

## **Customer Service Standards – Council Tax and Recovery Team**

### **Service Overview**

The Council Tax Team are responsible for the collection of Council Tax, which is then distributed between the Leicestershire Fire and Police Services, Leicestershire County Council and Oadby & Wigston Borough Council for a range of services. The administration of Council Tax is determined by legislation and guidance from the Government.

At our core, we are responsible for billing and collection, however, we go over and above to assist our customers, whether they are facing financial difficulties or require assistance with complex queries. We often work closely with our Benefits Team and our very own Financial Inclusion Officer, but we welcome queries and always attempt to support departments across the Council to assist our customer base.

A large proportion of our work is identifying the individual needs of our residents including where they may qualify for a range of discounts that are available to support them.

### **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**

We have a wide range of customers including residents and landlords based in the Borough. We also have a range of internal customers which can include Councillors and departments across the authority, for example the Finance, Building Control, Planning and Benefits Teams.

### **Our Partners**

We work in partnership with Helping Hands who provide drop in services for our customers.

### **Access**

Customers can access our service in the following ways:

#### **Face to Face**

If there is a need a home appointment can be arranged with our Financial Inclusion Officer

#### **Phone**

By calling our Customer Service line on 0116 288 8961 (see our website for opening hours)

## Online

By completing one of our online forms including our Contact us form via our website, [www.oadby-wigston.gov.uk](http://www.oadby-wigston.gov.uk) access 24/7

## Email

By emailing our Council Tax Team on [revenues@oadby-wigston.gov.uk](mailto:revenues@oadby-wigston.gov.uk) access 24/7

## Our Standards

When you	We will	Timescale/Target
Move in or out of the borough	Issue an opening or closing bill accordingly	Within 18 working days at Peak Times Within 14 Working Days at Other times
When you notify us of the death of a liable person	Update the account details as soon as we have all of the required information	Within 5 working days
Request a refund by providing us your bank details	Pay the money directly back to your bank account	Within 8 working days
Contact us by telephone	Answer your call as quickly as possible and try to resolve your enquiry at first point of contact  If call backs are needed we will call you back as soon as possible	Answer 82% of calls during peak times (annual billing)  Answer 87% of calls during the rest of the year
Contact us by email or any other correspondence	Respond to you as quickly as possible	Resolution time will vary due to nature of enquiry
Where more information has been provided (Income and Expenditure form)	Set up a reasonable payment arrangement based on the information provided	Within 10 days