

Conwy County Borough Council Revenue and Benefits Assessment Service

Customer Service Charter



Date of Issue May 2021



Sir Conwy, yr amgylchedd iawn ar gyfer cymorth a chefnogaeth

Conwy County, the right environment for help and support

This charter tells you about the level of service you can expect from us. It also tells you what we expect from you and what to do if things go wrong. As our Revenue and Benefits Assessment Service develops, we will update the charter to reflect the changing needs of our customers. We want to give the best service we can to everyone who needs our help.

We also welcome your views on how we can make further improvements. Our addresses and contact numbers are in 'How to contact us' on page 9-11 of this booklet.

Web address: www.conwy.gov.uk



Conwy County Borough Council

Our Values

Our corporate values represent the beliefs and expected behaviour of everyone working for Conwy. Our corporate values, which aim to support quality services, are to be:

- Customer focused
- Respectful & fair
- Reliable and accountable
- Innovative
- Supportive and to develop our team

Our Commitment

We are committed to setting the following standards for our programmes and services.

- perform well;
- Involve our customers, partners and staff;
- Be fair and accessible to everyone and promote choice;
- Continuously develop and improve;
- Use our resources effectively and imaginatively;
- Contribute to improving opportunities and the quality of life for the communities we serve; and

We support and develop our workforce to ensure excellent delivery of services to our customers.

Conwy Revenue and Benefits Assessment Service aims to provide an efficient service which continuously improves, in order to meet the growing expectations of all our customers.

We aim to achieve this by involving and informing the community and by working with others to provide a service that is value for money, accessible and centred on our residents.

A service where our customers can engage with us easily, and in a way and at a time that is best for them, be that in person, by phone, by letter, e-mail, text or via the website.

Our responsibilities to you:

We will:

- Treat you with respect;
- Be fair and helpful;
- Treat you as an individual by giving you the service you need;
- Behave professionally;
- Take responsibility when dealing with you, making sure we do whatever is needed;
- Follow our Equal Opportunity Policy;
- Make sure our offices are welcoming and pleasant, including having private interview rooms;
- Make sure our offices are as safe as possible for all our customers and staff; and
- Ensure that all information you provide us with is gathered, held, processed, and disposed of in accordance with the Data Protection Act 2018.

Your responsibility to us

In return we expect you to do the following:

- Treat us with respect.
- Be considerate to other customers;
- Be on time for appointments; and
- Give us more information if we ask you to.

We will not tolerate harassment, threats or assaults. If you behave in a violent or threatening way we may refuse you a private interview facility, a home visit or we may ask you to leave our offices;

We will not accept any abuse of any kind, whether face to face or via telephone call. It is Council policy not to prolong telephone calls if any abuse is experienced.

Responsibilities we share

We can all help to provide a pleasant environment by respecting each other and by being considerate and patient.

Giving information and advice

We will give you information and advice to ensure you are receiving your full entitlement to any discounts, reliefs or benefits to which you may be entitled. We will also be able to assist you with any issues about your Council Tax, National Non-Domestic Rates, Sundry Invoices and Conwy Enforcement matters.

We will offer:

A range of information about how to apply for Council Tax and National Non Domestic Rates reliefs, Benefits and other Revenue and Benefit Assessment Service issues;

- Help with the completion of Housing Benefits and Council Tax Reduction forms;
- Help with completion of claims forms for Education Benefits – Free School Meals and School Uniform Grants/Pupil Development Grant.
- Help with the completion of Financial Assessments forms for Domiciliary and Residential Care Services; and
- Direct you to other sections within the service and other departments within the Council that may be able to assist you.

The opening hours and phone numbers of all our offices will be clearly displayed outside each office.

The Revenue and Benefits Assessment Service staff will answer the phone with a standard greeting in Welsh and English and give you their name. If you need to contact them again, they will give you the relevant number.

When you phone, we will aim to answer your call within 30 seconds. We will ring you back if you ask us to.

Contacting Us:

When you visit our offices;

- Our staff will wear a name badge and greet you in a friendly and professional way;
- If you have an appointment, we will always try to see you on time;
- If you do not have an appointment, we will try and see you within 10 minutes;
- If you need another appointment, we will aim for it to be on the same day or as soon as possible;
- If you ask for an interview to be private, we will use a private interview room if we can;
- If you require a home visit, we will aim to arrange an appointment within four working days.

When you contact us by letter or e-mail;

- We will provide a full response to a letter or e-mail within 10 working days of receiving your letter;
- We will provide an immediate acknowledgement response to an e-mail
- If this is not possible we will tell you why. We will also tell you if there is anything you need to do, and how long it will be before we can give you a full answer.

When we write to you

Our correspondence will:

- Be typed and in clear, plain language;
- Tell you clearly if there is anything you need to do;
- Give you suitable contact details, including:
 - the name of the person to contact;
 - switchboard and direct phone numbers;
- e-mail and website addresses

We will contact you in the format that is best for you, if you tell us what this is. We can write to you in Welsh or English. We welcome correspondence in Welsh and we will respond to any correspondence in Welsh which will not lead to a delay. Correspondence can also be provided in Braille, large print or audio cd.

Giving you the service you need

Visiting you at home

If you cannot visit the office or phone us (for example, if you are housebound), we may be able to visit you at home.

Where possible, we will arrange the time and date with you before we come. We will:

- Show you our identification card and give our name;
- Arrive for the appointment on time; and
- Treat your home with respect.

If you have a disability

If you have a disability that affects the way you use our service, we will discuss the best way to help you.

If you are blind or partially sighted

If you are blind or partially sighted, we can arrange for your correspondence to be translated to Braille, Audio cd, or whatever format is best for you.

Every effort is being made to update our web pages in accordance with the latest Accessibility Guidelines.

If you have a hearing problem

Customers who use BSL can contact us through Interpreterlive! either by visiting our reception areas at Coed Pella or Bodlondeb, or by downloading the free app (starleaf) or by going to either Conwy or Signsolutions' website.

Ways to download the app: [Interpreterslive! App](#)

Alternatively you can use the BT Text Relay Service by dialling 18001 before the number. A BT operator will act as an intermediary relaying the calls between you and the officer.

If you do not speak Welsh or English

If you require an appointment, in most cases you can use your own interpreter or, if you prefer, we can arrange an interpreter. We aim to arrange this within one working day. The appointment will be held as soon as possible. We can also arrange an interpretation service over the phone.

If you have a complaint

If you think something has gone wrong, we want to know so that we can try to put it right. Our complaints procedure is easy to use and helps to make sure we give equal service to all our customers.

Our Corporate complaints policy can be found at the following link:

[Complaints Policy and Guidance - Public - 2019 \(conwy.gov.uk\)](https://conwy.gov.uk/complaints-policy-and-guidance-public-2019)

We will regularly ask people what they think of our service. We want to talk and listen to our customers and act on what they tell us.

We will:

- Ask our customers (and the organisations that represent them) to tell us how they think we are doing; and
- Ask what is important and use the information to improve our service.

Rate our Revenue and Benefit Assessment Service

The Revenue and Benefits Assessment Service is proud to have received an award for customer service excellence. We are always looking to improve our services and your feedback will help us.

You can rate our service [HERE](#)

How to contact us

Write to us at:

Revenue and Benefits Assessment Service
PO Box 1
CONWY
LL30 9GN

Visit us at:

Coed Pella
Conway Road
Colwyn Bay
LL29 7AZ

Phone/e-mail/web-chat: Please see page 11 for details for individual services.

Opening hours for enquiries relating to Housing Benefits, Council Tax Reduction, Education Benefits, Free School Meals, School Clothing Allowance/Pupil Development Grant, Financial Assessments, Council Tax, National Non-Domestic Rates, BID Levy, Sundry Invoices, Payment Enquiries and Conwy Enforcement are:

- Monday to Thursday 09.00 - 17:00
 - Friday 09:00 - 16:45
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Conwy Area Office
Conwy Culture Centre,
Town Ditch Road,
Conwy,
LL32 8NU

Phone/e-mail/web-chat: Please see page 11 for details for individual services.

Opening hours for all enquiries relating to Education Benefits, Free School Meals, School Clothing Allowance/Pupil Development Grant, Housing Benefits and Council Tax Reduction are:

- Monday, Wednesday, Thursday: 9:30 am to 5:00 pm
 - Tuesday: 10:00 am to 5:00 pm
 - Friday: 9:30 am to 4:45 pm
- Closed 1.00 – 2.00pm every day**

Llanrwst Area Office

The Library
Plas yn Dre
Station Road
Llanrwst
LL26 0DF

Phone/e-mail/web-chat: Please see page 11 for details for individual services you wish to contact.

Opening hours for all enquiries relating to Education Benefits, Free School Meals, School Clothing Allowance/Pupil Development Grant, Housing Benefits, and Council Tax Reduction are:

Tuesday 10.00am to 1.00pm

There is an appointment based advice and assistance service available at Kinmel Bay and Abergele Libraries. As these offices are only open on certain days and times, please telephone 01492 576491 to arrange an appointment. An appointment may also be arranged at any of the Council's Area Offices.

Coronavirus (Covid-19)

In the interest of public health and safety Council Offices are closed to the public.

Our services can still be accessed on-line or by contacting us using the telephone numbers below.

Web Links / Direct Line numbers / e-mail addresses

<u>Housing Benefits, Council Tax Reduction and Education Benefits</u>	01492 576491 <u>hben.enquiries@conwy.gov.uk</u>
<u>Housing Benefits Overpayments</u>	01492 576493 <u>hben.enquiries@conwy.gov.uk</u>
<u>Council Tax Billing</u>	01492 576607 <u>counciltax@conwy.gov.uk</u>
<u>Council Tax Recovery</u>	01492 576608 <u>recovery.enquiries@conwy.gov.uk</u>
<u>Conwy Enforcement Team</u>	01492 576614 <u>conwy.enforcement@conwy.gov.uk</u>
<u>National Non-Domestic Rates</u>	01492 576609 <u>nndr.enquiries@conwy.gov.uk</u>
<u>Sundry Invoices</u>	01492 576610 <u>sd.enquiries@conwy.gov.uk</u>
<u>Bank Reconciliation</u>	01492 576482 <u>br.enquiries@conwy.gov.uk</u>
<u>Financial Assessments</u>	01492 574122 <u>fao@conwy.gov.uk</u>

