



Fenland District Council

Customer care policy and charter



CUSTOMER
SERVICE
EXCELLENCE



UK



The Government Standard

1 Introduction

- 1.1 We are putting the community first in everything we do by:
- improving access to services and information;
 - delivering excellent customer service; and
 - providing a wide range of sports, leisure and community facilities to improve local health and wellbeing.
- 1.2 Customer access forms an important part of putting the Community First. It is supported by specific local priorities that will be delivered annually and is included in the following council strategies and plans.
- Corporate plan
 - Best-value improvement plans
 - Service plans
 - Performance improvement plans
 - Equalities strategy and action plans
 - Staff development plan
- 1.3 Our main office is based in March. You can contact us in any of the following ways.
- Visit our 'Fenland@yourservice' shops in each of the market towns.
 - Go to the business reception point at Fenland Hall.
 - Visit the Fenland leisure centres in March, Whittlesey and Wisbech.
 - Phone the contact centre on 01354 654321.
 - Use textphone 01354 622213.
 - Send a fax to 01354 622358.
 - Visit www.fenland.gov.uk.
 - Send an e-mail to info@fenland.gov.uk.
 - Send an e-mail to 3cs@fenland.gov.uk.

Our opening hours, together with service standards, are shown in our customer charter in appendix 1.

2 Customer-care promises

2.1 We follow the principles set out below to help us provide an excellent customer service.

We will:

- put the community first;
- promote a good-quality customer service;
- be trained in delivering excellent services;
- make sure all our customers have equal and fair access to services;
- provide effective and efficient customer-focused processes;
- listen and respond appropriately to customers;
- measure satisfaction levels and act on the feedback we receive; and
- protect staff from inappropriate behaviour by the public.

2.2 We will try to achieve and maintain appropriate standards and awards for providing services and customer care, including:

- Investors in People;
- Quest accreditation;
- Plain English Campaign's Crystal Mark;
- Customer Service Excellence Standard; and
- other relevant awards which may include, for example, the Quality Mark and International Standards Organisation.

3 Customer care

- 3.1 All staff will identify 'themselves' and 'the council' when talking to customers. If you visit our Fenland @ your service shops, offices and leisure centres, all staff will wear their corporate identification badge, and these will be clearly visible. If we visit you in your home or visit local businesses, we will always show our identity cards.
- 3.2 All staff will be trained in relevant customer service issues. We will identify what training staff need through our appraisal process and by regularly assessing their needs. Our staff development plan will include appropriate courses or learning activities.
- 3.3 New members of staff will take part in a corporate and service induction programme. They will also be regularly assessed for their ability to deliver excellent customer service.
- 3.4 All staff will make sure that they deal with customers fairly and equally, and will follow our equality policies and procedures.

4 Customer feedback

- 4.1 We encourage customers to give feedback – correspondence, compliments and complaints (the 3Cs). We will deal with all the feedback we receive in line with the corporate procedure. All feedback will be monitored, analysed and discussed at management and staff meetings. We will record and report on all the reasons we have learned and action we have taken.
- 4.2 We expect all staff to deal with complaints. Staff should sort out issues themselves whenever they can, without having to formally record them on the feedback system. However, it is good practice to report all incidents to a senior member of staff. If the member of staff cannot sort out the matter, they should refer it to the 3Cs team.
- 4.3 Each customer service point will have a comments book available for customers to note their views on the service.
- 4.4 We will consult customers, staff and stakeholders (organisations we work with) to find out how we can improve and develop customer care. Methods will include:
- customer satisfaction surveys;
 - keeping records of how we have worked with customers and what we have found out;
 - open days;
 - staff and stakeholder meetings;
 - staff surveys;
 - focus groups and workshops; and
 - internal and external assessment and inspection.
- 4.5 We will also work with other local authorities and any other appropriate service providers to share best practice and improve customer service.

5 Technology to deliver improved customer service

5.1 We will use and develop technology to improve customer service. We will monitor our information technology strategy regularly and we will use web-based technology to make electronic:

- appointments;
- applications;
- payments; and
- enquiries.

5.2 We will provide our customers with a range of services information and links to partner organisations.

6 Future achievements

6.1 We continually review and aim to improve our services. In the next three years; we aim to:

- adapt and be flexible to changing customer needs;
- maintain high levels of customer satisfaction levels;
- improve service delivery, using modern technology, the Fenland @ your service shops and the contact centre;
- keep our CSE (Customer Service Excellence Accreditation);
- keep our IIP (Investors in People) accreditation;
- keep our Quest accreditation for our three leisure centres; and
- promote the use of plain English and achieve Crystal Marks.

Fenland @ your service

Our Charter

- Our Fenland @ your service shops are open:-
 - Chatteris (20 High Street):
9.00am to 4.00pm Tuesday, Thursday and Friday;
9.00am to noon Saturday.
 - March (8 Broad Street):
9.00am to 4pm Monday, Tuesday, Wednesday and Friday;
9.00am to noon Saturday
 - Whittlesey (3 Causeway Centre):
9.00am to 4.00pm Tuesday, Thursday and Friday;
9.00am to noon Saturday.
 - Wisbech (2-3 Bridge Street);
9.00am to 4.00pm Monday to Friday;
9.00am to noon Saturday.
- Our Telephone Service Centre is open:-
 - 9.00am to 5.00pm, Monday to Friday; and
9.00am to noon Saturday.
- The business reception at Fenland Hall will be open:
 - 9.00am to 5.00pm, Monday to Thursday; and
 - 9.00am to 4.45pm on Fridays.
- Leisure centres opening times:
 - Please contact 01354 622399 for opening times.

- Our website will be available 24 hours a day for you to get information, make applications and make payments.
- All our visitor points will be safe, clean, presentable and pleasant for people to use at all times.
- We will wear a name badge and give you our name, so you know who you are speaking to when you either meet, visit or phone us.
- We will make sure everyone is treated equally.
- We will be friendly and helpful, and treat you with respect.
- We will provide a private room if you want to discuss sensitive or confidential business.
- We will arrange an interview with someone of the same sex as you (within two working days), if you ask.
- Please ask us if you would like any documents in a different community language, in large print, in Braille or on audio tape.
- There are induction loops for the hard of hearing at all of our visitor points, and a textphone is available on 01354 622213.
- If you visit us, we will aim to make sure you wait no more than 10 minutes. If we cannot meet this standard, someone will let you know.
- If you phone 01354 654321, we will answer 80% of calls within 20 seconds.

- If you contact us by e-mail, on-line or by text, we will acknowledge your communication within one working day. We aim to respond fully within 10 working days. If we cannot respond fully within 10 working days, we will contact you to explain why and tell you when you will get a response.
- If you want to make a formal complaint, we will give you a central point of contact through our 3Cs team.
- We will use your feedback to help develop and improve our services.
- We will do what we promise to do and will apologise if we get something wrong.
- We will use plain language in all our communications.
- We will make sure that all staff work to protect children, and that children's activities are based on the principals of the Children's Act.
- We will be consistent and open when taking enforcement action in line with our own enforcement policy.



You can get this document in another language, in large print, in Moon, in Braille, on audio cassette and in electronic format. Please ask us if you would like this document in any of these formats.

**Fenland Hall, County Road, March, Cambridgeshire, PE15 8NQ
Phone: 01354 654321 E-mail: info@fenland.gov.uk
Website: www.fenland.gov.uk**