

| <b>ISLE OF ANGLESEY COUNTY COUNCIL</b>   |   |
|--|---|
| <b>Report to:</b>                        | <b>Executive</b>  |
| <b>Date:</b>                             | <b>3 November, 2014</b>   |
| <b>Subject:</b>                          | <b>Putting People First (draft Customer Service Charter)</b>  |
| <b>Portfolio Holder(s):</b>              | <b>Councillor Ieuan Williams</b>  |
| <b>Head of Service:</b>                  | <b>Deputy Chief Executive</b>   |
| <b>Report Author:</b><br>Tel:<br>E-mail: | <b>Carol Wyn Owen, Policy and Strategy Manager</b><br><b>01248 752561</b><br><b>cwo@anglesey.gov.uk</b> |
| <b>Local Members:</b>                    | <b>Not applicable</b>   |

| <b>A –Recommendation/s and reason/s</b>  |
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| <p><b>Recommendation</b></p> <p>The Customer Service Excellence Project Board requested in its meeting on 3 October, 2014 that the Executive:</p> <p><b>Approves the Customer Service Charter (draft enclosed).</b></p> <p><b>Background</b></p> <p>Over the past few months, one of the Customer Service Excellence Project Board’s workstreams has created a draft Customer Service Charter (which includes service standards for dealing with the public) in collaboration with key stakeholders. During May and June, 2014, a consultation with staff and trade unions was held and also with Heads of Service through a series of face to face meetings. Following the consultation period, the draft Charter was amended to reflect the observations received and steps were then taken to create a Work Package to support the process of approving and implementing the Charter.</p> <p>Heads of Service were consulted further on 3 October, 2014 with a request to confirm if the actions identified in the Work Package meet the Charter and whether they have any capacity/resource issues in delivering the actions. In addition, they were requested to identify a Customer Service Co-ordinator within their service.</p> |

The Charter incorporates the following principles:

- Aiming to find a solution and having a 'can do attitude'
- Dealing with customers in a professional, timely, polite and fair manner
- Providing the best possible service within the resources available

The Charter contributes at an operational level towards achieving some of the themes within the Council's Transformation Plan, namely, striving to be Professional and Well-run and Focusing on the Customer, Citizen and Community.

**B – What other options did you consider and why did you reject them and/or opt for this option?**

N/A.

**C – Why is this a decision for the Executive?**

Adoption of Charter by Executive – Charter plays an integral part in the Council's Transformation process by stimulating cultural changes.

**D – Is this decision consistent with policy approved by the full Council?**

Yes.

**DD – Is this decision within the budget approved by the Council?**

Costs to be absorbed within existing budgets.

| <b>E – Who did you consult?</b> |   | <b>What did they say?</b>          |
|---------------------------------|---|------------------------------------|
| <b>1</b>                        | <b>Chief Executive / Strategic Leadership Team (SLT)</b><br>(mandatory) | Item considered by SLT on 13-10-14 |
| <b>2</b>                        | <b>Finance / Section 151</b><br>(mandatory)                             |                                    |
| <b>3</b>                        | <b>Legal / Monitoring Officer</b><br>(mandatory)                        |                                    |

|    |  |  |
|----|--|--|
| 5  | Human Resources (HR)                       |  |
| 6  | Property                                   |  |
| 7  | Information Communication Technology (ICT) |  |
| 8  | Scrutiny                                   |  |
| 9  | Local Members                              |  |
| 10 | Any external bodies / other/s              |  |

| <b>F – Risks and any mitigation (if relevant)</b> |                    |  |
|---|--------------------|--|
| 1   | Economic           |  |
| 2   | Anti-poverty       |  |
| 3   | Crime and Disorder |  |
| 4   | Environmental      |  |
| 5   | Equalities         | Equality considerations taken into account when creating the Charter. Principles of Charter promote fairness and equality. |
| 6   | Outcome Agreements |  |
| 7   | Other              |  |

| <b>FF - Appendices:</b> |
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| <b>G - Background papers (please contact the author of the Report for any further information):</b> |
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## PUTTING PEOPLE FIRST Draft Customer Service Charter

### Our promise to you

Anglesey County Council is continually improving and striving to be:

- Professional and Well Run
- Customer, Citizen and Community Focused

### Our Standards

Anglesey County Council is committed to dealing with our customers in a professional and timely way. You should expect the following standards from us:

#### All of us at the Isle of Anglesey County Council will:

- aim, to provide the best possible service within available resources
- aim to find a solution—and have a ‘can do attitude’
- be polite, helpful, open and honest with you
- treat you fairly and equally
- provide you with clear information in Welsh and/or English

#### If you telephone us we will:

- aim to answer the call within 5 rings during opening hours of our facilities
- aim to respond to voice-mail messages within 24 hours unless staff are away from the office, in which case calls will be diverted
- answer the call bilingually and respond in accordance to the customer’s language preference (Welsh or English)
- make you aware who is dealing with your enquiry

#### If you write, fax or email us we will:

- acknowledge all correspondence within 5 working days
- aim to reply to your letter, fax or email within 15 working days
- use plain language and respond in Welsh or English
- use Braille, audio, large print and different languages if you need to
- encourage e mail correspondence



### **If you visit us we will:**

- welcome you on arrival
- be tidy and dress appropriately for our job
- endeavour to see those with appointments within 10 minutes
- keep our facilities accessible, comfortable, clean and tidy
- respond in accordance to this Charter's standards
- provide private interview rooms when available
- ensure that our facilities are clearly signposted and the opening times specified

### **If we visit you we will:**

- always show you our Isle of Anglesey County Council identity card on arrival
- try to keep any delays down to a minimum and keep you informed of progress
- require you to provide a safe environment
- be tidy and dress appropriately for our job

### **In order to improve, we will:**

- work with a Customer Focus Group to review our standards and provide feedback
- encourage you to comment on our services via the internet, telephone, response forms or through a member of staff

### **If you make a complaint we will:**

- acknowledge your complaint within 5 working days
- investigate your complaint
- provide a written response within 20 working days and if this is not possible, we will let you know why and when you can expect a response



## When you contact us we ask that you:

- treat us politely and with respect
- be patient, we will do all we can to keep waiting times to a minimum
- don't use aggressive behaviour or inappropriate language, as this will not be tolerated
- provide us with information we need to assist you
- be on time for an appointment and let us know if you need to cancel

## Some services have other standards in addition to this Customer Care Charter.

### These service specific standards are included in annexes .....

Please ask us if you would like this Charter to be made available in other languages or formats. Our contact details are:

✉ : [equality@anglesey.gov.uk](mailto:equality@anglesey.gov.uk)

☎ : 01248 752561 / 752520

Policy Unit (Equality), Isle of Anglesey County Council, Council Offices, Llangefni, LL77 7TW

Should an emergency situation arise e.g. flooding or snow, it may not be possible for the Council to be fully compliant with the standards set in this Charter.