
TITLE: CUSTOMER CHARTER AND SERVICE STANDARDS

To: Regulatory and Support Service Committee

Date: 20th March 2017

From: Hetty Thornton- Performance Management Officer

[R227]

1.0 Issue

1.1 To ensure that services continue to meet the needs and expectations of our customers the Council has devised a Customer Charter and corresponding Service Standards.

2.0 Recommendations

2.1 Members are requested to agree the new Customer Charter and corresponding Service Standards.

3.0 Background

3.1 Customer charters provide the framework for communicating how an organisation will meet the expectations of their external customers.

3.2 In addition, a customer charter provides clear and concise statements detailing ways by which an organisation can measure customer service levels.

3.3 To continue its commitment to ensuring that customers are at the heart of everything we do East Cambridgeshire District Council would like to adopt a new Customer Charter.

3.4 To align with the proposed new charter, the Council would also like to adopt a new Service Standards document which provides details on how frontline services will meet the expectations of its customers.

4.0 Argument and Conclusions

4.2 Both the Customer Charter and the Service Standards will help to ensure that the Council continues to provide excellent customer service in a transparent way.

4.3 Both frameworks will be open and accessible to all customers on the Council's website (and in hard copy when required).

4.4 Adopting both frameworks will help to assist with the evaluation of how a service is performing, help to identify where resources may need to be focussed, highlight best practice and clarify what our customers can expect from the Council.

5 Financial implications

5.1 There are no financial implications other than officer time attributed to this report.

6 Equality Impact Assessment

6.1 An equality impact assessment is not required.

7 Appendices

Appendix A- Customer Charter
Service Standards

Background documents- None

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