

CUSTOMER SERVICE STANDARDS

Report of the Head of Personnel

1. SUMMARY

Derby Homes is committed to providing an excellent customer focused service.

As part of this we have developed these Customer Service Standards which clearly sets out the level of services our customers can expect from us.

We believe that customers' experience should be efficient and positive.

These standards apply to everyone working at Derby Homes and also our contractors.

2. RECOMMENDATION

For the Operational Board to approve the Customer Service Standards.

3. MATTER FOR CONSIDERATION

- 3.1 The objectives of the Customer Service Standards are to provide excellent customer service and deliver a consistent, high quality service across Derby Homes.
- 3.2 Customers can access services in a number of different ways. Using Derby Homes' website will provide the most efficient and timely way of accessing services in all cases except reporting emergencies.
- 3.3 Options are available for vulnerable customers who are not able to access our services via the website.
- 3.4 We will monitor this through:
 - analysis of complaints
 - mystery shopping
 - number of people visiting Derby Homes Offices
 - response times to email enquiries.
- 3.5 We encourage customers to provide feedback and we listen to our customers to continually learn and improve our services.

- 3.6 We will keep our customers aware of new services through promoting them on the website and other publications.
- 3.7 The Customer Service Standards clearly list how customers can contact Derby Homes through a variety of methods and advises that we aim to acknowledge queries within 2 working days.
- 3.8 The Customer Service Standards compliment the New Customer Service Strategy which was presented to the Operational Board in October 2015, with an implementation date of 1 April 2016.

4. CONSULTATION IMPLICATIONS

- 4.1 The Derby Association of Community Partners (DACP) and Derby Homes Senior Management Team have been consulted on the Customer Service Standards.

5. EQUALITIES IMPACT ASSESSMENT

- 5.1 The Customer Service Standards provide a commitment to our customers as guidance on how their enquiry will be dealt with.
- 5.2 The Customer Service standards ensure that customers can access services which meet the individual needs of each customer.

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

Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Health & Safety
Risk
Policy Review

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

Annabelle Barwick/ Customer Service and Equalities Manager / 01332 888402 /
annabelle.barwick@derbyhomes.org

Background Information: None

Supporting Information: Customer Service Strategy - Operational Board: 22 October