

**Agenda Item: 8**

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**Meeting:** Executive

**Date:** 14 April 2009

**Subject:** Interim Customer Charter

**Report of:** Portfolio holder for Business Transformation

**Summary:** The report proposes that the Executive adopt the Customer Charter attached to this report as the Customer Charter of Central Bedfordshire until a full review is concluded in the Customer Services Strategy.

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**Advising Officer:** Richard Ellis, Director of Business Transformation

**Contact Officer:** Clive Jones, Assistant Director for Business Transformation and Customer Services

**Public/Exempt:** Public

**Wards Affected:** All

**Function of:** Executive

**Key Decision** No

**Reason for urgency/  
Exemption from call-in  
(if appropriate)** N/A

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**RECOMMENDATIONS:**

**That the Executive adopt the Customer Charter attached at Appendix A to this report as the Customer Charter of Central Bedfordshire until a full review is concluded of the Customer Services Strategy.**

*Reason for Recommendations: To obtain Executive approval for the Customer Charter.*

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**Background**

1. All three existing authorities have either a formal Customer Charter, (Bedfordshire County Council and Mid Beds), or a Customer Care Policy (South Beds), that defines the levels of service customers can expect from each authority.

2. The Customer and Community Engagement Transitional Task Force looked at each authority's existing documentation at the meeting on the 2 June 2008 and tasked officers to produce a revised single Customer Charter for Central Bedfordshire. It is this revised Customer Charter that is being presented to Members of the Executive for adoption.
3. Central Bedfordshire's Customers have the right to know what level of service they can expect from us all the time – even in those rare moments when we fall short of the very high standards we have set ourselves.

### **Interim Customer Charter**

4. In re-drafting the Customer Charter attached to this report, none of the existing authorities service levels have undergone any significant change.
5. The Charter has been styled in Central Bedfordshire's branding and is presented in a folding form enabling customer to place in their pockets. It will be available in all council offices where customers visit.
6. Officers continue to work on a revised Customer Services Strategy. This strategy will contain an updated Customer Charter as an appendix.
7. The Customer Charter before Members in this report is being recommended for adoption by the Executive from vesting day until the revision is presented to Members in the Customer Services Strategy later on this year.

<b>CORPORATE IMPLICATIONS</b>
<p><b>Council Priorities:</b> The Customer Charter enables customers to understand the level of service they can expect from the council in delivering its priorities and objectives.</p> <p><b>Financial:</b> There are no direct financial costs identified but the delivery of services to the service levels of the Interim Customer Charter will require appropriate resourcing which is within existing budgets.</p> <p><b>Legal:</b> None.</p> <p><b>Risk Management:</b> None</p> <p><b>Staffing (including Trades Unions):</b> Trade Unions will be consulted as required and in line with our managing people policy.</p>

**Equalities/Human Rights:**

None.

**Community Development/Safety:**

None.

**Sustainability:**

None.

**Appendices:**

Appendix A – Interim Customer Charter

**Background Papers** (open to public inspection):

None.

Location of papers: Priory House, Chicksands