



# Oadby & Wigston

## BOROUGH COUNCIL

### Customer Service Standards - Benefits Team

#### Service Overview

The Benefits team are responsible for the promotion of, assessment of and payment of Housing Benefit, Council Tax Support and Discretionary Housing and Council Tax Support, ensuring customers get the Benefit they are entitled to.

We give general Welfare Benefits advice and liaise closely with the Department of Work and Pensions, especially on Universal Credit.

We also help customers through the work of our Financial Inclusion Officer, including referrals to many other agencies.

#### 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 customers are mainly residents of the borough.

#### Our Partners

Our partners include the Department of Work and Pensions, various charities, Helping Hands and Leicestershire County Council Social Services.

#### Access

Customer can access our service in the following ways:

##### **Face to Face**

If the enquiry is complex a home appointment can be arranged with our Financial Inclusion Officer if necessary.

##### **Phone**

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

## Online

You can carry out the following enquiries online:

- Make a new claim for housing benefit or council tax support
- Make a new claim for discretionary housing payment or discretionary housing council support
- Report a change to your circumstances.

## Email

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

## Our Standards

<b>When you</b>	<b>We will</b>	<b>Timescale/Target</b>
Make a Housing Benefit claim or a Council Tax Support claim	Process your claim	Within 20 days
Have a change in circumstances	Process the change	Within 4 days
Contact us by phone	Answer your call as quickly as possible and try to resolve your enquiry at first point of contact	Answer 92% of all calls
Contact us by email or any other correspondence	Respond to you as quickly as possible	Resolution time will vary due to nature of enquiry