

Corporate Customer Standards

	Corporate Standard	How will they be measured?	Frequency
C1	We will respond to customer letters within 10 working days or tell the customer if it is going to take longer. This may be by email, letter or telephone.	Use of spatial system functions	Quarterly
C2	We will acknowledge customer complaints within 3 working days. This maybe by email, letter or telephone	Customer Feedback system	Quarterly
C3	We will provide a full response to customer complaints within 10 working days or inform the customer if its going to take longer	Customer Feedback system	Quarterly
C4	We will respond to emails within 5 working days or tell the customer if it is going to take longer	By exception	
C5	We will answer the telephone within 6 rings	Mystery shopping/customer feedback	Quarterly
C6	We will be polite at all times and aim to listen and understand our customer's needs	Mystery shopping/customer feedback/customer panel	Quarterly/annually
C7	We will ensure that our services, offices and information are accessible as possible to all customers	Mystery shopping/customer feedback/customer panel	Quarterly/annually
C8	We will ensure that a senior officer from BDC will attend at least 85% of PACT meetings	Annual review	Annually

**Legal, Equalities and Democratic Services Department
Customer Standards 2008/09**

	Departmental Customer Standard	How will they be measured?	Measuring Frequency
LD1	We will publish the Electoral Register by 1 December each year	By exception	Annually
LD2	We will ensure that all Council and Committee agenda papers will be available at least 5 clear working days before each meeting	Through Modern Gov system and DMT meetings	Monthly
LD3	We will arrange for any customer who reports a hate crime incident through Bromsgrove Hate Incident Partnership to be contacted within 5 working days by the relevant agency.	Through BHIP Multi Agency Panel Meetings	6 weekly
LD4	The Equality and Diversity Forum will review the progress of the council equalities scheme, and help shape the equalities action plan for the next 12 months.	Through 1 – 1 and Customer Feedback	Annually
LD5	We will process electoral registration forms within two working days of receipt	Using Electoral database	Annually
LD6	The Disability Users group will meet to review Disabled Users Satisfaction of council services	Through 1 -1 and Customer feedback	Annually

**Finance Department
Customer Standards 2008/09**

	Departmental Customer Standard	How will they be measured?	Measuring Frequency
F1	We will respond to customer requests for benefit intervention appointments within 48 hours	Benefits Database Report	Quarterly
F2	We will process benefits claims as quickly as possible using the Department of Works and Pensions time limit of 30 days as a minimum standard	Benefits Database Report	Monthly
F3	Our Welfare Officer will visit customers within 5 working days of request or 48 hours if the request is deemed urgent	Welfare Officer monitoring Excel Spreadsheet	Quarterly
F4	We will ensure that Re-considerations and Appeals for Benefit Payments are processed within the time limits set by the Department of Works and Pensions.	Benefits Database Report	Monthly
F5	We will ensure that a property inspection is carried out for customers who have applied for Class A (Uninhabitable Exemption or Disabled Relief within 5 working days of receiving their application	Record of visits to be added to an excel spread sheet.	Monthly
F6	We will publish our Financial Accounts by 30 June each year	By exception	Annually
F7	We will process invoices within 30 days	Performance Indicator	Monthly

**Human Resources, Learning and Organisational Development Department
Customer Standards 2008/09**

	Departmental Customer Standard	How will they be measured?	Measuring Frequency
HR1	We will issue 90% Contracts of employment within 5 working days of agreed start date.	Local PI stats	Quarterly
HR2	We will issue Application Forms within 2 working days of request	Application form spreadsheet check	Quarterly

**Planning and Environment Services Department
Customer Standards 2008/09**

	Departmental Customer Standard	How will they be measured?	Measuring Frequency
PE1	We will register planning applications within 3 working days.	Record monitoring	Monthly
PE2	We will respond to 'Do I need Planning Permission' questionnaires within 10 days of receipt. .	Monitoring via post data base.	Monthly by APM'S
PE3	We will ensure that Environmental Health Inspection report forms detailing works required will be provided to businesses at the time of inspection.	Audit of hard copy files/electronic records	Annual
PE4	We will provide advice to the customer on all available low cost home ownership options upon request within 5 working days	Excel spreadsheet	Annual
PE5	We will issue a licence or notification of refusal following the determination of the application within 10 working days	Lalpac database	Annual
PE6	We will undertake site visits within 10 days of registration of applications.	Case Officers to insert site visit date on I Plan on return from site visits.	Monthly by APM'S
PE7	We will assess building regulations within 10 working days	Use of I.T Spatial system functions	Monthly
PE8	We will issue decisions on building regulations applications within 5 weeks	Use of I.T Spatial system functions	Monthly
PE9	We will carry out all tree and Conservation Site Visits within 2 weeks of receiving the request	Use of I.T Spatial system functions	Monthly
PE10	We will process successful Business Start applications within 3 months, enquiry to cheque	Customer survey	Annually

Culture and Community Customer Standards 2008/09

	Departmental Customer Standard	How will they be measured?	Measuring Frequency
CC1	1. We will respond to 98.5% of Lifeline calls within 60 seconds	Lifeline system	Quarterly
CC2	2. We will make sure that all our leisure facilities will be clean and safe to use, and furnished with suitable equipment, which is in good working order	Implementation of daily safety checks,, dail cleaning rotas and equipment checks, fault reporting system for maintenance	Quarterly Annually
CC3	3. We will ensure that all of our Parks and green spaces will be clean and safe to use	Weekly maintenance and inspections in accordance with RoSPA code of practice	Weekly
CC4	4. Our Neighbourhood Wardens will respond to all requests from the public within 24 hours	Tracking Database	Quarterly
CC5	5. We will ensure that all requests for assistance from the Neighbourhood Wardens are fully investigated and the outcome is fed back to the customer.	Tracking database	Quarterly
CC6	6. We will work with the Crime and Disorder Reduction Partnership to address local issues such as crime and anti social behaviour and let our customers know what actions we will take to improve the community.	Crime Survey – West Mercia Police Anti Social Behaviour Figures	Annual Monthly
CC7	7. We will continue to develop a good range and variety of parks facilities and amenities for residents working in partnership to deliver high quality services for local communities.	Park user group meetings and community project consultation meetings	Quarterly
CC8	8 We will maintain a balanced programme of leisure activities and sessions which offer value for money and meet the needs of children and local residents	Weekly maintenance and inspections in accordance with RoSPA code of practice Customer consultation – user satisfaction surveys	Weekly
CC9	9. We will continue to develop a range of quality community events working with partners to continually improve.	DMT's and Customer Surveys	Monthly/Quarterly

**Chief Executive Unit
Customer Standards 2008/09**

	Departmental Customer Standard	How will they be measured?	Measuring Frequency
CE01	1.We will conduct at least 1 customer panel per year and use the information to inform our policies and strategies	By reporting results to cabinet and performance management	Annually
CE02	2.We will publish the Council Plan by 31 March each year	By reporting results to the Cabinet	Annually
CE03	3. We will publish our annual results by 30 June each year	By reporting results to the Cabinet	Annually
CE04	4. We will ensure that requests from resident groups for Chat with Chief are carried out within 3 months unless otherwise agreed	By annual review	Annually
CE05	5.We will publish and distribute a residents magazine each quarter	Customer Panel Survey	Annually
CE06	Our website will be updated monthly with the latest performance information on the council	DMT's and 1-1's	Monthly
CE07	10. We will ensure that GMB agenda papers are available 5 days clear days prior to the meeting.	Performance Indicator	Monthly
CE08	10. We will ensure that Local Strategic partnership agenda papers are available 5 days prior to the meeting.	Performance Indicator	Monthly

**E Govt and Customer Services Department
Customer Standards for 2008/09**

	Departmental Customer Standard	How will they be measured?	Measuring Frequency
EGC1	We will let our customers at the CSC know how long they will have to wait if they do not have an appointment.	Data from the queue management system	Monthly
EGC2	We will arrange a time and place to discuss issues with our customers in private if preferred.	Customer survey	Quarterly
EGC3	We will give our customers undivided attention, be sympathetic to their needs and be available to help with completing forms	Customer Survey	Quarterly
EGC4	We will maintain the highest levels of business integrity particularly in relation to data security and storage of confidential information	Customer Feedback	Annually
EGC5	6. We will try to find a solution to all customer queries regardless of whether this Council is responsible for the service.	Customer survey	Quarterly
EGC6	7. We will provide value for money by purchasing equipment through a recognised buying solution e.g.: OGC Gateway	Customer Feedback	Annually
EGC7	8. We will ensure that the Customer Service Centre provides a welcoming atmosphere for our Customers and is kept clean tidy and safe.	Customer Survey	Quarterly

**Street Scene and Waste Management Department
Customer Standards 2008/09**

	Departmental Customer Standard	How will they be measured?	Measuring Frequency
SSW1	We will respond to fly tipping incidents within 4 working days of receiving the request	By monitoring excel spreadsheet	Monthly
SSW2	We will provide our customers with an alternating weekly collection for refuse and recycling	Customer feedback	Quarterly
SSW3	We will offer our customers a shop mobility service based around the town centre between 9.30 – 3.30	Customer Feedback	Quarterly
SSW4	We will arrange for any bins that we have missed to be collected where possible within two working days (Tuesday –Fridays only)	Performance Indicator	Monthly
SSW5	We will provide vulnerable customers with an assisted refuse collection based on a needs assessment.	By monitoring excel spreadsheet	monthly
SSW6	We will provide a full response to car parking penalty appeals within 10 working days of receipt.	Performance Indicator	Monthly