

**Belfast City Council**

**Cleansing Services**

**Customer Care Statement**

Cleansing Services is working hard to improve Customer Care for all our customers.

**We want to make every contact a positive experience for our customers.**

We aim to:

- Listen carefully to what customers and colleagues say.
- Be polite and honest.
- Give a contact name and details.
- Let people know what will happen next.
- Take ownership of the issue and help solve it with you, e.g. point people in the right direction if we can't help, by liaising with the appropriate council department, or providing you with contact details of the most suitable agency for your situation.
- Respond to letters and emails promptly and when that is not possible, we will send an acknowledgement with details of who is dealing with the matter.
- Let people know if there will be a delay in responding.
- Communicate how well we perform against our customer service standards, and provide an explanation if we do not meet any of those standards.

The main points of contact with our customers are by phone, face to face and in writing. However, as technology advances, we will aim to utilise new methods of communicating with our customers. Specifically, therefore we aim to provide a customer focused service for each of these areas as follows:

***By Phone***

We aim to:

- Have a 1<sup>st</sup> time call resolution of 90%.
- Answer 90% of calls within 20 seconds.
- Have a call abandonment rate of no more than 5%.
- Reply to voice mail messages within 1 working day for calls to our Customer Support section and within 3 working days for other sections within Cleansing Services.
- Answer the phone, using our standard greeting, which is: - hello, good morning or good afternoon; and - the name of the section.

***Face-to-Face***

We aim to:

- Be polite when greeting customers and will be helpful when dealing with enquiries.
- Tell customers about the services that are available to them and, if possible, which officer will be available.
- Make sure that everyone has equal access to our services by making sure that customers are fully aware of all the facilities we have to help customers for example, Text Phone, information in Braille, on audio tape or in other languages, Disability compliant website and so on.
- If you visit our premises, we aim to ensure you wait no longer than 5 minutes before being seen.

## ***In Writing***

We aim to:

- Reply as quickly as possible, whatever written communication method we use.
- Choose the most appropriate way of communicating depending on the topic or situation.
- We will respond to emails to our Customer Support section within 1 working day, and within 3 working days for emails to other sections within Cleansing Services.
- We aim to respond to letters (other than complaints) within 10 working days (in 90% of cases) and within 15 working days for all letters.
- Respond to written complaints within the guidelines of our Corporate Complaints Procedure.
- Write letters, emails and publications that are easy to read and understand.
- Develop suitable systems for recording and managing our relationship with our customers.

## **Staff development**

We are committed to developing our staff, and motivating them to provide high quality customer focused services, through a range of actions e.g. providing customer care training, staff suggestion schemes, customer focused performance management.

We aim to ensure that our staff treat every user of Belfast City Council services as we would wish to be treated ourselves, with respect, courtesy and understanding.

## **Involving our customers**

We aim to:

- Make sure we understand what our customers need, and develop our services around our customers' expectations.
- Regularly ask customers for their opinions about our services.
- Ensure that our customers help shape the services we deliver.
- Be honest about what we can do and what we can't.

Our aim is to provide Services to the public, not public services.

## **Managing our performance**

We want to make sure that our commitment to Customer Care is making a difference, and we will assess our success by measuring what our Customers' value. Therefore, we aim to:

- Seek regular feedback on Customer satisfaction. The Service will analyse comments and complaints to learn what can be done to improve services for the future and provide feedback to our customers on what has been done, e.g. through the Council Website and Cleansing Advisory Forums.
- Publish details of how customers can tell us about complaints, pay compliments and give us feedback.
- Investigate all complaints thoroughly, and within the agreed timescale, and learn from mistakes. □  
Set specific Customer Service standards and publish the results – with explanations where necessary.

## **Your comments**

If you would like to comment on Belfast City Council's approach to Customer Care, please send your views to:

**Customer Support Section, Belfast City Council, 5<sup>th</sup> Floor, Cecil Ward Building, Belfast BT2 8BP**  
or email: [street.cleansing@belfastcity.gov.uk](mailto:street.cleansing@belfastcity.gov.uk)