

# Happy shoppers!

**T**HE majority of customers visiting Charnwood Borough Council Southfields Offices are more than happy with the service they receive.

That's according to the instant views visitors to the Customer Service Centre are able to give through the GovMetric feedback panel located close to the main entrance.

And the opinions provided are helping Charnwood staff make peoples visits to the Borough Council's office even better in the future.

The Customer Service Centre handles around 54,000 enquiries every year - with approximately 16,000 of these dealt with at Main Reception.

Trained Customer Service Advisors are on hand to help the remaining 38,000, assisting with a wide variety of issues including Housing and Housing Repairs, Council Tax, Benefits, Planning, Residents' Preferential Parking and Concessionary Travel.

In 2008-09, almost 3,000 customers gave feedback via the GovMetric panel.

A total of 71% rated the service as good - up from 58% in 2007-08.

In addition to this the



**HOW DID WE DO?:** Feedback from customers visiting Charnwood Borough Council is vital if improvements to the service is made.

Customer Services Team also conduct a regular User Satisfaction Survey every six months.

In the latest questionnaire, 60% of respondents were very satisfied with the overall quality of their Customer Service Centre experience, while 98% were either very satisfied or fairly satisfied.

Compared with the

equivalent survey in 2007-08, this was up from 49% for those who were very satisfied and 95% who were very satisfied or fairly satisfied.

The surveys also give customers the chance to say what they would like to see to improve their visit to the Council.

In particular customers said they would like to see waiting

times reduced and 99% of those surveyed said it was reasonable to expect to be seen within 20 minutes of arrival.

The Advisors continue to work hard to address this and in 2008-09, the average waiting time was only nine minutes - down from twelve the previous year.

Cllr David Snartt, Charnwood's Cabinet member for Customer Services, welcomed the findings and said they would be used to continue to improve all aspects of customer service.

He said: "The results of the feedback from our customers is very encouraging as it shows steps are being made in the right direction, but we know there is still room for improvement.

"We are continually seeking ways to make the experience of visiting the Council's offices even better and welcome any constructive comments and suggestions on how we can do this."

Anyone wishing to comment about the Customer Service Centre should contact Adrian Le Cras, Customer Service Centre Manager, at the Council offices, email [adrian.le-cras@charnwood.gov.uk](mailto:adrian.le-cras@charnwood.gov.uk) or call (01509) 634595.



## Council's 'excellent' website a hit!

CHARNWOOD Borough Council is one of only 13 District Councils in Great Britain to have recently has its website content assessed as "Excellent".

A survey called Better Connected carried out by the Society of Information Technology Management (socitm) found that Charnwood's

website content was up-to-date, informative and had relevant links to other useful information as well as the ability to carry out certain transactions successfully.

Socitm gave Charnwood top marks for the way its website provided information about the planning process

as well as how it communicated issues relating to anti-social behaviour, crime and community safety in the area.

The Council's website was also found to be most helpful with regard to enquiries from small businesses.

To explore the website visit [www.charnwood.gov.uk](http://www.charnwood.gov.uk)