a specific officer within five working days
- If you complain about a service we will respond to your complaint within ten working days

### **Charnwood Borough Council Customer Service Standards**

**We will:**

- Ensure that all our services are easily accessible by all our customers.
- Provide our customers with a choice of channels by which to contact us and work with our customers to inform our future access provision.
- Use new technology to increase accessibility of our services, offer more personally relevant services, and ensure integrated seamless delivery between services.
- Design services in a way that encourages migration of customers to the most cost effective access channels.
- Integrate efficiency, effectiveness and service excellence to achieve value for money.
- Work in partnership with other organisations to improve access to services for our customers.
- Inform our customers of the ways in which they can access our services.
- Ensure the integration of and liaison between the customer facing 'front' office where the service is delivered and the 'back' office where the service is administered, to deliver a seamless service to our customers.
- Deploy cost effective and innovative solutions to support access by customers and keep them informed.