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<b>REPORT TO:</b>	<b>COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM:</b>	<b>13</b>
<b>DATE OF MEETING:</b>	<b>18 JULY 2002</b>	<b>CATEGORY:</b>	<b>DELEGATED</b>
<b>REPORT FROM:</b>	<b>HEAD OF COMMUNITY SERVICES</b>	<b>OPEN PARAGRAPH N/A</b>	
<b>MEMBERS' CONTACT POINT:</b>	<b>LYNN CHILD (EXT 5823)</b>	<b>DOC:</b>	<small>c:/myfiles/tenant participation/cttee report180702.doc</small>
<b>SUBJECT:</b>	<b>CUSTOMER CARE CHARTER</b>	<b>REF:</b>	<b>LC</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>	<b>CS6</b>

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### **1.0 Recommendations**

1.1 Members are requested to note the details of the draft Customer Care Charter and the timetable for implementation.

### **2.0 Purpose of Report**

2.1 To advise Members that a draft Customer Care Charter has been produced.

2.2 To advise Members of the timetable for implementing the Customer Care Charter.

### **3.0 Detail**

3.1 The Customer Care Charter has been produced to help to improve the standard of customer care in Housing Services.

3.2 A Customer Care Action Team, made up of members of the Tenants Advisory and Consultation Team (TACT), officers from Housing Services and a representative from Pennington Consultants, was formed to draw up the draft document which can be found at Annexe A.

3.3 All Housing Services staff will be consulted over the next 4 weeks via their regular team meetings. Team leaders will report back all comments and these will be taken into account before the final document is produced. If any major changes are identified they will be discussed by the Customer Care Action Team.

3.4 The final document will be launched in September 2002. It will be promoted as follows:-

- At next round of Area Tenant Group meetings, which are being held throughout September.
- Main article in autumn edition of Tenants Extra.
- On SDDC Web Site

- Posters and booklets in the Civic Offices, other buildings owned by the council, libraries, Drs surgeries and Social Services offices.
- Copies to be posted to customers upon request.

3.5 The Charter will be monitored on a regular basis and a full review carried out annually.

#### **4.0 Financial Implications**

4.1 There are no financial implications as the proposals can be met from within existing budgets.

#### **5.0 Corporate Implications**

5.1 The Customer Care Charter is a tool that can help the Council to work with tenants to improve the quality and efficiency of services provided by the Council.

#### **6.0 Community Implications**

6.1 The Customer Care Charter is a tool which will help deliver effective, customer focused housing services

#### **7.0 Background Papers**

7.1 None.