

## **Customer Service Standards - Democratic Services**

### **Service Overview**

Democratic Services provide administrative and professional support to the Council and its elected Members to ensure the effective discharge of its decision-making responsibilities. The team are responsible for arranging and servicing Full Council, Committee, Working Group and Panel meetings, the preparation of agendas, reports and minutes, and the publication of decisions and actions.

The team are also responsible for Member Support including the organisation of Councillor Induction, training and development, the administration of the Scheme of Members allowances, support for Outside Bodies, maintaining the register of Members' interests, provision of advice on governance and constitutional issues and maintaining the democracy pages on the Council's website.

### **Our Customers Promise**

We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

### **Our Customer Groups**

Our customer groups include Elected Members – in particular the Leader of the Council, the Leader of the Opposition, Committee Chairs and the Mayor & Deputy Mayor, the Council's Senior Leadership Team and residents of the Borough, external bodies/agencies and local authorities

### **Our Partners**

We work in close partnership with the Association of Democratic Services Officers, Leicestershire County Council, East Midlands Councils.

### **Access**

The Democracy pages of the Council's website provide public access to relevant reports, decisions and background papers compliant with statutory requirements.

Members of the public can attend the majority of Council meetings (except those where confidential/exempt items are being discussed) and may submit questions, petitions and deputations for consideration by the relevant Committee. There is also the ability to register to speak at meetings of the Development Control Committee.

### **Our Standards**

When you	We will	Timescale/Target
Are a resident in the Borough	Respond to enquiries in a way which encourages democratic engagement and participation in Council decision making	Within 3 working days
Require information regarding Council meetings, agenda papers or decisions	<p>Ensure that we maintain a secure and user-friendly system for the management and retention of reports, decisions and background papers compliant with statutory requirements</p> <p>We will produce minutes in a reasonable timeframe</p>	<p>100% compliance with statutory publication requirements</p> <p>Within 13 working days of the meeting</p>
Considering / become a Councillor	Provide you with a comprehensive programme of induction, training and continued professional development	Ongoing throughout the 4 year term of office
Are a Councillor requiring governance or procedural support	Provide impartial, non-political advice with a clear strategic direction in line with statutory requirements and best practice	Within 3 working days