

Customer Service Strategy

Our service and commitment

This document outlines South Essex Homes' vision to provide a quality service for its residents and other customers. We want to make sure that dealing with South Essex Homes is a pleasant and positive experience for everyone. The strategy is our commitment to residents and to our mission of working together to:

- Involve residents
- Invest in decent homes
- Improve services
- Build strong, proud communities.

Residents' priorities

We've developed this strategy in partnership with residents, who have said they most value:

- Consistency
- Helpfulness, reliability and understanding
- Politeness and respect
- Being kept informed
- Easy access to services
- Effective communication.

The strategy sets out to deliver these priorities, and to make sure residents receive an excellent service at all times. To do this, our staff must:

- clearly understand their role
- always treat people with respect
- be totally committed to meeting customers' needs and expectations.

Customer Care Service Standards

Working with residents, we have drawn up and published a set of minimum standards for our service. The Customer Care Service Standards spell out our commitment to residents and guide staff on what customers can expect from them. We will continue working with residents to review these standards regularly.

We will also communicate effectively to:

- Ensure all sections of the community have fair and equal access to our services
- Provide clear information about our services, stating how, where and when they are available
- Publish information about our performance and survey results in leaflets, posters, our website and the residents' newsletter, Insight.

Putting it into practice

How we work

Residents' priorities guide us in developing our processes, organisation, technology and attitudes.

Processes

We will:

- Regularly review and develop our processes to take account of residents' views and experiences, and make sure our services are consistent, accurate and responsive.
- Publicise and operate a clear and easy-to-use procedure for Comments, Complaints and Compliments.
- Produce an annual report of complaints and make this available to residents.
- Record, monitor and analyse complaints to improve the service.

- Publish details of how our service costs compare to those of similar organisations.
- Publish our Service Standards so that residents are clear about and understand the levels of service South Essex Homes can provide.
- Compare performance and best practice through partnerships with other organisations.

Organisation

We will:

- Make our services accessible to all our residents and other customers.
- Work to make our office reception facilities accessible for disabled visitors and people speaking different languages.
- Make the most of available resources.

Technology

- We will use technology and communication systems to provide the best possible customer service and respond to enquiries quickly, accurately and reliably.

Attitudes

- Our staff will be courteous, polite, helpful and respectful.

Achieving excellent customer service

Attitudes and culture

Attitude is the key to effective customer care and service. We expect South Essex Homes staff to have a positive attitude towards all our customers - dealing with enquiries professionally and courteously. This approach is a key part of our induction and appraisal for staff, and we expect managers to lead by example.

Induction

All new members of staff receive a copy of this Customer Service Strategy and the Customer Care Service Standards leaflet so they are aware of our priorities. We reinforce what's expected of staff throughout their induction and their ongoing appraisal.

Training

We will train our staff in customer service and make sure that all staff have the skills and knowledge to meet the residents' expectations.

Appraisal

Managers will meet with each member of staff to identify any training needs or other issues around customer care.

Service Plans

Each department will continually review its performance and follow Service Plans, outlining how they will provide excellent customer service.

Access to services

We need modern, well-organised and structured services to meet residents' needs. So we will review how people can access our services, to make them more accessible, consistent and efficient. The Service Standards outline what residents can expect from South Essex Homes, and we will develop systems to measure people's experiences and satisfaction.

Reporting, monitoring and review

We will review and update this strategy every three years so that it keeps pace with residents' changing needs and expectations.

We will monitor, review and report on the strategy by looking at processing times, accuracy rates, productivity, costs, savings and standards. We will:

- Set precise, measurable standards for our main services, showing how each standard contributes to our goals.
- Consider the views of front-line staff when assessing the costs and benefits of putting standards into practice.
- Record staff suggestions and how we act on them.
- Consult internal and external customers when setting and reviewing standards.
- Analyse performance data, surveys and satisfaction levels to identify ways of improving our service.

If you would like a copy of this leaflet in your mother tongue, or if you wish to get in touch with us, please call the number below.

यदि आप इस लीफलेट की कॉपी अपनी मातृ-भाषा में चाहते हैं या आप हमसे संपर्क करना चाहते हैं तो कृपया नीचे दिए नम्बर पर कॉल करें। हम आपकी सूचनाओं के निम्न टेलिफोन द्वारा जवाब दे सकेंगे।

আপনি যদি আপনার ভাষায় এই প্রচারপত্রের কপি বা অনুলিপি চান অথবা আমাদের সাথে যোগাযোগ করতে চান, তদলে অনুগ্রহ করে নিচের নম্বরে টেলিফোন করুন। আমরা আপনার অভিযোগ জবাব দেবার জন্য টেলিফোন ইন্টারপ্রিটার (দোস্তাখী) ব্যবহার করব।

ਜੇ ਅਸੀਂ ਆਪਣੀ ਮਾਂ-ਭਾਸ਼ੀ ਵਿੱਚ ਇਸ ਪ੍ਰਚਾਰ ਪੱਤਰ ਦੀ ਕਾਪੀ ਚਾਹੁੰਦੇ ਹਾਂ, ਤਾਂ ਕਰੀਬ ਆਪਣੇ ਮਾਂ-ਭਾਸ਼ੀ ਵਿੱਚ ਆਪਣੇ ਸੰਪਰਕ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹਾਂ। ਅਸੀਂ ਆਪਣੀ ਮਾਂ-ਭਾਸ਼ੀ ਵਿੱਚ ਆਪਣੇ ਸੰਪਰਕ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹਾਂ। ਅਸੀਂ ਆਪਣੀ ਮਾਂ-ਭਾਸ਼ੀ ਵਿੱਚ ਆਪਣੇ ਸੰਪਰਕ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹਾਂ।

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اگر آپ اس لیبلیٹ کی کاپی اپنی ماں-بھاشا میں چاہتے ہیں یا اگر آپ ہم سے رابطہ کرنا چاہتے ہیں تو براہ کرم نیچے دیے گئے نمبر پر
ہم سے رابطہ کریں۔

This issue is available in large print and audio tape. Please contact Helen Walker on 01702 236113 or helenwalker@seh.southend.gov.uk



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