

Customer service standards

We will :

Be polite, helpful, open and honest

Treat everyone fairly and with respect

Aim to answer your query at the first point of contact whenever possible

Provide information that is clear and easy to understand

Provide a translation service if needed

Make the best use of technology to enable you to serve yourself including out of normal office hours.

Regularly ask our customers for feedback about our customer service

Publish and use feedback to improve our services

We would like you to :

Treat our staff with courtesy and respect

Keep appointments that are made for you or give us at least 24 hours notice if you need to rearrange it.

Provide us with the information we need to deal with your enquiry promptly

Give us feedback and views to help us improve

Service Standards for Central Services

Property

Standard	Target	What we achieved in 2013/14
We will enter the Prestigious 5 star Loo of the Year Awards.	100%	100%
Customers can expect attended toilets that are clean and in good repair.	80%	83%
Toilets will be available 9am to 5pm except for our busiest days on Saturdays & Tuesdays when they are open from 8am to 5pm. The Council will also open toilets for special organised events & Bank Holidays.	95%	100%
Mill Street, Wilton Road, St Mary's Way, Waterfield Leisure Pools and Salford Road car parks have Park Mark Standard which is a measure to create a safer environment for customers and their vehicles	100%	100%
Customer Signs & Notices will be displayed clearly.	90%	90%
Car parks are inspected daily for major repairs and once a month a full inspection is undertaken.	100%	97%
Where a report is received regarding a ticket machine being out of service this will be inspected and minor repairs fixed within 1 working day, major repairs within 5 working days subject to the availability of parts.	80%	83%

Legal

Standard	Target	What we achieved in 2013/14
General legal enquiries to be given a response/target response within 5 days	80%	95%
Leases/Licences completed within 2 months of date of instruction	60%	40%
% Number of cases where costs awarded to MBC in cases successfully prosecuted	60%	100%

Service Standards for Communications

Standard	Target	What we achieved in 2013/14
To improve service to customers by getting things right first time and providing more services on line thus reducing call volume.	5%	6%
To acknowledge corporate emails within one working day of receipt and to reply within 5 working days.	100%	99.5%
To deal with customer queries at the first point of contact.	80%	93%
To have a flexible workforce that can respond to changing customer demands.	Yes	Yes
Abandoned calls rate	5%	6%

Service Standards for Communities and Neighbourhoods

Standard	Target	What we achieved in 2013/14
We will commit to carrying out quarterly environmental audits of each of the priority neighbourhoods and ensure issues are dealt with quickly and effectively	100%	100%
We will progress and publicise issues raised and dealt with at resident groups	14 days	12 days
We will send quarterly Business Newsletters	446	446
We will carry out 6 monthly Town centre health checks and business confidence analysis	446	446

Repairs

Standard	Target	What we achieved in 2013/14
We will complete all emergency repairs to council dwellings within 24 hrs	100%	99.6%
We will complete all urgent repairs to council dwellings within 7 days	100%	98.1%
We will make appointments for Housing repairs	95%	99.2%
We will carry out annual inspections and upgrade work on gas and electrical systems	Yes	Yes
We will aim to turnaround empty council homes within 20 working days	20 working days average	24 working days average
Through Quality Assurance Checks we will reach a minimum of 95% satisfaction for housing repairs	95%	97%

Environmental Services

Standard	Target	What we achieved in 2013/14
Following notification we will aim to remove fly tips within 1 working day	90%	69%
We will aim to cut the grass on a fourteen working day	90%	100%

cycle and weed spraying will be carried out on housing owned internal estate areas twice a year		
Shrub bed maintenance will be carried out during the winter maintenance program and street furniture will be maintained on a five year rolling programme	90%	100%
A Pest Control Officer will visit and treat within 24hrs upon receiving a report of a rat inside the home	90%	100%
We will remove offensive graffiti within 1 working day and all other graffiti within 5 days	90%	100%
When all of the statutory requirements have been satisfied we will remove abandoned cars within 1 working day	90%	100%
We will keep public open spaces clean and tidy	90%	100%

Housing

Standard	Target	What we achieved in 2013/14
We will make a decision within 28 working days on Homelessness applications	28 working days average	12.58 working days average
We will demonstrate how let properties in a fair and transparent way	100%	100%
On receipt of all the required information we will register all housing applicants in 3 working days	95%	98.75%
We will advertise all available properties through the Choice Based lettings scheme within 8 working days	98%	100%

Benefits

Standard	Target	What we achieved in 2013/14
On receipt of all the required information we will process all new claims for benefit within 5 working days	95%	95.75%

Service Standards for Regulatory Services

Building Control

Standard	Target	What we achieved in 2013/14
Sites will be visited on the same day of the inspection request if the request is made prior to 10am, or within 24 hours	90%	100%
Applications will be acknowledged within 48 hours.	90%	75%
Plans will be checked and a decision made within 8 weeks of receipt of the full plans.	90%	98%
We will attend to a report of a dangerous structure posing an imminent hazard within 2 hours of notification.	100%	100%
A completion certificate will be issued within 1 week of a completion inspection.	100%	100%
All telephone and email messages will be responded to within 24 hours.	100%	97%

Development Control

Standard	Target	What we achieved in 2013/14
We will determine major applications within 13 weeks of (valid) receipt.	60%	60%
We will determine minor applications within 8 weeks of (valid) receipt.	65%	64%
We will determine all other applications within 8 weeks of (valid) receipt.	80%	84%
On major pre-application applications we will respond to you or arrange an appointment with you in 10 days of your request and subsequently respond within 28 days.	80%	86%
On all other general pre-application advice we will respond to you or arrange an appointment with you in 10 days of your request and subsequently respond within 28 days.	80%	70%
We will deal with dead and dying tree enquiries within 5 days	100%	91%

Environmental Health

Standard	Target	What we achieved in 2013/14
A premise with a poor hygiene risk rating (0,1,2) will receive an intervention from EH three times per year	100%	98%

We will visit your premises within 28 days of receiving the registration	100%	99%
We will initiate food complaints within 2 hours of a member of the food team receiving them.	100%	100%
A found stray dog will be collected by our contractor within 2 hours of it being reported to them.	100%	98%
We will respond to your complaint to agree how to address the problem within 3 days of receipt.	100%	98%
We will process applications for improvement grants within 4 weeks of receipt of the complete application.	100%	100%

Enforcement

Standard	Target	What we achieved in 2013/14
We will acknowledge receipt of your report within 3 days of its receipt.	90%	95%
We will explain the results of our investigation and our intended course of action within 8 weeks of your complaint. If this is not possible, we will explain why and estimate when we will be able to let you know	70%	82%

Waste and Recycling

Standard	Target	What we achieved in 2013/14
We will empty missed bins within 24 working hours of them being reported to us.	100%	98%
We will supply a replacement bin/box(es) within 10 working days of receiving your request.	100%	92%
We will give at least 1 month's notice of changes to collections dates (e.g. bank holidays)	100%	100%
We will respond to complaints about unacceptable refuse collections within 10 days	90%	100%

Licensing

Standard	Target	What we achieved in 2013/14
Licensing Act 2003 - Unopposed applications - We will issue the licence within 2 working days of the expiry period for representations.	100%	100%

Licensing Act 2003 - Opposed applications - We will set up a Hearing into the application within 28 days of receipt and hold it within a further 20 working days. We will issue the determination of the application within 2 working days of the decision.	100%	100%
HC and PH/other licensing - We will issue your licence within 5 working days of receiving all the necessary information (application and satisfactory returns from CRB and DVLA checks, inspections, etc).	100%	100%