



Strategic Housing Team

Service Standards 2016

Introduction

This document should be read in conjunction with Bournemouth Borough Council's Housing Services Customer Charter.

The Bournemouth Borough Council Housing Options Team focuses on preventing homelessness and provides advice and assistance to help maintain existing housing wherever possible. If we can't help you prevent homelessness, we will carry out a homeless assessment to establish if we have a duty to help you. In all cases, we will seek to provide you with advice and information.

The team receives requests and queries from the public via phone, internet, email, letter and in person. We aim to provide excellent services and have developed a range of service standards so that you are aware of the level of service you can expect to receive.

We are committed to achieving high levels of customer satisfaction. We aim to deliver services promptly, professionally and tailored to your needs. We aim to give the same level of service whether you enquire by telephone, letter, email, web enquiry or face to face.

We learn from our customers, we apologise where we have made a mistake and continuously improve our services.

We will:

- Treat you according to your needs, by translating or providing information in another format for those who do not speak English as a first language or have a sensory impairment.
- Continue to explore ways to make our services accessible to all members of the community, i.e. people belonging to ethnic minorities and people with disabilities.

- Treat you professionally by making sure our staff have received the training they need to provide you with an excellent service.
- If you have no accommodation or your accommodation is not safe for you to remain for reasons such as violence, we will see you on the same working day. We will provide you with appropriate emergency accommodation where we are legally obliged to do so.
- We will make a formal decision on all homeless applications within 33 working days of receipt. If you do not agree with the decision made, you will be given the opportunity to make an appeal in writing within 21 days of the date of the decision.

You can help by:

Having as much information as possible ready before you approach us, it is important for us to record as many accurate details as possible. This will enable council officers to carry out their work quickly and efficiently.

Your right to equal treatment

Every resident, whatever their circumstances, is entitled to equal access to Council services. We recognise that the borough is made up of people with a wide range of abilities, backgrounds and lifestyles.

You have the right to receive services sensitive to your needs.

Your right to complain

Things can go wrong. We can make mistakes and possibly fail to provide the service you require.

If you are dissatisfied with the service you have received or the way you have been treated, we want to know. Complaints help us to improve the service we provide.

It is best to try and settle the complaint directly with the staff responsible, and at the time you are unhappy with the service offered or given.

If you are not satisfied with the response, then you may wish to make a formal complaint.

How we will measure success

Waiting and response times are continuously monitored by the Strategic Housing and Customer teams. We will also undertake spot checks and customer satisfaction audits periodically to ensure that we continue to meet the standards outlined here.

Service Values

Equality and Diversity

- Fairness to all
- Understanding of diversity; mitigate the negative and harness the positive
- Social Inclusion

Respect

- For customers, for each other and for partner teams
- Maintenance of appropriate boundaries
- Empathy and support

Accountability and Transparency

- Openness and integrity
- Manage customer, partner and colleague expectations
- Quality recording and audit trails

Excellence in Service Delivery

- Flexible and responsive
- Solution-focused approach
- Proactive approach – early intervention and prevention

Commitment to Efficiency

- Creativity, innovation and continuous improvement
- Partnership working
- Value for money