

London Borough of Sutton

Customer Contact Charter

2008 – 2009



take part, take pride | www.sutton.gov.uk



Sutton's Core Values

Sutton Council's vision is

To build a community on which all can take part and all can take pride.

This vision encapsulates our community based-approach and commitment to addressing quality of life issues and inclusiveness.

Our 5 core values reinforce the vision and provide the underlying context to the way in which we do our work.

The values form the acronym PRIDE and show how we are committed to:

- Working in **PARTNERSHIP** with the people who live and work in the borough
- Making our services open and accessible so that everyone is listened to and treated with **RESPECT**
- Seeking **INNOVATIVE** approaches in order to provide better, more cost-effective services
- Promoting **DIVERSITY** and ensuring that we recognise and celebrate difference within the context of fairness and equality
- **EMPOWERING** everyone so that we can all 'take part and take pride' as active citizens and staff.

The purpose of this Charter is to define the standard of response that you as a user of council services can expect when contacting us. We are committed to providing quality services that meet customer's needs and welcome your comments. We will use your comments to make improvements and will update this Charter from time to time to reflect the changes.

Customer Care

We aim to give the highest standard of customer care to all members of our community. When contacting us you can expect:

- Staff to acknowledge you, be courteous and give their name and the service area.
- Your dealings with us will be treated as confidential and we will tell you if the information you provide is to be used for any other purpose.
- Our Customer Service staff to take ownership of your issues or problems and to resolve these issues at the first point of contact and not pass you on to anyone else unless necessary.
- To have a choice of access methods to suit a range of needs.
- Not to be kept waiting too long.
- Clear communications.
- We will provide additional facilities for hearing and sight impaired customers and those whose first language is not English.

Telephone Calls

We are changing the ways we deal with telephone calls to our published numbers by creating contact centres that can deal with all requests effectively. You can continue to use the numbers you have previously used, however we have created easy to remember numbers to eventually replace the existing 67 numbers.

- The telephone numbers for our main services are listed in 'Contacting your council - an A - Z guide' available from council reception desks. Information is also listed on our website www.sutton.gov.uk

- We aim to use answerphones as little as possible. If you do leave a recorded message we will get back to you by the end of the next working day.

- If you don't get through to the right person straight away, our staff will transfer you or ask the right person to telephone you back.

When you visit our offices

- One of our receptionist will see you quickly (and you can recognise them by their name badges).

- We aim to see all callers within 3 minutes, but at busy times you might need to wait longer.

- We will provide a comfortable waiting area and an opportunity to discuss your business privately.

- Our receptionists have experience of dealing with most enquiries themselves. Sometimes someone from one of our service areas will be better able to help you.

When you visit our Civic One Stop Shop

- If you need to see someone in our One Stop Shop, our receptionist will give you a ticket or call the appropriate person to see you.

- We aim to see all callers within 30 minutes if they do not have an appointment and within 5 minutes if you have an appointment.

- If queues get too long we will bring down more staff from service areas.

- We aim to resolve 80% of queries at first point of contact.

When you visit our Local Access Points

- The officer will be able to help you on a wide range of services including accepting cheques and credit and debit card payments. If they are unable to help with a complex Housing Benefits or Council Tax query they will make an appointment for you to see someone either in the Civic One Stop Shop or at your home.

The services we offer are:

- Abandoned Vehicles
- Allotments
- Assorted collections
- Births, Deaths and Marriages
- Bookings - bulky items, fridge collections, pavilions and pitches
- Broken Gullies
- Building Control
- Childcare
- Council Housing Rent and Repairs
- Council Tax
- Disabled Parking
- Doctors and Dentists
- Dog Fouling and Strays
- Education Welfare
- Environmental Health
- Food Complaints
- Garden Waste

- Graffiti
- Health Promotion
- Highways (maintenance, licensing, advertising)
- Housing Benefits
- Land Charges
- Licensing
- National Non Domestic Rate
- Noise and Air Pollution
- Parking
- Parks and Open Spaces
- Pest Control
- Planning
- Play Scheme
- Refuse
- Recycling
- Renovation Grants
- School Admissions
- School Travel
- School Uniform Grants
- Skip Licences
- Street, Roads and Paths (cleaning, lighting, potholes)
- Student Loans
- Surrendered Vehicles
- Trading Standards
- Trees
- Uniform Grants

Appointments

- We will aim to arrive for appointments within 5 minutes of pre-arranged times.
- We will call you to let you know if we will be later than 5 minutes.
- We will call you in advance if we are unable to keep an appointment.

When you write by letter, email or fax

- We will acknowledge receipt of your email request within 1 working day for published email addresses available on our

website. However we cannot guarantee this response from individual officers.

- We will reply to your communication within seven working days of receiving it.
- If we cannot answer you fully within seven working days, we will write and tell you who is dealing with your query and when you can expect a full reply, this will be within 20 working days.
- If your communication is about your Council Tax account, Business Rates, Housing Benefit or Council Tax Benefit we aim to reply within 10 working days. We have different targets for appeals or requests for a revision of a benefit claim. If you would like more information about this please call Housing Benefits on 020 8770 5444.
- Our response will give the name and telephone extension of the person dealing with your query.
- We will respond to requests for information under the Freedom of Information Act within 20 working days.

When you visit our website www.sutton.gov.uk

- We aim to provide 100% of council information online
- You can report faulty street lighting, abandoned cars, graffiti, rubbish, waste and more
- Make a payment online including council tax, housing rent, parking fines and housing benefit
- Find information on council services, phone numbers, emails and maps
- Comment and complain about a service and have your say
- Find out how to get involved with our current consultations
- Access useful websites by using our external and useful link sections
- Get help on using our website including improving accessibility, easy navigation and help with translations

Achievements

	2006/7	2007/8
General information line (020) 8770 5000 and Environmental Contact Centre (020) 8770 5070		
To answer 93% of all calls	93%	92%
Average time to answer 30 seconds	19 seconds	24 seconds
75% of calls answered within 20 seconds	80%	79%
80% of calls resolved at the first point of contact	80%	82%
Housing Benefits (020) 8770 5444		
To answer 85% of calls	88%	82%
Average time to answer 60 seconds	52 seconds	73 seconds
40% of calls answered within 60 seconds	70%	62%
95% of calls resolved at the first point of contact	95%	95%
<i>(The average call time for this service far exceeds the other contact centres which is why their time to answer is longer.)</i>		
Council Tax (020) 8409 7100		
To answer 80% of calls	79%	79%
Average time to answer 60 seconds	200 seconds	182 seconds
40% of calls answered within 60 seconds	54%	65%
95% of calls resolved at the first point of contact	95%	95%
<i>(The average call time for this service far exceeds the other contact centres which is why their time to answer is longer.)</i>		
People Contact Centre Community Services and Learning for Life (020) 8770 6080		
To answer 92% of all calls	89%	92%
Average time to answer 30 seconds	34 seconds	33 seconds
75% of calls answered within 20 seconds	77%	74%
60% of calls resolved at the first point of contact	60%	82%
Civic One Stop Shop		
To receive 99.5% overall satisfaction	99.9%	99.1%
95% of customers to be seen within 3 minutes for initial contact	95%	99.6%
80% of queries resolved at first point of contact	80%	80%

Target

General information line (020) 8770 5000 and Environmental Contact Centre (020) 8770 5070	
To answer 93% of all calls	
Average time to answer 30 seconds	
80% of calls answered within 20 seconds	
Housing Benefits (020) 8770 5444	
To answer 85% of calls	
Average time to answer 60 seconds	
40% of calls answered within 60 seconds	
95% of calls resolved at the first point of contact	
<i>(The average call time for this service far exceeds the other contact centres which is why their time to answer is longer, however they are striving to meet these targets.)</i>	
Council Tax (020) 8409 7100	
To answer 80% of calls	
Average time to answer 60 seconds	
40% answered within 60 seconds	
95% of calls resolved at the first point of contact	
People Contact Centre	
To answer 93% of all calls	
Average time to answer 30 seconds	
75% answered within 20 seconds	
80% of all calls resolved at the first point of contact	
Civic One Stop Shop	
To receive 99.5% overall satisfaction	
95% of customers to be seen within 3 minutes for initial contact	
80% of enquiries resolved at first point of contact	
A review will be undertaken in 2008 around Council Tax call answering to identify how performance can be improved to meet our targets.	

Your Say

Tell us what you think

We want to improve our standards to make sure the services we provide are as effective and efficient as possible.

To do this we need your suggestions and comments. We want to know:

- How you think we can improve our services
- What you think we do well

Please contact the office that provides the service in question.

Sometimes things go wrong

If we do not meet our published standards of if you are not happy with the way we treat you, please let us know

- Tell us as soon as possible, so we have a chance to put the matter right.
- If you need to take it further, the council has a formal complaints procedure. This makes sure that we deal with all complaints fairly and without delay.
- We describe the procedure in our leaflet 'How to comment or complain about a council service'.
- We will contact you within seven working days of any comment or complaint and tell you what is happening.
- We expect our staff to be polite and ask you to be courteous to them in return.
- We will not tolerate verbal or physical abuse of our staff.

If you, or someone you know, need a translation of any part of this document please tick the box for the language required and complete the form below.

Nëse ju ose dikush që njihni ka nevojë për një përkthim të ndonjë pjesë të këtij dokumenti, ju lutemi shënoni me v kufinë për gjuhën e kërkuar dhe plotësoni formularin e mëposhtëm. Për më tepër informacion telefononi numrin 020 8770 5000.

إذا كنت أنت، أو شخص آخر تعرفه، بحاجة إلى ترجمة لأي جزء من هذه الوثيقة، فيرجى وضع إشارة في الخانة الخاصة باللغة المطلوبة وإكمال الاستمارة أدناه. ومن أجل الحصول على المزيد من المعلومات يرجى الاتصال بالهاتف رقم 020 8770 5000.

যদি আপনার, অথবা আপনার পরিচিত কোন জ্ঞানের, এই পত্রিকাটির কোন অংশের অনুবাদ প্রয়োজন হয়, অথবা আপনি অন্য কারো কাছের এই তথ্যের আবেদন জানিয়ে যত্ন নিতে চান, তখন নিচের কোনটি গুরুত্বপূর্ণ জানুন। এই সূচনায় বাংলা ভাষা বা অন্যভাষায় কথা 020 8770 5000 নম্বরে যোগাযোগ করুন।

જો તેમને, અથવા તેમ જાણતા હોય તેવી કોઈ વ્યક્તિને આ દસ્તાવેજની કોઈ પણ ભાગનો અનુવાદ જરૂર હોય, તો, કૃપા કરી, નીચેની ભાષાના વિકલ્પમાં પસાંદ કરી અને નીચેના કોષ્ટકો પૂરા કરો. વધારે માહિતી માટે 020 8770 5000 ઉપર કોલ કરો.

यदि आपको, या किसी और को पत्र के बारे में जानकारी चाहिए, तो कृपया हमें जल्द से जल्द हमें पत्रिका के बारे में जानकारी दें। यदि आपको पत्रिका के किसी भाग का अनुवाद चाहिए, तो कृपया हमें पत्रिका के बारे में जानकारी दें। यदि आपको पत्रिका के किसी भाग का अनुवाद चाहिए, तो कृपया हमें पत्रिका के बारे में जानकारी दें।

如果你或你認識的人需要將此文件之任何部份翻譯，請在所需的語言上打✓，並填妥下列表格。要索取更多資料請致電020 8770 5000。

اگر آپ یا کسی کے پاس اس معلومات کی ضرورت ہے تو براہ کرم اسے نیچے دی گئی زبانوں میں سے کسی ایک پر نشان لگائیں اور درج ذیل فارم پُر کریں۔ مزید معلومات کے لیے براہ کرم 020 8770 5000 پر کال کریں۔

Many publications can be downloaded directly from our website: www.sutton.gov.uk. Otherwise if you need any of the information in this document in large print, braille, or audiotape please tick the box and complete the form.

Name
 Address
 Telephone no.

Please return the form to:
 London Borough of Sutton
 Civic Offices
 St Nicholas Way
 SUTTON SM1 1EA

<input type="checkbox"/>	Albanian
<input type="checkbox"/>	Arabic
<input type="checkbox"/>	Bengali
<input type="checkbox"/>	Gujarati
<input type="checkbox"/>	Hindi
<input type="checkbox"/>	Chinese
<input type="checkbox"/>	Urdu