



## Overall Service Standards for Revenues & Benefits

### Customer Care Standards

We will:

- deal with your enquiry fairly and sensitively;
- deal with your enquiry promptly and accurately;
- communicate with you clearly and make sure our documents are easily understood;
- regularly ask you if our services are meeting your needs as we always aim to improve; and
- work to remove barriers so you can communicate easily with us.

### Core Service Standards

We will:

- work with customers to achieve a service that meets their aims and achieves best value within our budget;
- measure and monitor our performance against other revenues and benefits services; and
- openly monitor and review our performance against our standards and publish the outcome.



## Collections Team Service Standards

We aim:

- To receive payment of Business Rates as set out in Finance Services Management Plan which are:
  - Council Tax 94.3%
  - Business Rates 98%
  - Service Accounts 94%
  
- To process 85% of customer correspondence within 10 working days of receipt.
- To process 90% of customer correspondence accurately at the first time of processing.
- To answer 96% of non-abandoned telephone calls before the customer is asked to leave a voice mail message.
- To call back 98% of customers who have recorded a voice mail message within 2 working days of the message being recorded.
- To keep the rate of abandoned calls during office hours to 10% or less.



## Benefit Team Service Standards

We aim:

- To calculate new claims and change of circumstances within an average of 13.5 days from receipt
- To ensure all work is carried out accurately
- To look at 75% of our decisions again within one calendar month if you have told us you think that we have got our decision wrong.

We will:

- Treat personal information in a confidential manner and only share information in accordance with the Data Protection Act
- Advise you of your right of appeal if you do not agree with our assessment
- Ensure that any overpaid Housing Benefit and/or Council Tax Benefit is calculated correctly and provide a written statement detailing the full overpaid amount you need to pay back
- Recover overpaid Housing Benefit and /or Council Tax Benefit by using all recovery methods available to us.