



Oadby & Wigston

BOROUGH COUNCIL

Customer Service Standards – Recovery Team

Service Overview

The Recovery Team are responsible for the collection of Council Tax and Business Rates debt, 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 the service is determined by legislation and guidance from the Government.

We also recover overpaid Housing Benefit.

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 core customers are residents and business that are based in the Borough, as well as Councillors and other departments across the authority.

Our Partners

We work in partnership with Helping Hands who provide drop in services for our customers, and the enforcement agents from Bristow and Sutor and Marstons, as well as the Department for Work and Pensions (DWP) and Her Majesty's Revenue and Customs (HMRC) who assist in recovery from state benefits and from earnings.

Access

Customers can access our service in the following ways:

Phone

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

Email

By emailing our Recovery Team at recovery@oadby-wigston.gov.uk , access 24/7.

Website

By Visiting our website contact us

Our Standards

When you	We will	Timescale/Target
Need to set up a payment arrangement	Try to come to a reasonable agreement and set this up over the telephone where possible	At first point of contact
Where more information has been provided (Income and Expenditure form)	Set up a reasonable payment arrangement based on the information provided	Within 10 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 86% 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