

How well did we keep our Customer Service Commitments in 2007/2008

What can you expect when you contact us?

We will	When	Performance 2006/2007	Performance 2007/2008
Resolve your enquiry	At time of request or inform you when we will get back to you	85% enquiries dealt with at time of request	86% enquiries dealt with at time of request
Acknowledge all correspondence i.e. letter, email, fax	Within 5 working days	95% acknowledged within 5 working days	94% acknowledged within 5 working days
Provide access to emergency advice and assistance 24/7	24 hours a day, 7 days a week	92% customers satisfied with the accessibility of the out of hours service	93% customers satisfied with the accessibility of the out of hours service
Not keep you waiting to speak to someone for more than 10 minutes	When you visit one of our Customer Information Centres	93% of customers waited less than 10 minutes	92% of customers waited less than 10 minutes
Return your phone call if you were unable to get through to an advisor because the lines were engaged	Within 3 hours	100% of voicemail calls were returned within 3 hours, and 81% were returned within 2 hours	100% of voicemail calls were returned within 3 hours, and 83% were returned within 2 hours
Advise you that you are entitled to be accompanied in any interview by a friend or advisor	When arranging any interview	50% customers surveyed said they were advised they could bring a friend or advisor	59% customers surveyed said they were advised they could bring a friend or advisor
Use a private interview room when discussing anything personal or confidential with you	When required or requested	91% customers surveyed said they had privacy from other customers	92% customers surveyed said they had privacy from other customers
Provide an interpreter or signer, and provide translation, large print or audio version of any of our published information	Within 5 working days of request	Language line was used 20 times to provide instant interpretation services for customers	Language line was used 105 times to provide instant interpretation services for customers, and 30 documents were translated
Ensure all our advisors are approachable, friendly	When dealing with customers	98% customers found the service approachable and friendly	98% customers found the service approachable and friendly

Keep you informed of progress of your query	Within 5 working days	78% customers said they were kept informed of the progress with their enquiry	77% customers said they were kept informed of the progress with their enquiry
Advise you of how to request a review of any decision or make an appeal, and the relevant timescales	When advising you of any decision	100% customers surveyed said they know how to make an appeal or complaint	80% customers surveyed said they know how to make an appeal or complaint

We will review the guidance we provide to our front line staff, to improve our performance in telling customers they can be accompanied in any interview by a friend or advisor, and in advising customers how to request an appeal of any decision or make an appeal.

Homelessness

If you are homeless			
We Will	When	Performance 2006/2007	Performance 2007/2008
Interview you to assess your housing needs and identify and discuss all options and try to prevent you becoming homeless	Same day if roofless	On average customers waited 1.5 days for their interview	85% homeless people who were roofless were interviewed the same day
If you are threatened with loss of your existing home: arrange an appointment to assess your housing needs and identify and discuss ways in which crisis can be prevented	Within 5 working days if threatened with loss of existing home	94% interviewed within 5 working days	93% interviewed within 5 working days
Advise you of the Council's duty to provide interim accommodation if you are homeless whilst we fully check whether you are in priority need and unintentionally homeless	During the interview, for up to 2 months	Information not available for 06/07	98% customers surveyed said the Council's duty to provide temporary accommodation was explained to them at the interview
Advise you in writing of the outcome of your interview	Within 28 days	92% advised in writing within 28 days	94% advised in writing within 28 days
Accompany you to view temporary accommodation	Within 1 working day of offer of temporary accommodation	84% accompanied to view temporary accommodation	85% accompanied to view temporary accommodation

Arrange free travel to school if your temporary accommodation is in a different community	At sign up	66% of relevant cases	66% of relevant cases
Arrange storage of your furniture	At sign-up interview	79% of applicable cases	83% of applicable cases

Repairs

If you need a repair carried out to your home			
We Will	When	Performance 2006/2007	Performance 2007/2008
Offer you an appointment	At the time of your request	84% customers surveyed said they were offered an appointment	85% customers surveyed said they were offered an appointment
Complete the work in the promised timescale	Tell you the target date for completing the work when you report the repair	93% customers surveyed said the repair was completed on time	95% customers surveyed said the repair was completed on time
Complete the repair at the first visit	At the first visit	92% of repairs were completed at the first visit	95% of repairs were completed at the first visit
Ensure the repair is completed to a good quality standard	When carrying out the repair	95% customers surveyed said the standard of work was good quality	96% customers surveyed said the standard of work was good quality
Tidy up after completing the work	Before leaving your home	97% customers surveyed said the worker tidied up before leaving	98% customers surveyed said the worker tidied up before leaving

Anti-Social Behaviour

If you report anti-social behaviour or neighbour nuisance			
We Will	When	Performance 2006/2007	Performance 2007/2008
Visit you to discuss the complaint, take your statement and agree an action plan	Arrange to visit within <ul style="list-style-type: none"> • 1 weekday in harassment cases • 5 working days in other cases 	23% visited within 24 hours 80.2% visited within 5 working days	22% visited within 24 hours and 84% visited within 5 working days

Lettings

If you are allocated a home			
We Will	When	Performance 2006/2007	Performance 2007/2008
Arrange a joint visit to the house and discuss any issues with you, including repair and decoration	Accompanied visit arranged within 24 hours of making you an offer	98% customers surveyed said a housing officer went with them to view the property	99% customers surveyed said a housing officer went with them to view the property
Make sure the house is in an acceptable condition	At the time of the accompanied viewing	89% customers surveyed said they were satisfied with the condition of the property they were offered	95% customers surveyed said they were satisfied with the condition of the property they were offered

Housing Support

If you need housing support			
We Will	When	Performance 2006/2007	Performance 2007/2008
Ensure you are fully aware of the support plan and agree with the service to be provided	During the first visit to your home	95% customers surveyed said the contents of their support plan had been explained	100% customers surveyed said the contents of their support plan had been explained

Estates Management

If you live in a block with a communal stair			
We Will	When	Performance 2006/2007	Performance 2007/2008
Inspect and clean the stairs and do any necessary work	In accordance with the agreed schedule	85% customers surveyed said the Estates Management Team visited their block on the expected day	78% customers surveyed said the Estates Management Team visited their block on the expected day
If we own open space near your home			
We Will	When	Performance 2006/2007	Performance 2007/2008
Ensure the grass is cut, litter is picked, weeds are killed and hard surfaces are swept	Grass cut 20 x year Litter picked 50 x year Weeds killed 4 x year Sweeping 13 x year	73% customers surveyed said the grounds maintenance work around their block was carried out to a high standard	62% customers surveyed said the grounds maintenance work around their block was carried out to a high standard

There has been a dip in satisfaction with the Enhanced Estates Management service. We are currently reviewing our processes and procedures to improve this service. In addition we are changing the customer survey so that in future we will know which community the person lives in, to help us identify any particular areas that are problematic.