



COUNCIL OF THE ISLES OF SCILLY

CUSTOMER SERVICES CHARTER

The Council of the Isles of Scilly, through its Corporate Plan has committed to:

- Make it simple for our customers to find out who to contact and when they are available
- Ensure that our workforce is able to provide face-to-face or over-the-phone customer service where appropriate
- Make the Council's website easier for everyone to use and enable customers to book and pay for services online

Additionally, it promises our community that it will always provide excellent customer service. As such this Customer Services Charter has been produced which will be embedded throughout the local authority as a whole.

Customer Service Promise

We will

- Be clear about what you can expect from us
- Explain clearly how you can contact us
- Provide responses to our customers in a friendly, courteous and timely manner
- Provide information in a way customers understand and in a format that suits them
- Provide a customer service infrastructure to suit all customers' needs and abilities
- Provide a private and confidential space for customers to speak to staff where appropriate
- Keep what you tell us confidential
- Treat everyone fairly, equally and with respect

We ask our customers to

- Treat our staff politely and with respect
- Inform us of your views
- Inform us of any changes in your circumstances
- Let us know if there is anything specific that you need help with
- Let us know when things go wrong so we can put them right
- Let us know when we do things well so we can acknowledge good work

Customer Service Standards (version for customers)

Our Customer Service Standards have been introduced to support the commitments we have made in our Customer Promise. We will embed our customer standards across the organisation to provide a consistent experience for all customers and will continue to develop our staff to help them to deliver outstanding services.

Making things clear for our customers

- Make it simple for our customers to find out who to contact and when they are available
- Ensure all our communications and the information we provide is presented in a way customers can understand
- Customers can request information in different formats e.g. large text, accessible fonts
- Set clear expectations about each department's customer service offer through individual service standards

Making things easy for our customers

- provide a number of ways for our customers to get in touch- in person, on the telephone or online
- Online information is regularly checked and updated by each department
- Customer forms are up to date and available in paper and online
- Maximise the use of technology to make the Council a more streamlined, efficient, and effective organisation
- Provide help to support an online transition for those who require it
- help those customers who need assistance- for example because of a disability or health condition
- ensure our online services are accessible and simple to use

Responding to our customers

- When you call the main Council telephone number within opening hours we will aim to answer your call within ten rings
- When you email enquiries@scilly.gov.uk we will reply to you within one working day
- We will aim to answer your query at the first point of contact. When we can't do this, we will tell you clearly what will happen next so you know what to expect
- We will ensure that staff respond to customers within an agreed timeframe as set out in individual departmental customer service standards
- We will touch base with our customers to update them on where we are in the process of their query if it is taking longer than expected

Listening to our customers

- Enable customers to give feedback on processes and services in order that we can improve them

- Listen effectively to our customers' requests and promptly take the necessary actions to assist them
- Collect general feedback through our customer hubs
- Should you wish to complain or give feedback you can do so through our official complaints procedure

Customer Service Standards (version for staff)

Our Customer Service Standards have been introduced to support the commitments we have made in our Customer Promise. We will embed our customer standards across the organisation to provide a consistent experience for all customers and will continue to develop our staff to help them to deliver outstanding services.

- All existing members of staff will be required to read the Council's customer service promise and standards and it will be communicated to new members of staff on induction
- Each department will identify a customer services champion who will create an action plan for their area based on the table below.
- Each department will produce a customer services standard for their area detailing each department's function, where they are based, when they are available and how they can be contacted
- Customer service champions will meet twice a year to share good practice and discuss issues
- All customer facing staff will undertake mandatory training
- All customer facing staff will have a customer services PDP objective
- Customer services toolkit available to support all staff

Making things clear for our customers	
What we will do	How we will do it
Make it simple for our customers to find out who to contact and when they are available	<ul style="list-style-type: none"> • Each department to create and communicate own achievable customer service standard • Keep information up to date on scilly.gov.uk • Use out of office/auto email reply to inform recipients of working hours and response times • Ensure staff email footers are consistent with CIOs corporate guidelines

	<ul style="list-style-type: none"> • Keep Customer Hub informed of any changes
Ensure all our communications and the information we provide is presented in a way customers can understand	<ul style="list-style-type: none"> • Communications Handbook • Accessibility considerations, plain English tools and training
Customers can request information in different formats e.g. large text, accessible fonts	<ul style="list-style-type: none"> • Contact the Comms team who will deal with each request on a case-by-case basis
Set clear expectations about each department's customer service offer through individual service standards	<ul style="list-style-type: none"> • Each department to create own achievable customer service standard
Making things easy for our customers	
Provide a number of ways for our customers to get in touch- in person, on the telephone or online	<ul style="list-style-type: none"> • Detail this in departmental customer service standard and share with customers/publish on website • Ensure the function and location of the Customer Hubs is clearly communicated and understood • Clearly communicate the purpose of each of our buildings and which are open to the public
Online information is regularly checked and updated by each department	<ul style="list-style-type: none"> • It is the responsibility of each department to make regular checks of its web pages. The Customer Services team will send regular reminders to the Customer services champions
Maximise the use of technology to make the Council a more streamlined, efficient, and effective organisation	<ul style="list-style-type: none"> • Explore how the Council can take online bookings and payments • Transition to online forms and booking systems where possible, Microsoft programs to be used as the preferred option. Training can be given to support this transition.
Customer forms are up to date and available in paper and online	<ul style="list-style-type: none"> • Audit all forms which are used by members of the public on a regular basis
Provide help to support an online transition for those who require it	<ul style="list-style-type: none"> • Where individual departments cannot support their customers, signpost to Thursday morning IT Support sessions in the Library or contact Learn Scilly
Help those customers who need assistance- for example because of a disability or health condition	<ul style="list-style-type: none"> • Provide documents in other formats, IT support as above, offer face to face meetings to customers
Ensure our online services are accessible and simple to use	<ul style="list-style-type: none"> • The new Council website will be much more intuitive and user friendly and will follow all accountability guidelines

Responding to our customers	
When you call the main Council telephone number within opening hours, we will aim to answer your call within 10 rings.	<ul style="list-style-type: none"> • Customer Hub customer service standard
When you email enquiries@scilly.gov.uk we will reply to you within one working day	
We will aim to answer your query at the first point of contact. When we can't do this, we will tell you clearly what will happen next so you know what to expect	
We will ensure that staff respond to customers within an agreed timeframe as set out in individual departmental customer service standard	<ul style="list-style-type: none"> • Individual departmental customer service standard produced and available on the website • Customer service promise and standards included in induction for all new staff
We will touch base with our customers to update them on where we are in the process of their query	<ul style="list-style-type: none"> • Consider creating a policy which outlines the steps and timings required from first enquiry to resolution • Regularly discuss with customer service champions to ensure this remains a priority • Customer service promise and standards included in induction for all new staff
Listening to our customers	
Enable customers to give feedback on processes and services in order that we can improve them	<ul style="list-style-type: none"> • Develop a short and simple questionnaire to gain feedback on customer satisfaction across all departments. Results can be benchmarked and reported upon. • Once the above is established, consider conducting and publishing a biennial Council wide larger scale customer satisfaction survey
Listen effectively to our customers' requests and promptly take the necessary actions to assist them	<ul style="list-style-type: none"> • All customer facing staff will undertake mandatory training • Each customer facing staff member to have a customer services objective in their Personal Development Plan in order to monitor performance
Collect general feedback through our customer hubs	<ul style="list-style-type: none"> • Suggestion boxes in Customer Hubs • Feedback forms available in Customer Hubs
Should you wish to complain or give feedback you can do so through our official complaint's procedure	<ul style="list-style-type: none"> • Included in departmental customer service standard