

Performance and Service Standards

Customer Services

Where services are to be shared the partner councils are developing a set of standards and indicators against which future performance will be measured. These will develop as the services and ICT develops. Although not yet finalised potential ideas are being considered and members were asked for their thoughts as part of the working groups. It is accepted that the ability to collect performance information may not exist from day 1 of the partnership.

Current Cheltenham Customer Performance Indicators

Customer Services Key Performance Indicators
Number of stage 3 complaints upheld/partially upheld in favour of the customer

Current Cheltenham Customer Performance Standards

The standard for all service delivery is in accordance with the 'Think Customer Code' as detailed below;

Think Customer!

As a council the only reason we exist is to serve our community – **customer service is at the centre of all we do**. The quality of service delivery has a direct bearing on customer satisfaction and on the reputation of the council as a whole.

Action

We will:

- make our services easily available
- always listen carefully to what customers say
- give a contact name and details
- let people know what will happen next and if there will be a delay in responding
- answer all enquiries promptly and, where possible, directly (*first time fix*), and
- point people in the right direction if we can't help.

Behaviour

We will:

- treat all customers with respect and ensure sensitivity and confidentiality in the delivery of our services
- be polite, honest and helpful
- be knowledgeable, professional and courteous
- go the extra mile to provide the best possible service
- work across services to provide coordinated responses where necessary
- always react positively when things go wrong with the delivery of a service
- we will learn from our mistakes, and
- ensure that our customers help shape the services we deliver.

Communications

We will:

- communicate in a way that is easy to understand
- respond to all correspondence promptly
- welcome all feedback and ask customers regularly for their opinions about our services, and
- inform the customer of what we will do to rectify any problem and prevent recurrence.

Other customer services standards are in place these are as detail against the activities below.

Activity	Service standard
Provision of a main reception facility acting as a first point of call for visitors to the Municipal Offices	Opening hours 9am – 5pm Mon, Tues, Thurs and Friday 9.30am – 5pm Wednesday Closed public holidays Christmas and New Year opening arrangements agreed on an annual basis
Management of the Committee suite room booking facility	Acknowledge, confirm or reject bookings within 2 working days. Update display screen daily
First point of contact for telephone calls received on CBC's main telephone no (262626) Callers are either redirected to other areas of the business, signposted to organisations outside of CBC eg Highways or dealt with by the Customer	Opening hours 9am – 5pm Mon, Tues, Thurs and Friday 9.30am – 5pm Wednesday Closed public holidays Christmas and New Year opening arrangements agreed on an annual basis

<p>Services team.</p> <p>Management and recording of Telephone messages for 262626 for the out of hours service and IVR options</p> <p>Out of hours messages detailing, office opening hours, emergency contacts and information regarding service disruptions etc.</p> <p>Recording messages for other business areas including the automated telephone line.</p> <p>Checking and updating of main BT phone entries and other directories, having liaised with services to ensure that latest requirements are being met</p> <p>Respond to or redirect emails received in the following generic mailboxes:- enquiries@cheltenham.gov.uk (this includes Report Its) cleansing@cheltenham.gov.uk parksandgardens@cheltenham.gov.uk gardenwaste@cheltenham.gov.uk committeeroombookings@</p> <p>Enquiries dealt with by Customer Services are:</p> <ul style="list-style-type: none"> • All waste and recycling related matters, eg missed collections, request for receptacles, full skips at bring sites • All cleansing related matters, eg. overflowing bins, fly tips, leaves blocking drains • All parks and gardens related 	<p>Updated for all bank holiday waste collections and otherwise as appropriate.</p> <p>As required</p> <p>Annually or otherwise as required</p> <p>We aim to respond to emails within 1 working day although resources do not always allow this particularly when there has been an issue which affects service delivery or generates public interest, e.g. snowfall affecting bin collections</p> <p>enquiry dealt with and where appropriate works ticket raised for Ubico the same working day</p>
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<p>matters</p> <p>Liaise with Ubico in respect of current and ongoing matters which affect customer service delivery</p> <p>Election enquiries. Initial point of contact for all election enquiries. registration and postal vote enquiries during the election period</p> <p>Supervise examinations of the Full Electoral Roll</p> <p>Telephone payments where the customer has a reference number and just wants to pay.</p> <p>Take payment and arrange for delivery of trade waste bags.</p> <p>Take payments and arrange bulky collections, liaising with an external supplier in respect of the collections</p> <p>All aspects of garden waste schemes (bins and bags) administration, including issuing bulk communications for subscription renewals , payment processing, scheme and income monitoring and reconciliation. Processes are in place to instructed Ubico to deliver and remove bins and where collections should not be made as the subscription has not been renewed</p>	<p>Daily</p> <p>Registration and postal vote enquiries dealt with at first point of contact, either using Web Eros or a paper based system agreed with Elections.</p> <p>Upon request for a simple enquiry for a single street or for multiple enquiries when resources allow. Lengthy enquiries are by appointment.</p> <p>At initial point of contact</p> <p>At initial point of contact</p> <p>Collection schedules emailed to third party Contractor by 4pm the day prior to collection.</p> <p>Customers contacted a month prior to their renewal date and additional contacts made to encourage renewal, thereby maximising renewal rates.</p> <p>The garden waste database is kept up to date, with payments data updated onto individual records the next working day.</p>
<p>All aspects of sports pitch bookings, issuing contracts, invoicing, liaising with</p>	<p>Match schedule issued to Ubico by 10am Wed for pitch requirements for the following</p>

<p>other CBC departments and Ubico in respect of pitch and premises related matters.</p> <p>Facilitate an annual meeting with adult and youth leagues representatives, Ubico and Commissioning</p>	<p>weekend</p>
<p>Face to face service and back office processing, i.e. cheques, journals and refunds.</p> <p>Processing payments received by other service areas eg Cemetery, Planning</p> <p>Download Council Tax payments from the Allpay website, convert into a CSV file for uploading into Civica Open Revenues.</p> <p>Provide a corporate petty cash facility.</p> <p>Provide systems admin support, setting up new users, changing receipt layouts, setting up new ServicePay templates</p> <p>Provide advice and guidance to Cheltenham Borough Homes, including training new users.</p> <p>Provide advice and guidance to all service areas in respect of payment related matters.</p> <p>Respond to emails received in payments@cheltenham.gov.uk</p>	<p>Opening hours 9am – 5pm Mon, Tues, Thurs and Friday 9.30am – 5pm Wednesday</p> <p>Closed public holidays</p> <p>Christmas and New Year opening arrangements agreed on an annual basis</p> <p>All payments processed the same working day and banked the following working day.</p> <p>Within 1 working day</p>
<p>Maintain a supply of, and issue radar</p>	<p>In accordance with agreed practice</p>

keys and pavilion keys	
<p>Day to day management of the CCTV equipment</p> <p>Upon authorised request examine and record requested data</p>	<p>Report any faults to Property Services the same working day</p> <p>Maintain documented record of viewing of system and copies of extracts made and distributed</p> <p>Data to be identified and saved within 5 working days of request, unless it concerns a very serious matter and is required as a matter of urgency.</p>
Audit car park takings	Undertake weekly audit of the car park income collections
Audit and reconciliation of the Security Plus invoices	Monthly
Lloyds Cardnet – key contact	As required
<p>Car Park Income Collections</p> <p>Collect, process and bank money from the council's car park</p> <p>Replenish tickets in parking machines and undertake basic maintenance such as freeing coin jams</p> <p>Produce audit tickets from each machine for parking services.</p> <p>Report and maintain a record of machine faults</p> <p>Undertake electricity meter readings for each car park</p>	<p>Collections made 6 days a week Monday – Saturday inclusive throughout the year. Sunday collections also undertaken on the 6 weeks leading up to Christmas.</p> <p>Money processed the same day of collection and banked the following working day.</p> <p>As required</p> <p>Monthly</p> <p>As required</p> <p>Monthly</p>
Supply change to The Cheltenham Trust	Leisure@ Weekly – within 1 working day of request

	Town Hall – on an ad hoc basis
<p>Internal mail courier service for mail between the Municipal Offices and the following sites:</p> <p>Cheltenham House Hesters Way and Oakley Resource Centres Cheltenham One Stop Cemetery and Crematorium Shopmobility Swindon Road Depot</p>	<p>Mondays, Wednesday and Fridays</p> <p>Cash, cheques and other valuables to be transported in security tagged wallets and signed for by all recipients.</p>
Deliver trade waste bags	Within 2 working days of request
Custodian function	
Unlocking and securing the Municipal Offices	Monday to Friday inclusive and weekends as required
Keyholder responsibilities for the Municipal Offices – on callout list	As required
Committee suite – assist with setting up the equipment and room layout in the committee rooms	
Undertake weekly fire alarm tests	In accordance with testing regime to ensure all points tested and that testing is documented.
<p>Post Room – open post and arrange for collection for Royal Mail on a daily basis. Organise special collections as required Maintain Royal Mail charging records Recharge franked mail to services Arrange couriers as required</p> <p>Liaise with Post Office and provide advice to Service areas Manage and arrange delivery of member's post</p>	In accordance with procedures
Members room – clean and replenish the member's vending machine	daily
Ceremonial functions Provide support in respect of	In accordance with agreed protocol

ceremonial functions, raising and lowering flags.	
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Potential Future Performance Indicators

As mentioned in the introduction there is a potential, in the future, to have some new performance indicators. Below is an example of some of the current indicators collected by Forest of Dean, West Oxfordshire and Cotswold District Councils. It may be that in the future as the services develop further meaningful indicators are developed for Cheltenham that maintain and enhance the provision of Customer Services. At the member working party discussions it was thought, in the future, it would be useful to have a Customer Satisfaction Rate for users of the Council.

Customer Services Key Performance Indicators	WODC	FoDDC	CDC
Percentage of telephone calls answered within 20 seconds	80%		80%
Percentage of telephone calls answered within 15 seconds		100%	
Percentage of telephone abandon rate	5%	5%	5%
Customer Satisfaction Rate for users of the Council	90%		90%
Percentage of enquiries dealt with at first point of contact			90%
Percentage of complaints responded to within 10 working days (council wide)	90%		80%