

Strategic Housing Service Standards and Customer Charter Consultation Report

This consultation ran from 27th July – 31st August 2010. It consulted upon the revised service standards and proposed Customer Charter.

Consultation took place as follows: e-consult, article in internal newsletters, emails to various partner agencies including, Housing Management Forum, NSHousing, RHINS, SARI, WHAT, SREC, EACH, Avon & Somerset Police, CAB, Age Concern, Avon and Wiltshire Partnership (AWP), North Somerset Primary Care Trust (NSPCT), and the Homelessness Forum.

All housing staff were briefed on the revised service standards and customer charter at their team meetings and invited to give feedback. Customers to the housing reception were invited to comment on the proposed changes by the form being given out over a period of one week.

Responses were received from a wide range of partners including, housing associations, the private Landlords forum, council wide staff, housing teams and individual team members, Liberata, PCT, internal partners and local residents.

Customer Charter

80% of the respondents thought that the draft customer charter was good or about right. 71% thought that nothing could be added or taken away from 'What you can expect from us'. 85% thought that nothing could be added or taken away from 'What we expect from you'

Service Standards

Of those consulted 83% thought the proposed service standards were good or about right. 73% thought there was nothing they would like added or taken away.

A number of respondents made comments and suggestions on the proposed service standards and customer charter. The general themes were:

- ID badges
- Staff appearance
- Extra help for those that need it
- Plain English
- Rationalise response times and targets

The public response included

- Helping people with severe problems more
- Improve Communication

All of the comments made were taken into consideration when the Housing Service Standards and Customer Charter were finalised.

The aim in developing the new Customer Charter and Service Standards is to improve the delivery of housing services and enhance customer experience.

A review will take place after a year, but in the mean time we would like to hear your views on the services provided so we can continue to improve. You can do this by sending a [compliment](#), [suggestion](#) or [complaint](#) about any of our housing service or by visiting the councils' website www.n-somerset.gov.uk