

CUSTOMER SERVICE STANDARDS

Report of the Managing Director

1. SUMMARY

- 1.1 This report provides the Operational Board with Derby Homes new Customer Service Standards.

2. RECOMMENDATION

- 2.1 To approve the new Derby Homes Customer Service Standards. (Appendix 1)

3. REASON(S) FOR RECOMMENDATION

- 3.1 Our Customer First vision is to put customers at the heart of everything that we do and these principles apply to every service area to ensure that we are accessible, effective, efficient, accountable and transparent.
- 3.2 The Customer First approach is applied across the Organisation to ensure a unified business focus across all of our services.

4. MATTER FOR CONSIDERATION

- 4.1 The Customer Standards were last reviewed and presented to Operational Board in September 2015
- 4.2 In the Customer First strategy we provided a commitment to being clear on service standards. Reviewing the existing Customer Standards was incorporated into the Customer First action plan.
- 4.3 We are now working in an environment of increased demand for services from increasingly diverse and vulnerable customers. The Customer Standards detail what our customers can expect. We need to ensure that the services we provide meet our customer's needs.
- 4.4 The Customer Service and Equalities Manager was part of Derby City Council's project group to revise their Customer Standards in 2018. Where practical and possible we have tried to align Derby Homes Customer Standards with the offer given to Derby City Council Customers.
- 4.5 We are continually working on developments to increase the ways in which customers can contact us. We are looking at a number of developments to 'My

Account' to increase the functionality of the on line portal, so customers can access more services on line.

- 4.6 In updating the new Customer Standards we have worked with engaged customer groups, the Customer Voice, the Youth Panel and DACP, taking their views on board.
- 4.7 We will continue to develop a culture of openness and transparency and a 'can do' attitude with an expectation that our staff are helpful, knowledgeable and friendly.

5. CONSULTATION IMPLICATIONS

- 5.1 The Customer Voice, Youth Panel and the DACP have been consulted regarding the creation of the new Customer Service Standards and have been instrumental in shaping these standards.

6 FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 6.1 Identified additional costs are contained within existing budgets.

The areas listed below have no implications directly arising from this report:

Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: None

This report has been approved by the following officers where there are financial or legal implications:

Finance Director/Derby Homes Accountant	Michael Kirk	23/01/2019
Company Solicitor	Taran Lalria	23/01/2019
Head of Service (Operational Board reports)	Maria Murphy	05/02/2019