

## REPORT TO THE EXECUTIVE



<b>DATE</b>	<b>24<sup>th</sup> June 2008</b>
<b>PORTFOLIO</b>	<b>Community Engagement and Customer Access</b>
<b>REPORT AUTHOR</b>	<b>Rob Dobson</b>
<b>TEL NO</b>	<b>Ext. 2117</b>
<b>EMAIL</b>	<b>rdobson@burnley.gov.uk</b>

## Corporate Customer Service Charter

## PURPOSE

1. To seek Executive approval for the publication of a corporate Customer Service Charter.

## RECOMMENDATION

2. The Executive is asked to approve the charter in Appendix 1.

## REASONS FOR RECOMMENDATION

3. The development of a customer charter is a strategic objective. Two of the Council's values are:
  - Putting the needs of the public first
  - Listening carefully, communicating clearly and responding promptly.
 The Charter forms part of our commitment to put these values into practice.
4. Publishing a charter and monitoring performance against it, is one of the first criteria for achieving Charter Mark status, the public sector benchmark for quality customer service.

## SUMMARY OF KEY POINTS

5. The Council has made good progress in improving customer care in recent years. For example, we are delivering more of our services in a more responsive way through Contact Burnley and the one stop shop, and time spent on processing planning and benefits applications has decreased.
6. The charter draws on existing customer service standards that are already protocol for many officers dealing with members of the public. By codifying the standards and making them public, it is anticipated that the charter will contribute to a further transformation in the culture of the Council towards putting the customer first. The charter will not only describe to staff within the council what is expected of them, it will also set a realistic level of expectation for customers, who will be better able to understand the level of service we provide.

## **FINANCIAL IMPLICATIONS AND BUDGET PROVISION**

7. The publication costs are not significant and will be met from existing budgets.

## **POLICY IMPLICATIONS**

8. The government's new national indicator set includes a measure of "avoidable contact." Monitoring of the service standards should help the council identify improvements in relation to this.

## **DETAILS OF CONSULTATION**

9. None.

## **BACKGROUND PAPERS**

10. [\\Fs\\_th\\_01\TH\\_DATA\CEO\Shared\CorporatePolicyOfficer\Corporate&Performance\Team\\_Burnley\Customers\Charters](#)

## **FURTHER INFORMATION**

**PLEASE CONTACT:**

**Sharon Hargraves**

**ALSO:**

[Appx 1](#)