

QUESTION BY COUNCILLOR



Question submitted by: Cllr Coker

To Cabinet Member: Cllr Patel, Cabinet Member for Customer Services, Culture, Leisure and Sport

Question: i am getting requests from residents that they can have over an hours wait from the call centre, can you tell us the wating times over the last month and why this is happening and what plans are in place to rectify this problem.

Response: (for completion by City Council officers and Cabinet Members)

The Contact Centre within the Finance Service and Customer Hub within the Business Support Service currently offers first point of contact telephone and email enquiries for:

- Enquiry Line
- Waste and Streets
- Adult Social Care
- Children Social Care
- Council Tax
- Housing Benefits
- Corporate Property
- Roads and Pavements
- Community Connection
- Care Billing
- Registration
- Parking and Public Transport
- Public Protection
- Electoral Services
- ACSS Firmstep
- Building Control
- CTAX £150 rebate

Between 1st April 2022 and 31st October 2022 across both teams there were 167,655 calls of which 102,132 (61%) were answered.

The tables below show performance by month and offer between 1st July and 31st October 2022.

The Customer Hub Staff within the Business Support Service support all lines except Housing Benefit and Council Tax lines. 4 years ago, the staff resources were at the level of 30 FTE currently they are now at approx. 15 FTE.

The Service prioritises calls for ASC, Children Services, homelessness, foodbank requests and election calls over non-priority lines such as general enquires, waste and streets etc therefore the overall % of calls answered are brought down by the reduced answer rate for the non-priority lines.

Due to reduced staff resources in the Customer Hub, increase demand and the impact this is having on performance levels, a review of the current operating model has taken place. This review proposes that staff resources are focused on meeting the needs of those needing to access priority/statutory services or customers who are vulnerable and digitally excluded, while supporting those wishing to make payments and promoting online services for all other services.

		Time in seconds	Time in seconds	Time in seconds
Month Starting:	July-2022			

Split/Skill	Answered Calls	% Answered Calls	Avg Speed Ans	Max Wait	Avg Call Time
Totals	13907	56.28	880	11856	322
Enquiry Line	747	29.9	1051	11856	164
Waste and Streets	1003	34.46	1237	10796	223
Adult Social Care	1925	62.64	928	4213	402
Children Social Care	1473	60.69	922	4048	210
Council Tax	2431	55.24	1387	4723	452
Housing Benefits	858	58.61	1202	6543	412
Corporate Property	22	84.62	409	3146	237
Roads and Pavements	311	74.94	359	4739	281
Community Connection	2099	70.11	424	10799	300
Care Billing	264	60.83	1098	4811	401
Registration	112	52.34	618	4335	169
Parking and PubTrans	1022	62.66	604	6379	273
Public Protection	57	59.38	383	3481	333
Electoral Services	223	92.92	121	482	244
Keyham Support	1	100	100	100	60
ACSS Firmstep	25	53.19	295	2383	121
Test Trace Payment	0	0	0	0	0
Building Control	286	60.85	355	2590	233
CTAX £150 rebate	1048	76.66	497	4301	306

Month Starting:

August-2022

Split/Skill	Answered Calls	% Answered Calls	Avg Speed Ans	Max Wait	Avg Call Time
Totals	14538	51.4	1000	11667	332
Enquiry Line	806	25.55	1177	11667	210
Waste and Streets	1369	40.28	1029	11514	325
Adult Social Care	2020	66.36	763	7230	415

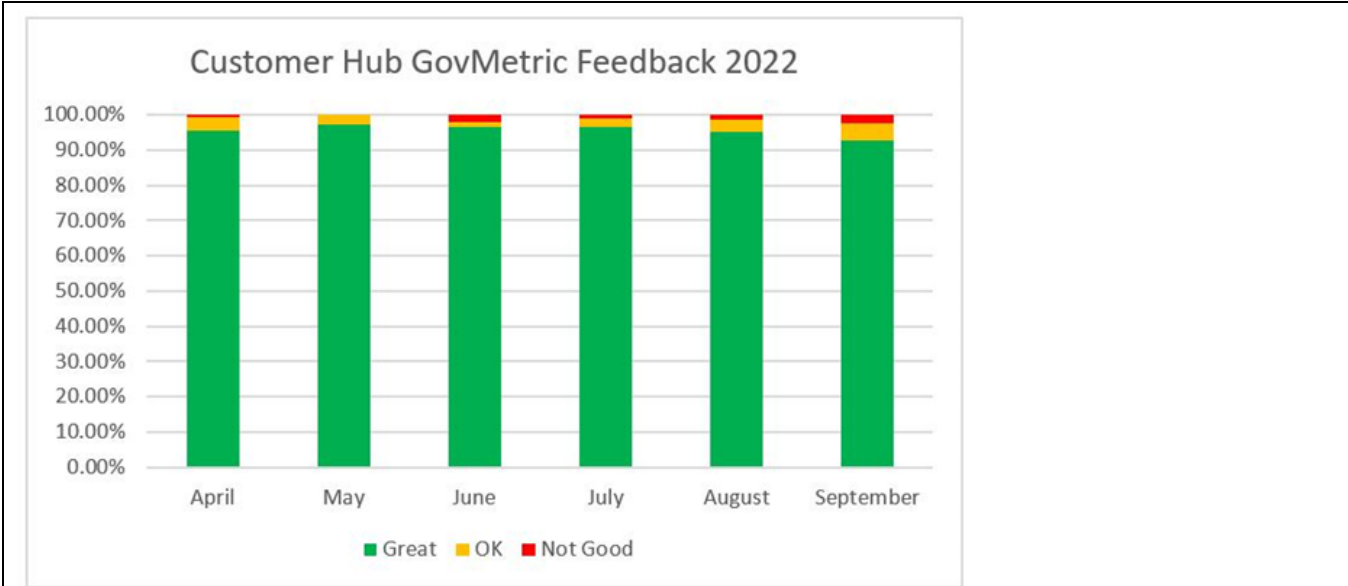
Children Social Care	1210	57.24	868	5573	228
Council Tax	1940	52.47	1631	5671	442
Housing Benefits	757	37.09	2616	8301	459
Corporate Property	2	50	756	1469	119
Roads and Pavements	188	40.17	759	6851	378
Community Connection	1909	59.03	638	9614	339
Care Billing	262	60.23	1123	5246	337
Registration	85	35.42	829	6158	182
Parking and PubTrans	914	41.55	1184	11226	297
Public Protection	58	29.74	877	6506	324
Electoral Services	448	88.54	202	1276	250
ACSS Firmstep	42	36.21	688	6037	126
Building Control	189	34.3	901	7181	333
CTAX £150 rebate	2339	81.05	553	2693	255

Month Starting:	September-2022				
Split/Skill	Answered Calls	% Answered Calls	Avg Speed Ans	Max Wait	Avg Call Time
Totals	11878	55.32	946	10749	335
Enquiry Line	717	29.49	1128	10749	253
Waste and Streets	699	34.47	1128	9484	321
Adult Social Care	1890	67.52	688	4074	390
Children Social Care	1517	60.97	739	3705	207
Council Tax	1580	53.56	1977	5943	464
Housing Benefits	745	44.06	2242	5869	477
Corporate Property	6	46.15	954	2760	188
Roads and Pavements	203	56.39	531	5897	306
Community Connection	2096	73.62	424	7317	337
Care Billing	233	65.08	898	6974	372
Registration	130	51.59	536	4997	119
Parking and PubTrans	1072	58.07	774	7613	273
Public Protection	43	49.43	489	2117	240

Electoral Services	265	89.23	166	1035	255
ACSS Firmstep	31	60.78	419	3085	316
Building Control	239	45.01	686	5202	306
CTAX £150 rebate	412	93.21	169	1718	252

Month Starting:	October-2022				
Split/Skill	Answered Calls	% Answered Calls	Avg Speed Ans	Max Wait	Avg Call Time
Totals	11031	58.26	870	16043	336
Enquiry Line	700	32.65	891	16043	236
Waste and Streets	573	37.4	1075	11155	286
Adult Social Care	1958	74.03	573	4050	364
Children Social Care	1452	68.59	496	3637	215
Council Tax	1508	50.86	2100	5998	495
Housing Benefits	665	44.54	2225	5745	431
Corporate Property	7	77.78	393	839	289
Roads and Pavements	250	67.93	338	3279	351
Community Connection	2002	75.07	318	5117	357
Care Billing	231	68.96	691	7191	326
Registration	120	57.42	645	4250	128
Parking and PubTrans	1091	63.84	664	4629	263
Public Protection	49	60.49	480	4579	316
Electoral Services	195	90.7	124	1033	256
ACSS Firmstep	25	55.56	408	2012	293
Building Control	205	51.38	596	5522	303
CTAX £150 rebate	0	0	0	0	0

Customer Satisfaction Survey: April 2022 – September 2022



Signed:

Dated: 15 November 2022