

Customer Service Commitments



LONDON BOROUGH OF
HARROW

Customer Service Commitments

- The current Customer Service standards have been in place since 2009 and reflected industry standard at the time. Competing priorities and service capacity caused inconsistencies in delivering against these.
- Key Council priority to put residents first and improve the Customer Experience is the turning point to reset our commitments
- Our new commitments balance customer expectations with service delivery
- Individual service standards captured in full however key services highlighted within this pack
- Investment in training and development will be council-wide through the Customer Excellence Academy
- We are committed to putting our residents and customers first by delivering fair and easily accessible services that resolve issues and fully answer questions asked.
- This commitment will be across all channels and services delivered by the council



Customer Service Commitments

- When you contact us by phone, we aim to resolve your query. We will do our best not to keep you waiting too long so during peak times we will let you know where you are in the queue and offer alternative ways to resolve your enquiry.
- The officer/customer service advisor you speak to will be empathetic, polite and professional. They will do their best to resolve your query/issue during the call.
- Where we are unable to resolve your issue, we will let you know how it will be handled and who it has been passed onto
- Where a voicemail is set up and you leave a message, we will endeavour to get back to you within 1 working day.

Customer Service Commitments

- When you send us an email or submit a form online, you will receive an automated reply to confirm we have received your enquiry.
- We will aim to respond to your email or online form within 5 working days unless a specific service standard applies.
- If it takes longer to resolve, particularly if it requires investigation with other areas, you will be contacted and kept up to date accordingly.
- We will keep the website up to date and promptly inform you when we are undertaking routine maintenance or if there are any issues.

Customer Service Commitments

- If you visit us we aim to see you within 15 minutes of your arrival. If this is not possible, we will apologise and explain why.
- For an appointment, we will aim to see you within 5 minutes of the appointment time. If this is not possible, we will apologise and explain why we will be late.
- If we need to visit you we will:
 - carry clear documentation that identifies us as council employees or contractors.
 - aim to arrive within 15 minutes of any pre-arranged appointment.
- We will endeavour to let you know within 1 working day if we need to change the time and/or date of your appointment or visit.

Customer Service Commitments

- There are specific service standards in place for most Council services and these are detailed when accessing a service. For example, the timescales are displayed on the notification following the completion of a web form.
- The Digital team are creating the option to track progress of service requests that are submitted online through the website or MyHarrow account. This will be available by the end of the 2023/24 year.
- A full list of service standards has been collated and the following slides highlight a number of those for our key services.

Customer Service Commitments - Environment

SERVICE	COMMITMENT
Flytipping	2 working days to clear from Public land This will take longer if the fly tip is investigated
Missed bin	3 working days to clear
Pot-hole	3 working days to respond whether criteria met. Work to repair will be scheduled accordingly
Bin order	4 weeks to deliver
Noise complaint	Investigated within 5 working days once all required documents supplied.
Report dead animals	Cleared within 2 working days.
Graffiti	Cleared within 3 weeks on public land Offensive material cleared <24 hours
Licences (HMO)	Processed within 5 working days once all docs supplied.



Customer Service Commitments - Housing

SERVICE	COMMITMENT
Repairs – on site	P1 (4 hours), P2 (1-5 working days), P3 (1-20 working days) P4 (within 12 weeks).
Rent enquiries	Within 2 working days
Estates (repairs & maintenance)	Within 5 working days. Grounds maintenance is carried out on a 3 weekly cycle.
Homeless enquiries	Support for those made homeless on the day within 24 hours.



Customer Service Commitments - Planning

SERVICE	COMMITMENT
Planning application	Decision within 8 weeks (depending on application type)
Building inspection	Same day appointment (telephone or email)
Planning Enforcement	Respond within 5 working days with advice on how the investigation will commence and collect additional information if needed.

Customer Service Commitments – Registration Services

SERVICE	COMMITMENT
Registrar appointment	Telephone – appointment allocated at time of call. Email within 5 working days
Order replacement certificate	Processed within 5 working days
Citizenship ceremony	Telephone – appointment allocated at time of call. Email within 5 working days
Burials	Telephone – arrangements made at time of call. Emails within 5 working days
Register to vote	Within 2 weeks (following compliance checks)



Customer Service Commitments – Revenues & Benefits

SERVICE	COMMITMENT
Council tax	Within 7 weeks dependent upon complexity Standards for individual applications included on acknowledgement
Benefits	Application processed within 4 weeks (once all documentation supplied)
Blue Badge	Within 4 weeks where criteria met Up to 12 weeks to process where assessment required
PCN challenge	Up to 8 weeks
Parking permit	Within 10 working days Visitor permits can be purchased same day if purchased at library



Customer Service Commitments – People Services

SERVICE	COMMITMENT
Financial assessment	Acknowledged within 5 working days. Final decision within 4 weeks dependant on evidence provided and financial assessment.
Family Information Service	Telephone <24 hours Email <24 hours
School admissions	Acknowledged within 5 working days. Set date(s) for application process and results for the appropriate schools