

CUSTOMER SERVICES

Report on Contact Centre Performance



Contact Centre Performance

Currently the Contact Centre operates from two locations the 1st Stop Shop in New George Street for revenues and benefits calls and from Taylor Maxwell House for all other calls.

The Contact Centre has a robust performance management framework in place, in line with industry best practice and standards. We monitor call volumes, answer rates, abandoned rates and both team and individual performance including calls per hour, average call length, utilisation time and also carry out quality monitoring of calls against defined standards (welcome, customer interaction, technical knowledge (use of process) and close)) as previously circulated.

The Contact Centre currently provides call handling for 14 services (including the enquiry line (the old switchboard)) for the Council. Staff are trained in a range of services dependant on experience to allow flexibility in answering calls across these services.

For most services we now utilise our new digital platform to raise service requests. This is designed to be used by customers through our website and therefore has reduced the training requirement for staff as both customers and staff now follow a prescriptive script.

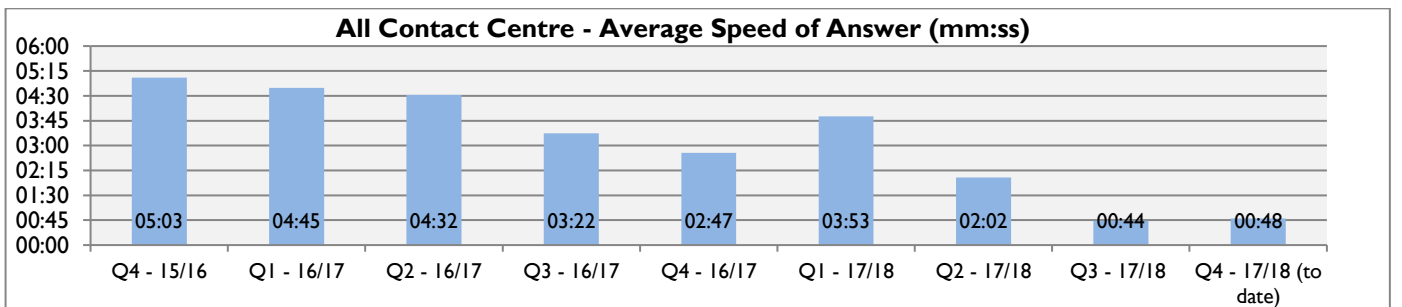
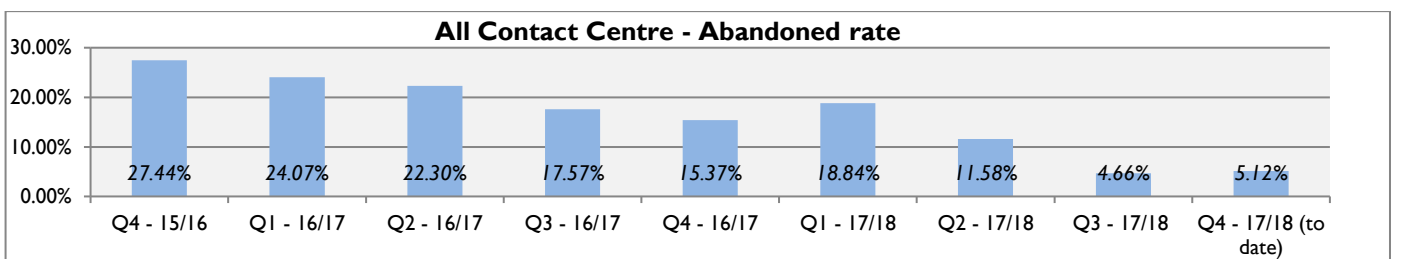
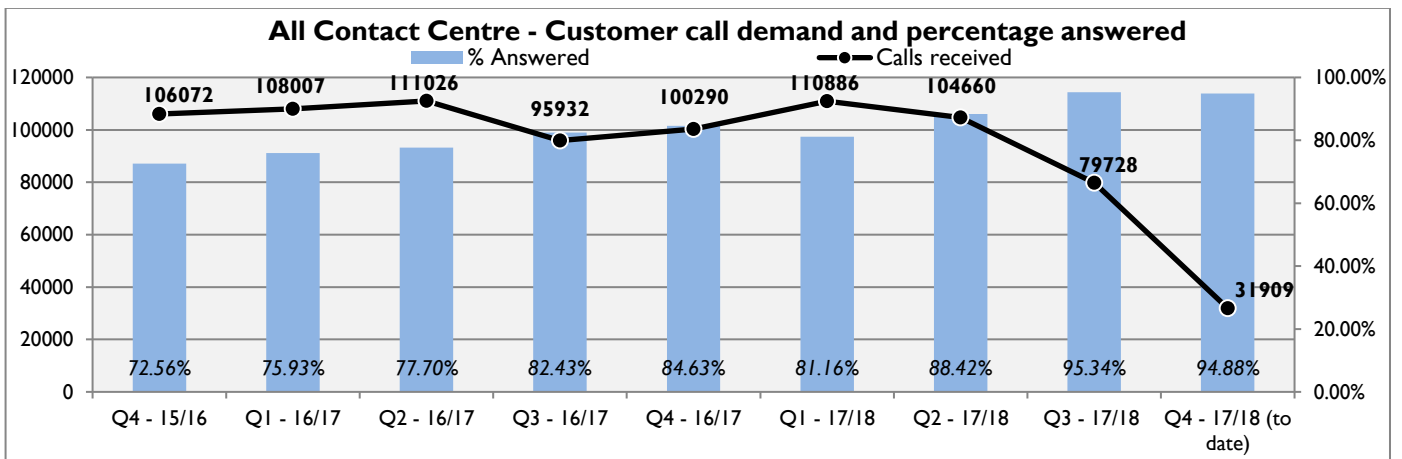
We also carry out detailed analysis of peaks in demand in order that we can resource appropriately and ensure maximum utilisation of our staff. It should be noted that at some unpredictable peaks callers may have to wait to be answered albeit we do give messages in the queue to provide callers with alternative means to transact with us e.g. our new website with self-service (as supported by our Corporate drive to utilise digital transactions wherever possible).

Daily call demand is managed using wallboard information across sites by team leaders to address peaks in a particular service where staff can be moved to deal with these. Staff will be logged into a range of services at any one time to reduce manual movement of staff between services.

Staff are also given administration tasks for example e mail traffic and some casework when in available and waiting for incoming calls, this ensures all workload is managed in an effective and efficient way.

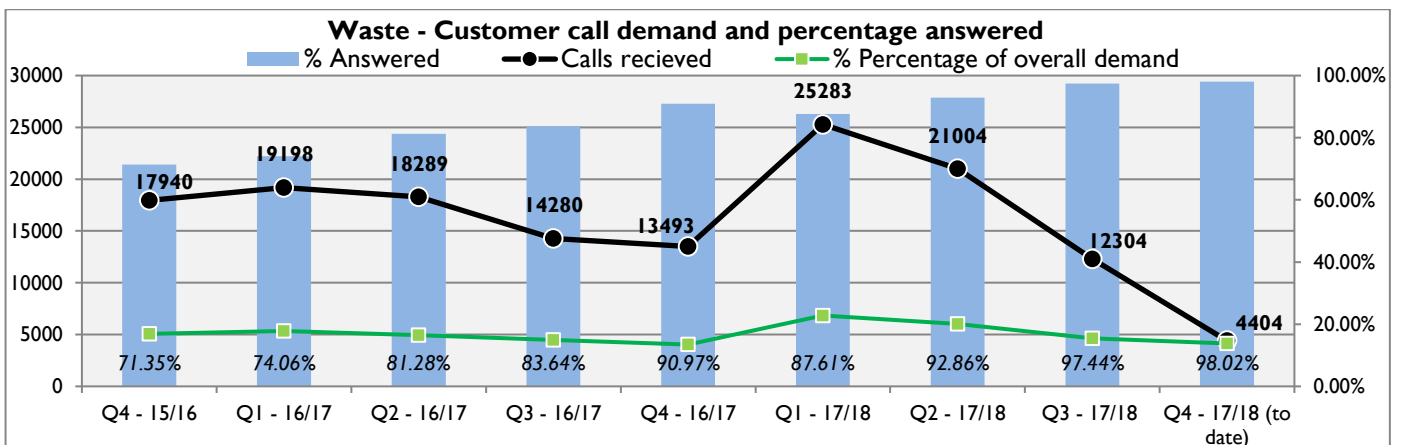
Current performance information can be seen in the below graphs however it should be noted that due to an issue with our Call Management System around 2 weeks' worth of data was lost for July 2017. Therefore all figures for July 2017 were calculated by using the data we did have, combining it with the following and previous month's data and averaging that out to give us an estimate. Q4 of 17/18 to date is based on data from 1 month only.

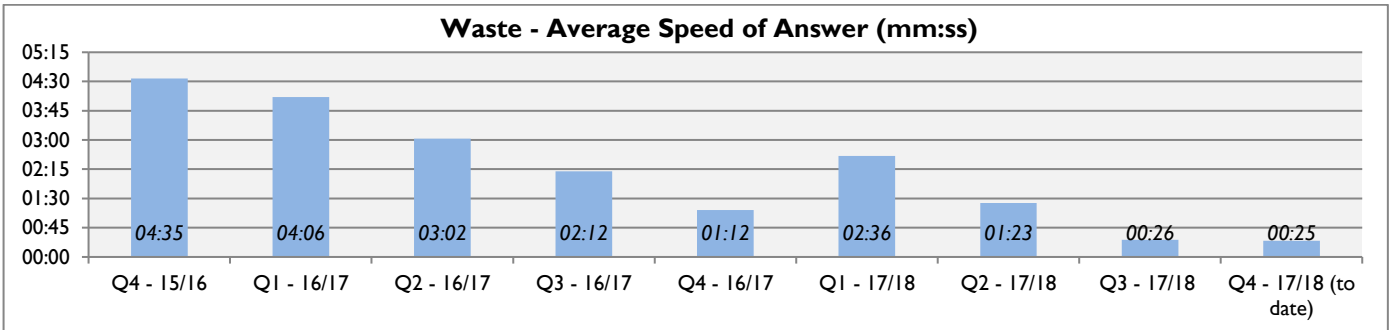
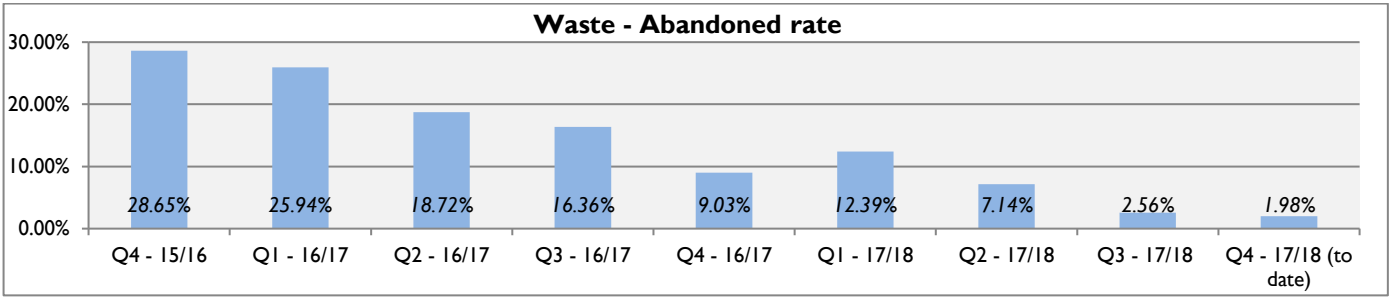
All Contact Centre Performance



The above data clearly shows significant improvements in respect of answer rates, abandoned rates and overall speed of answer.

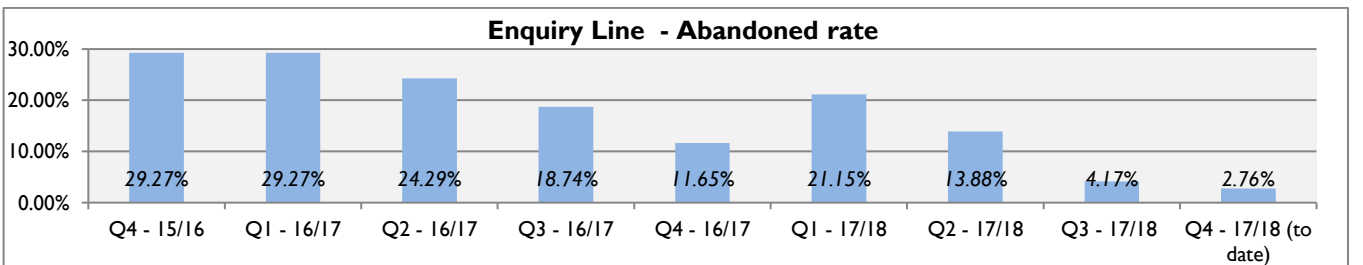
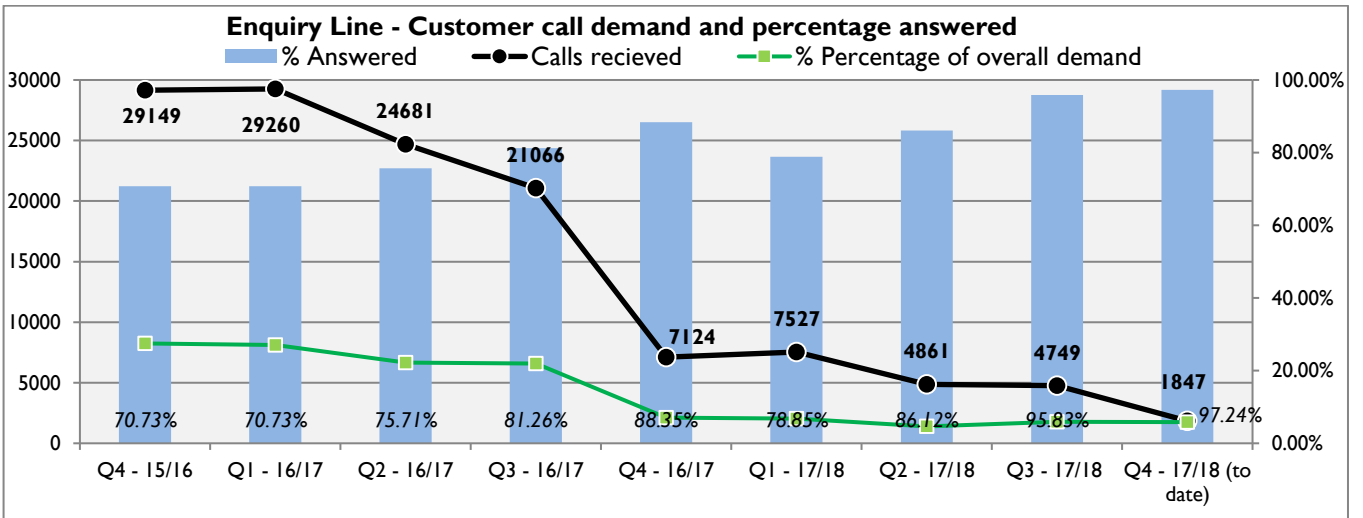
Waste Performance

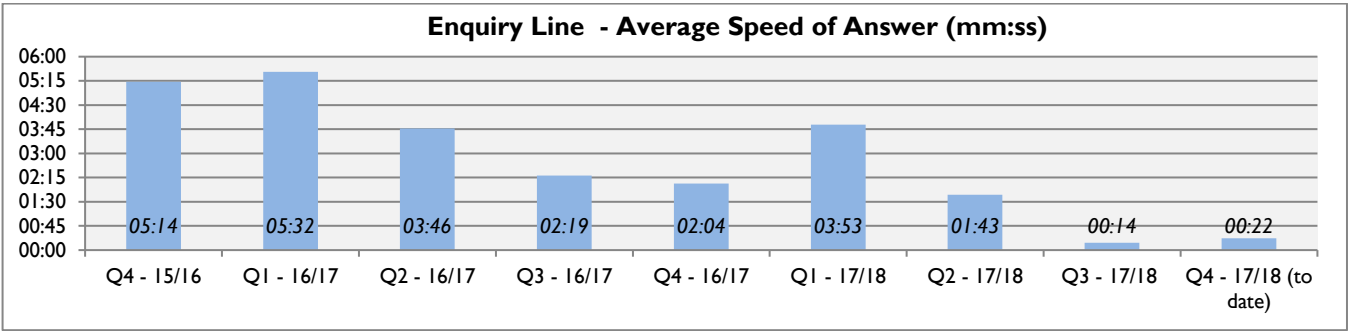




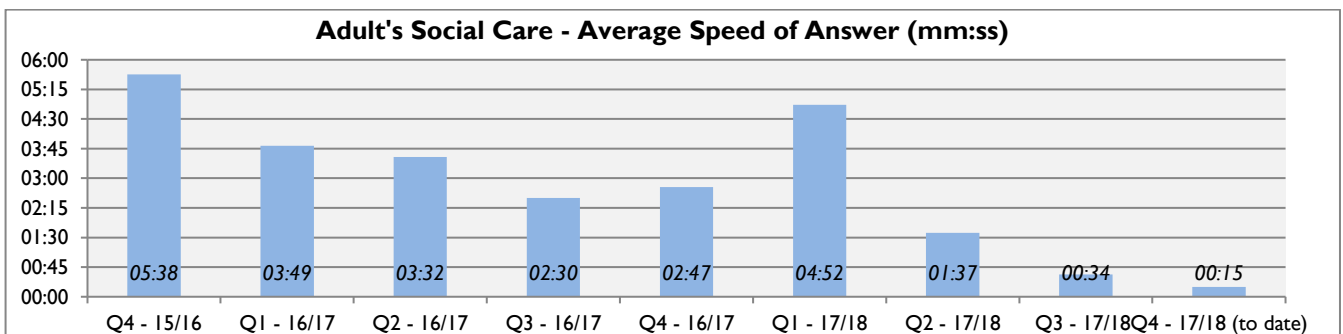
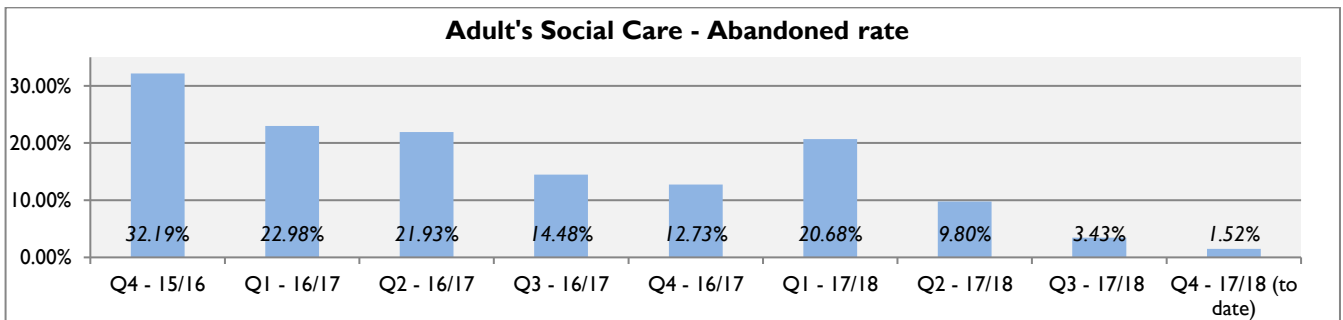
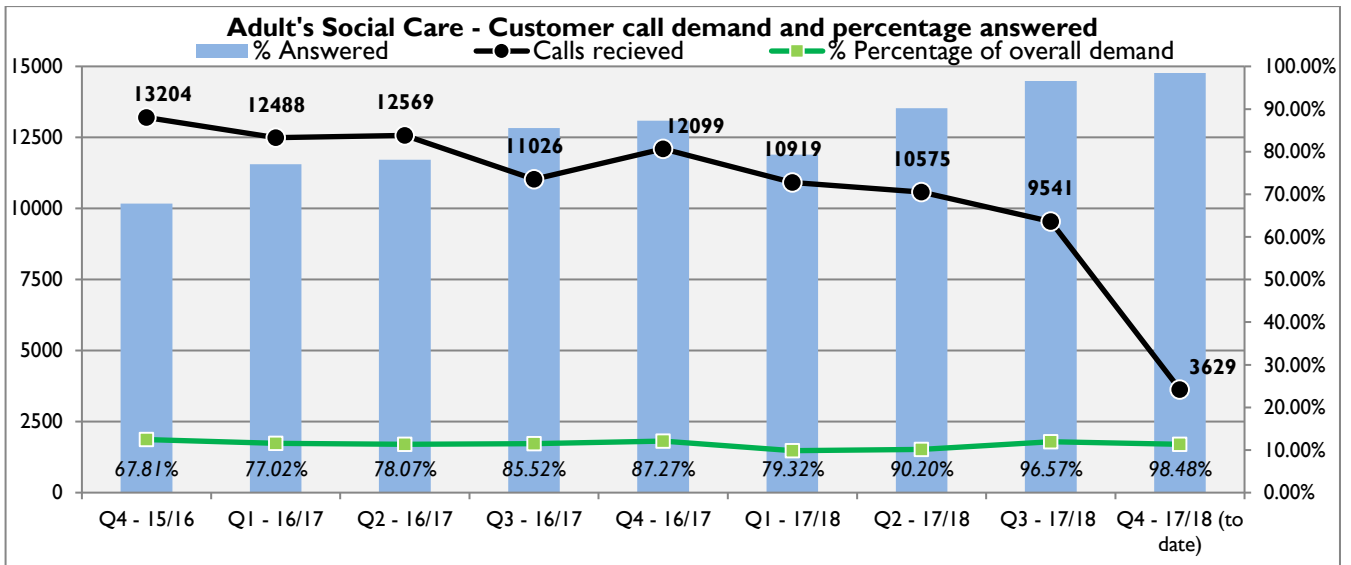
Enquiry Line Performance

These figures contain data from the now merged Emergency Welfare Fund and Customer Feedback lines.

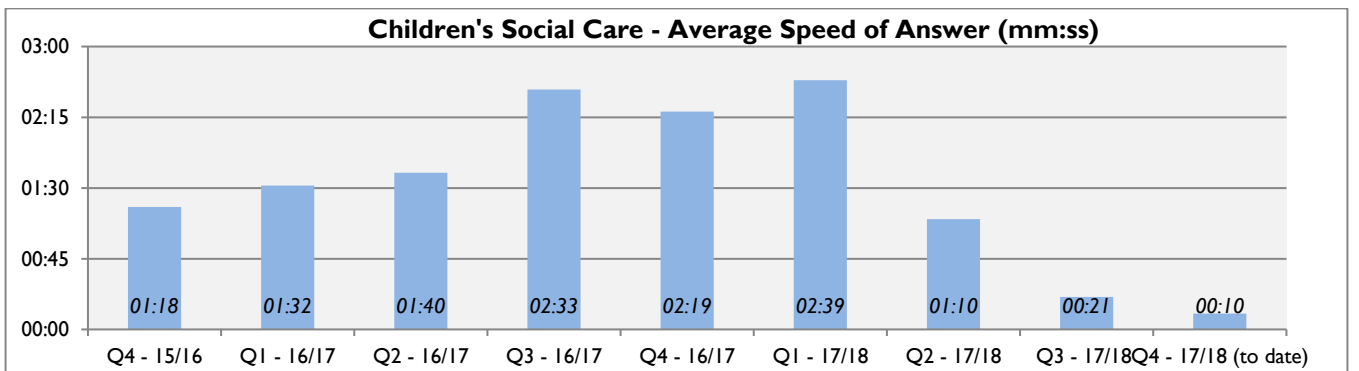
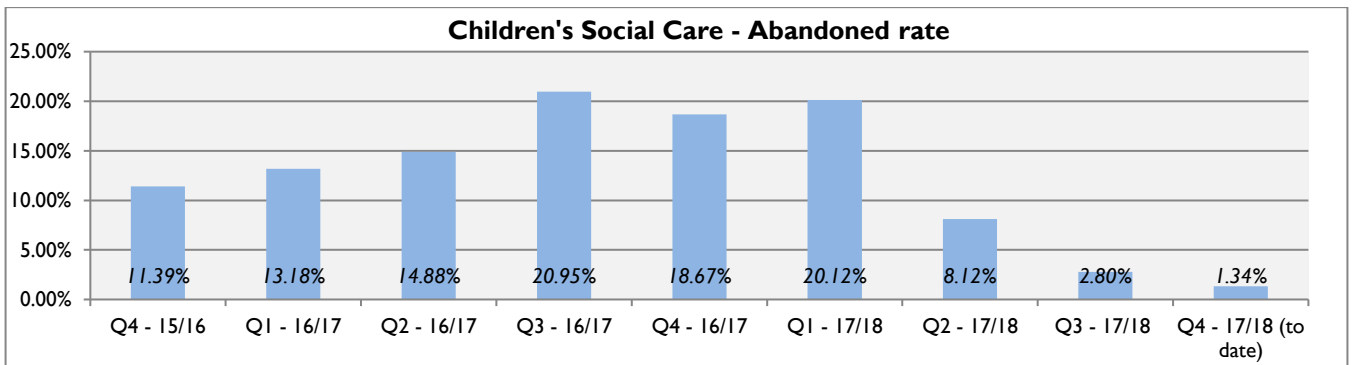
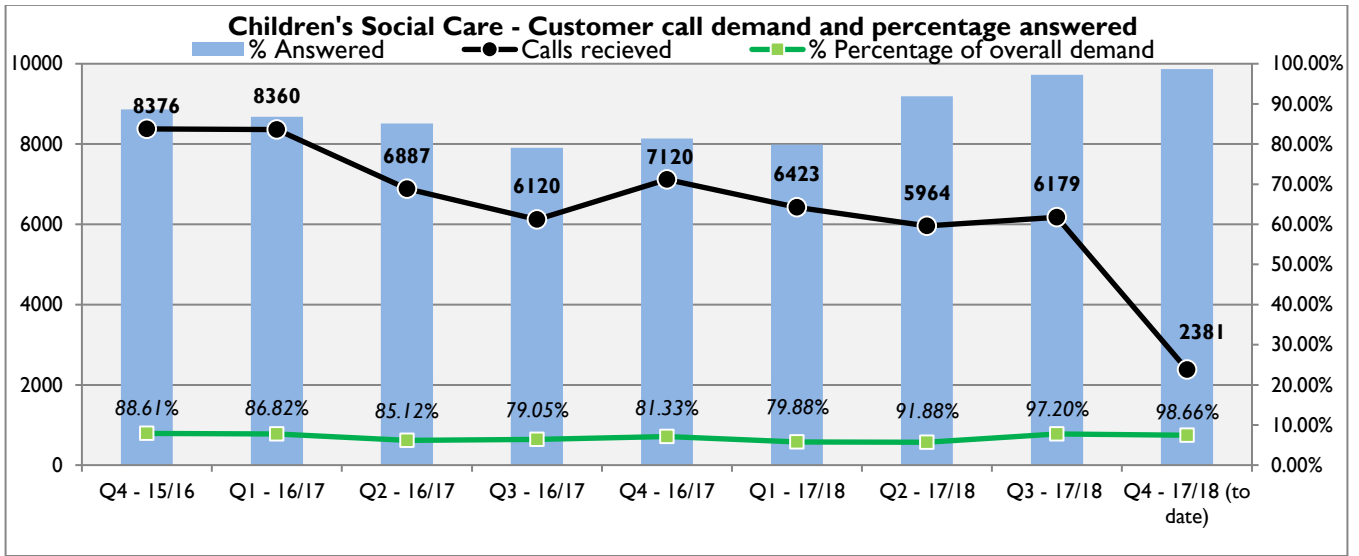




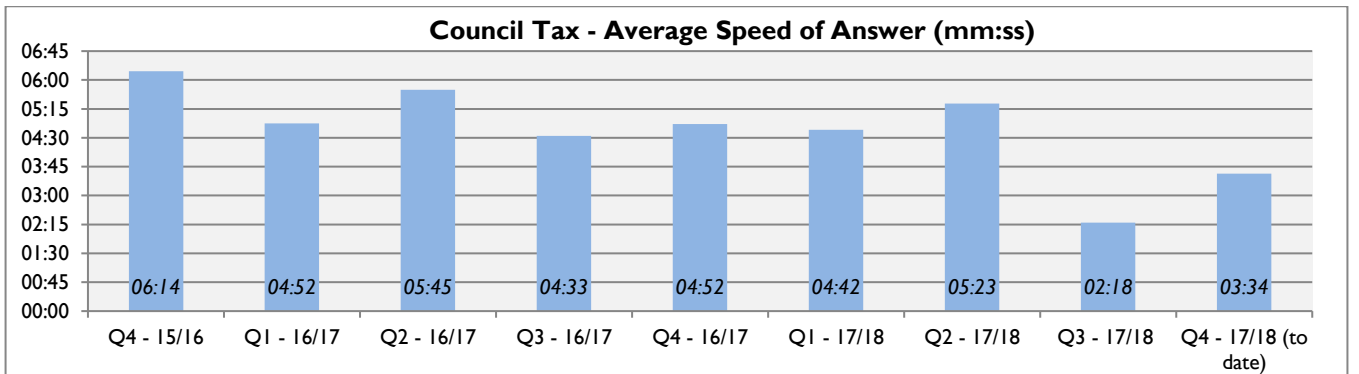
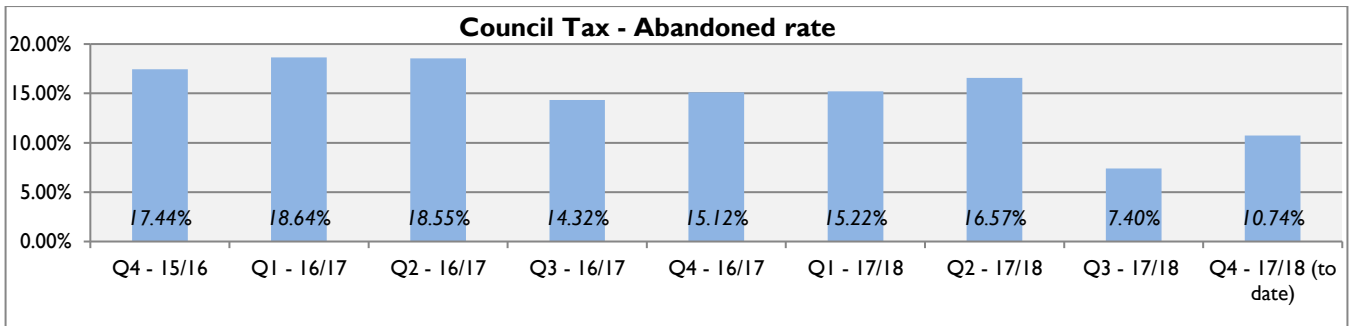
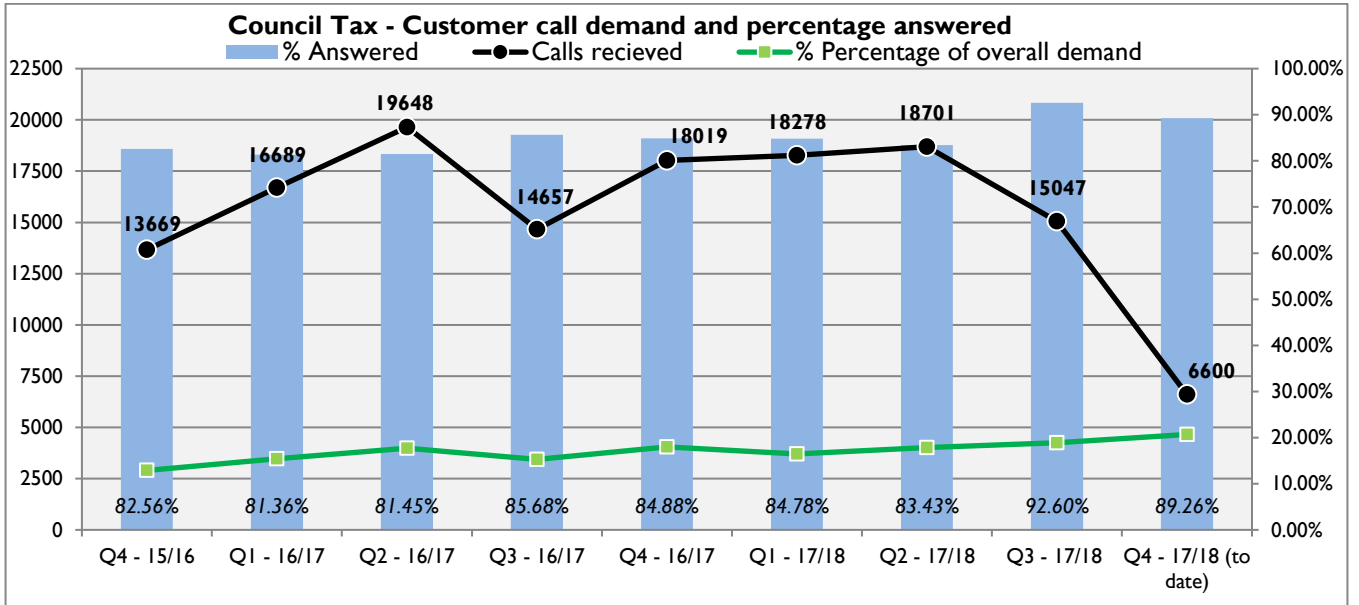
Adult's Social Care Performance



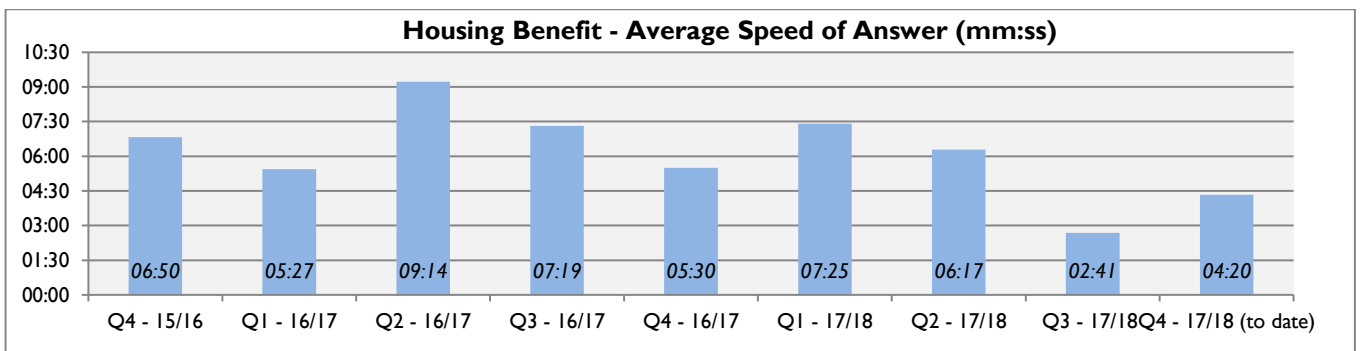
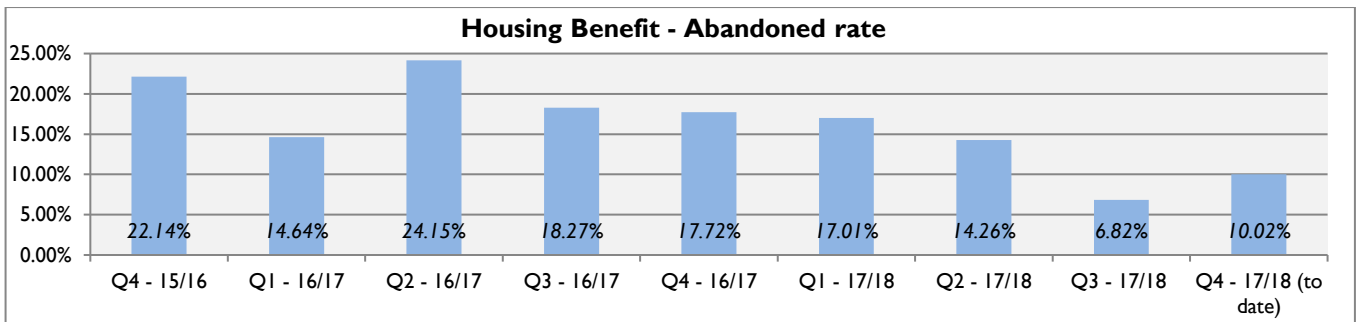
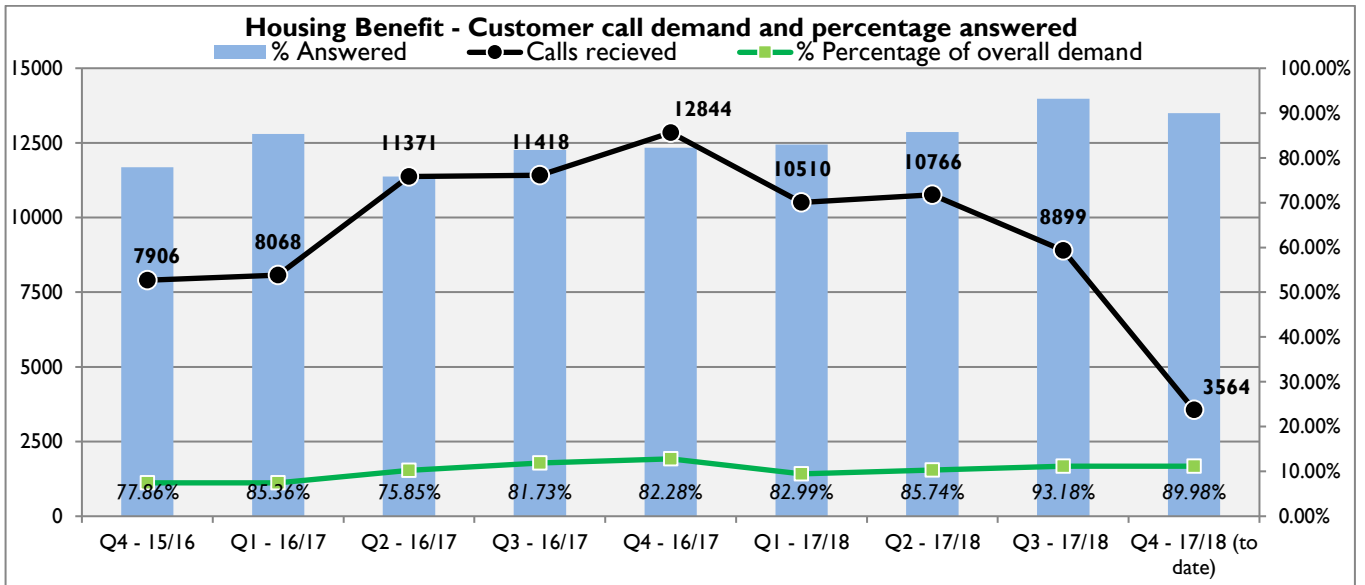
Children's Social Care Performance



Council Tax Performance



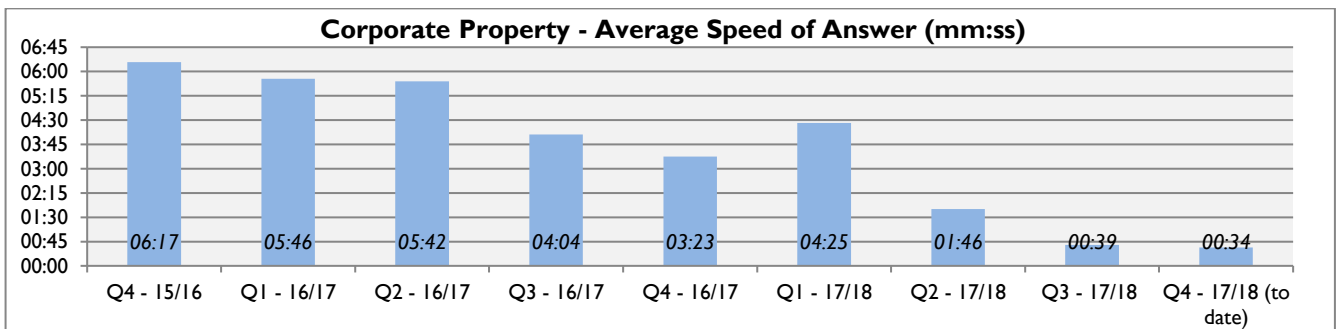
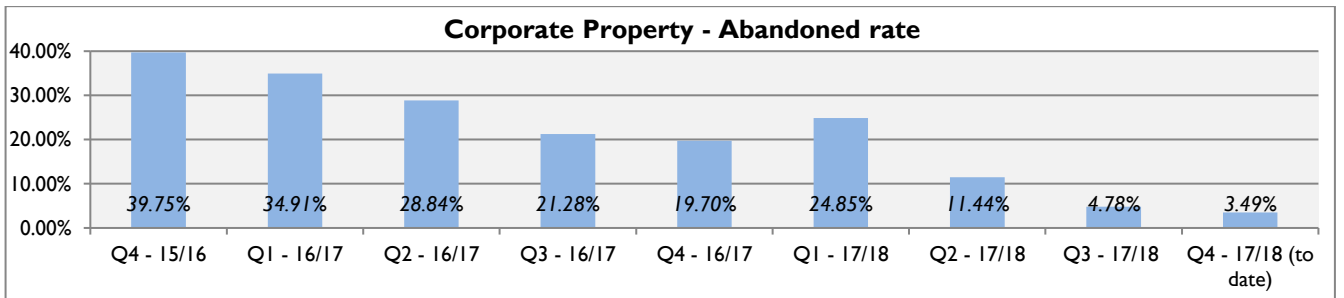
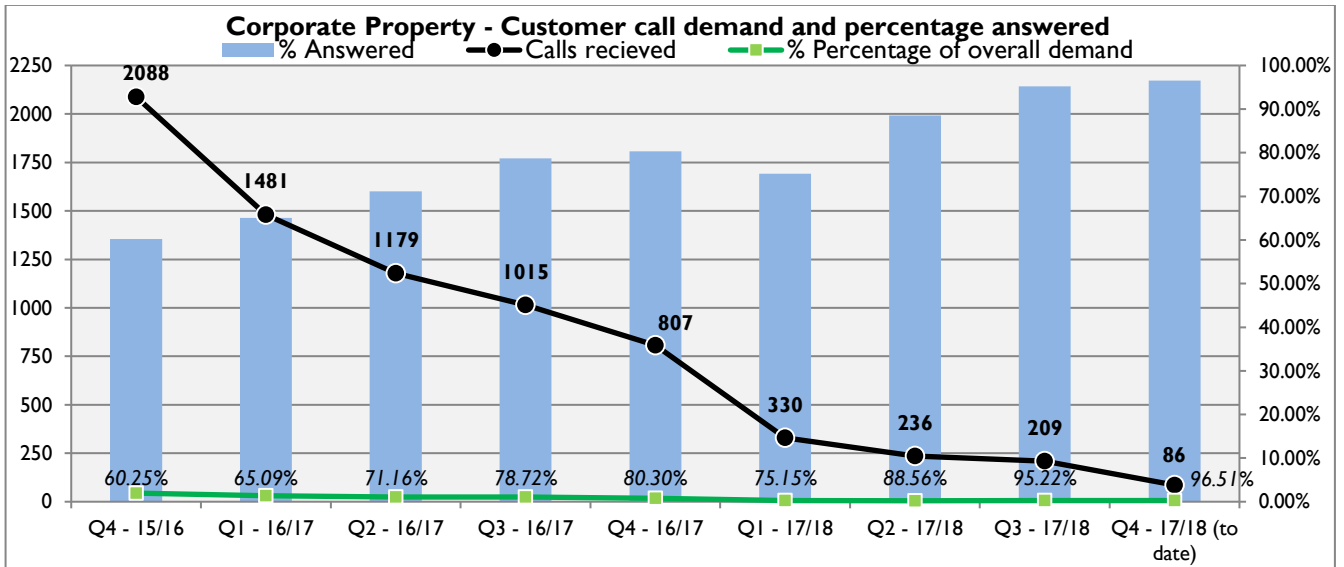
Housing Benefit Performance



Council tax and housing benefits calls are slightly below the other services due to the technical nature of the calls and complexity of enquiries, it also sees significant fluctuations in peaks of demand e.g. bill reminders and the issuing of summons to customers who fail to pay on time.

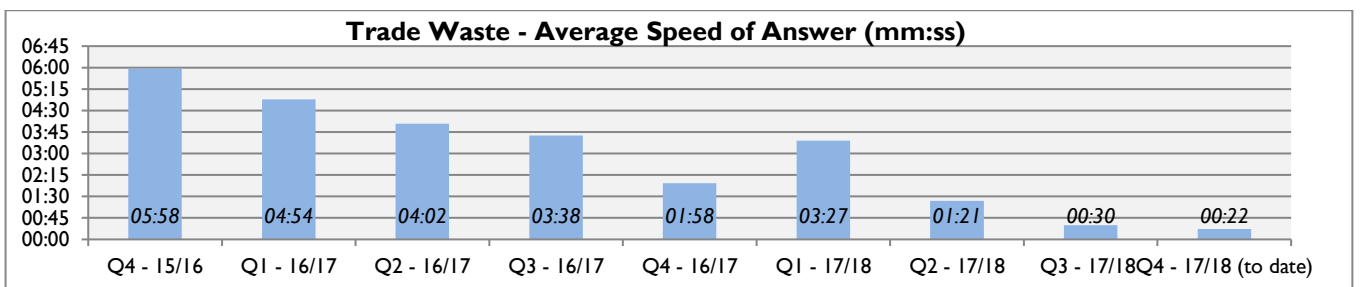
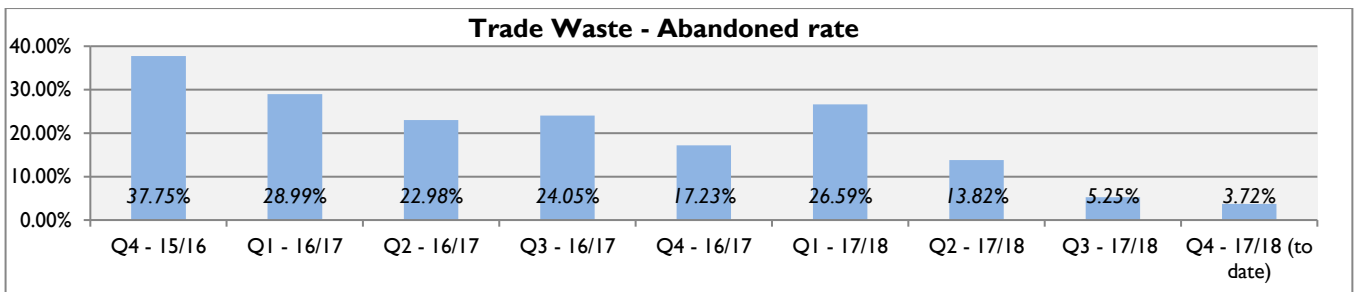
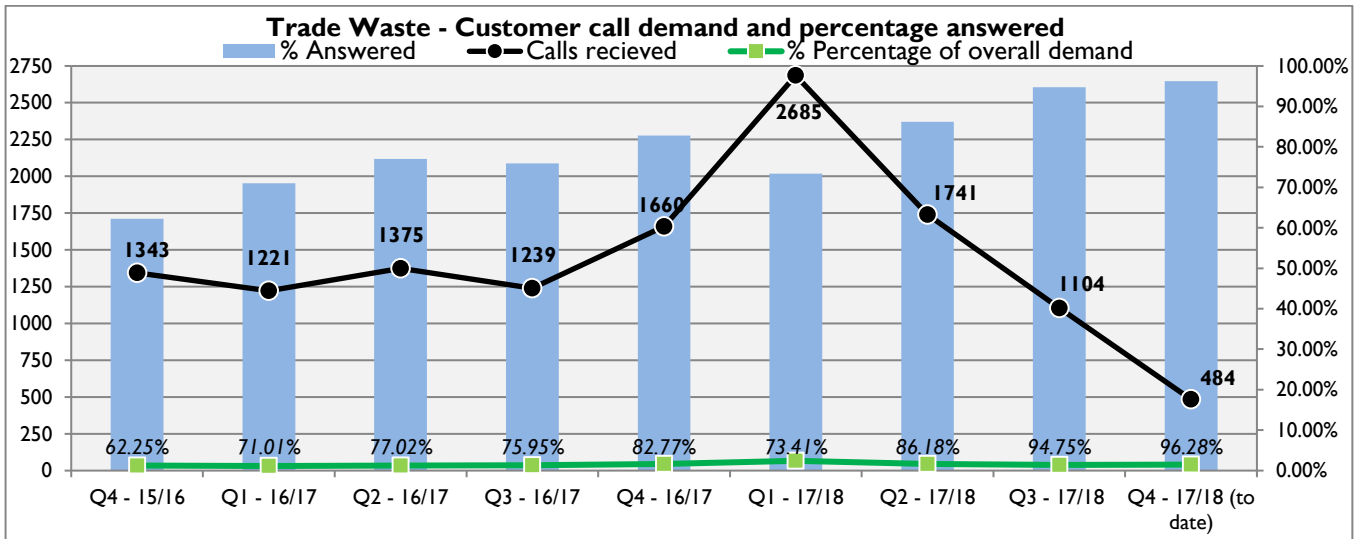
We are continually looking at resourcing levels and have to balance call demand with caseload management, however we have recently been training up three additional FTE to supplement the existing call handlers on this service and we anticipate this will bring performance back in line with our other services.

Corporate Property Performance

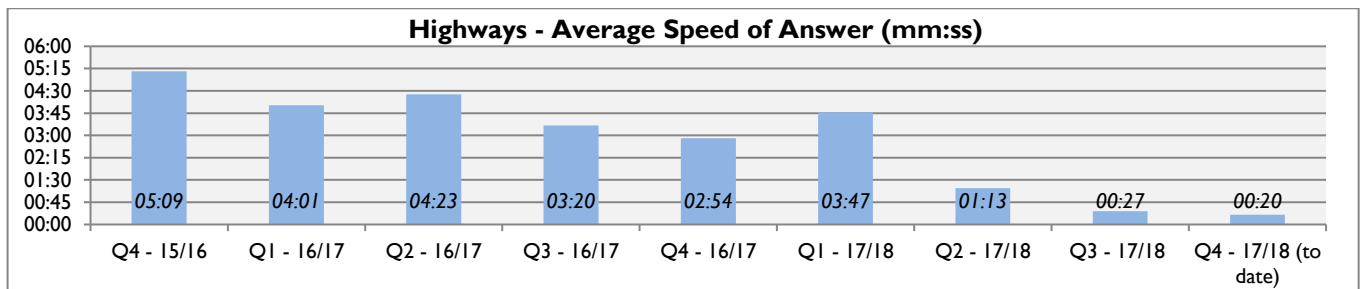
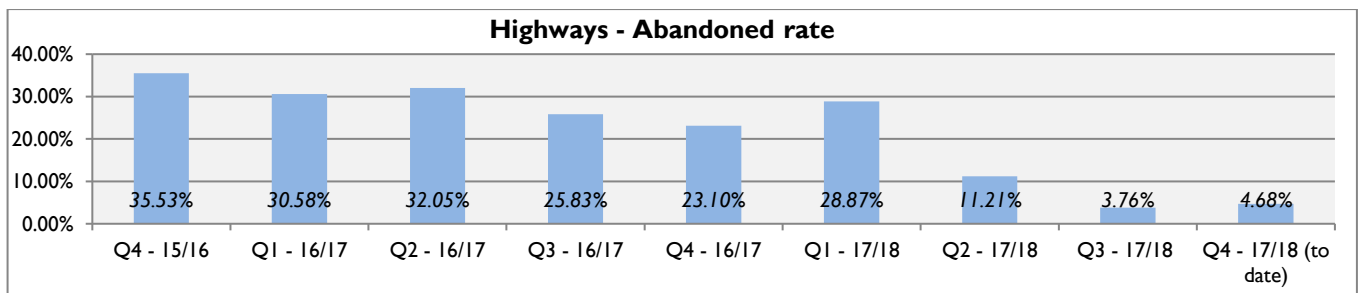
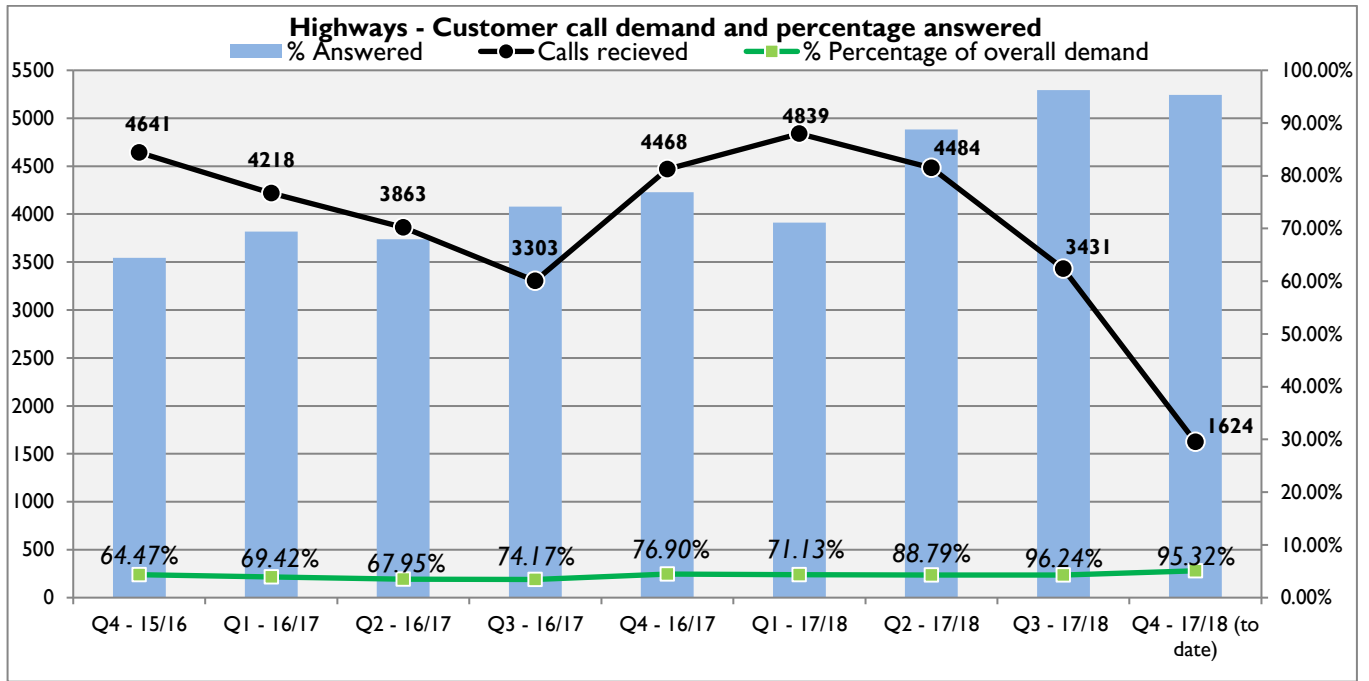


It should be noted that this service is primarily an internal only one and most can be dealt with by customers using our online digital platform.

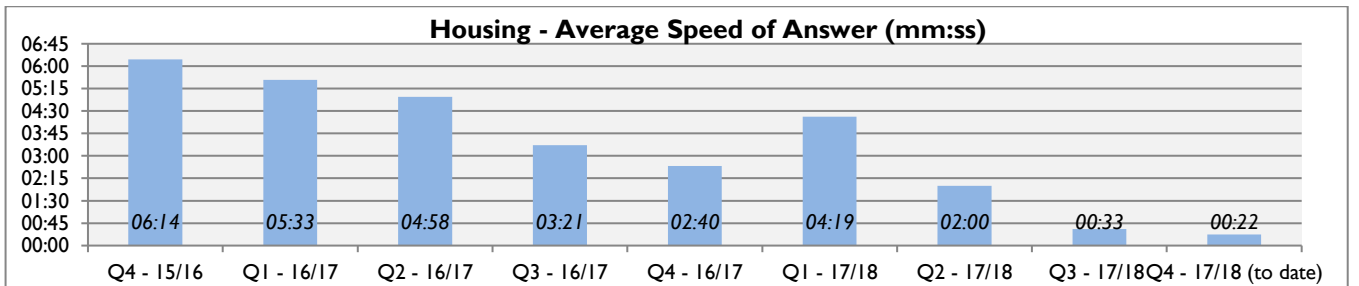
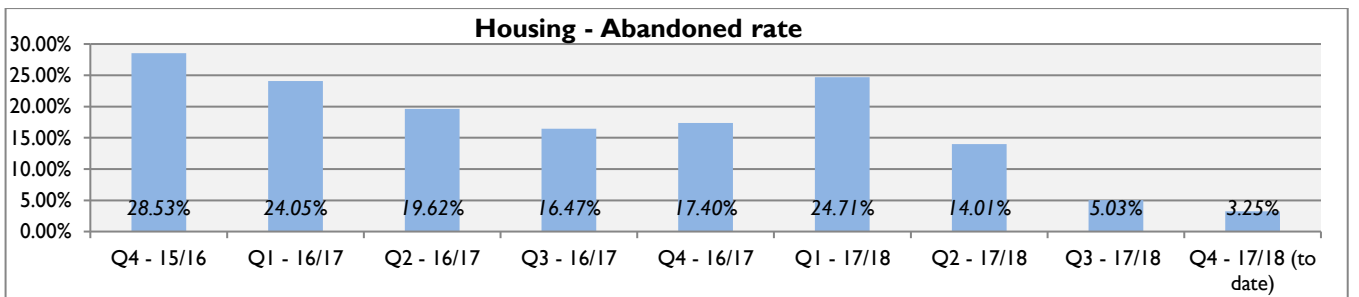
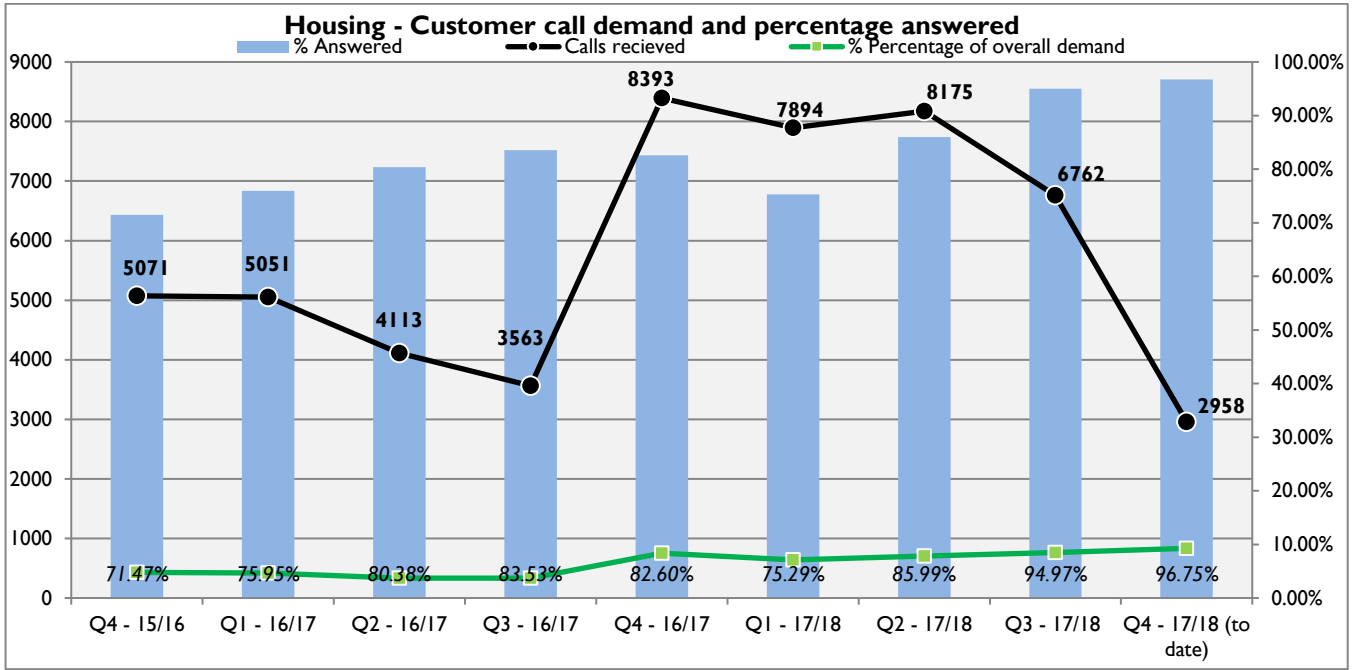
Trade Waste Performance



Highways Performance

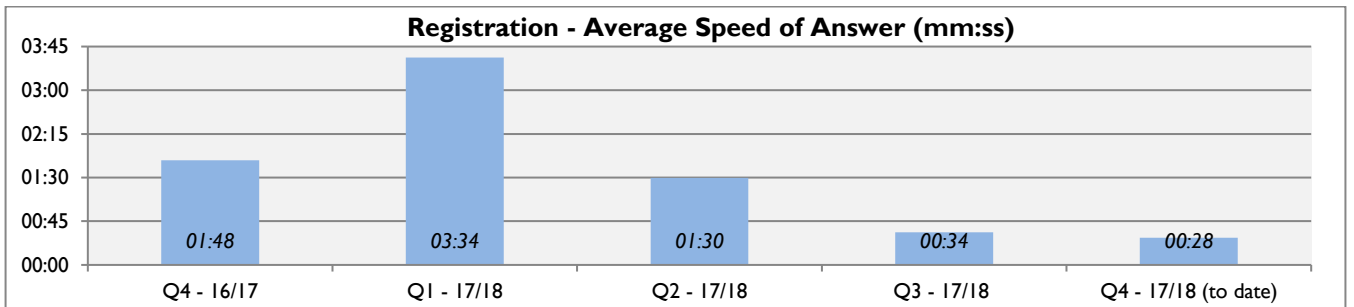
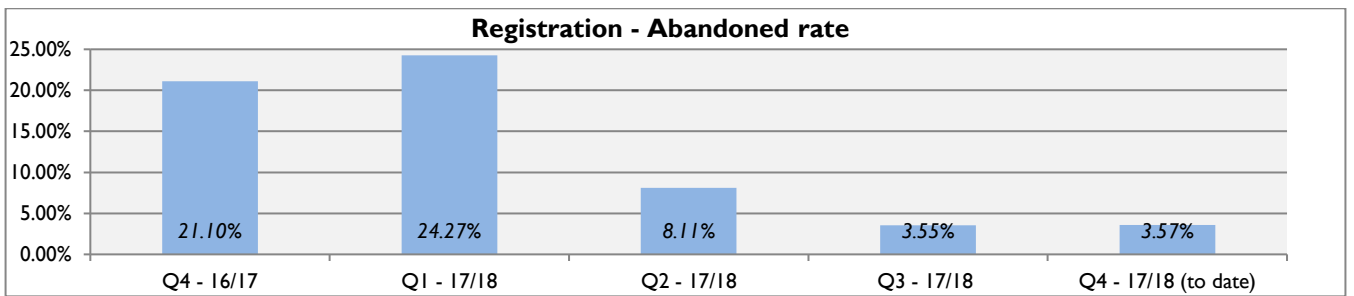
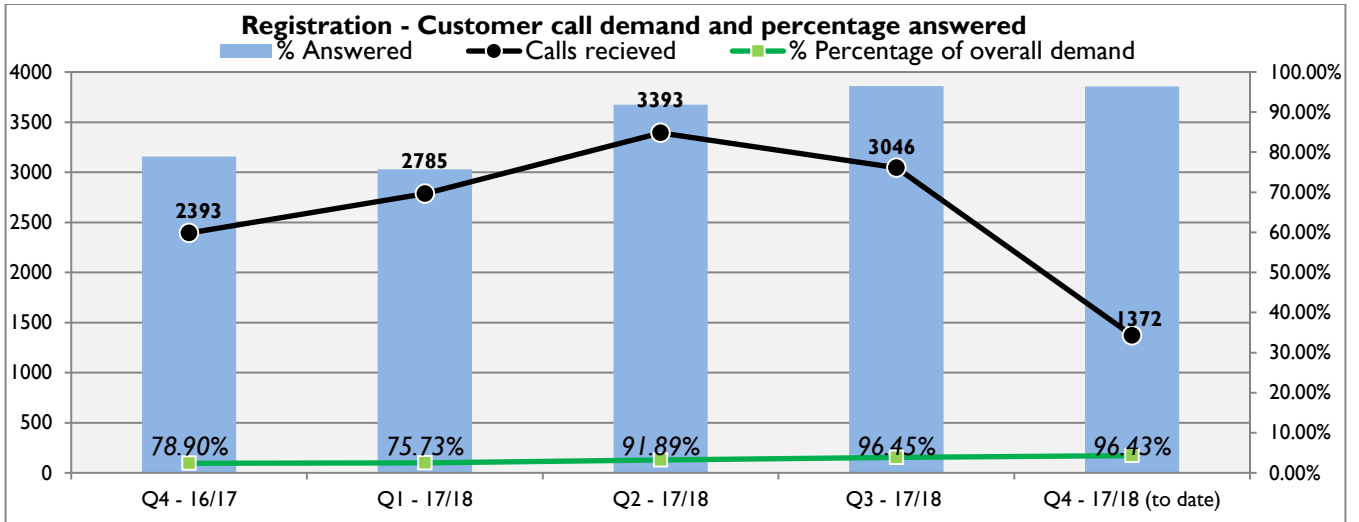


Housing Performance

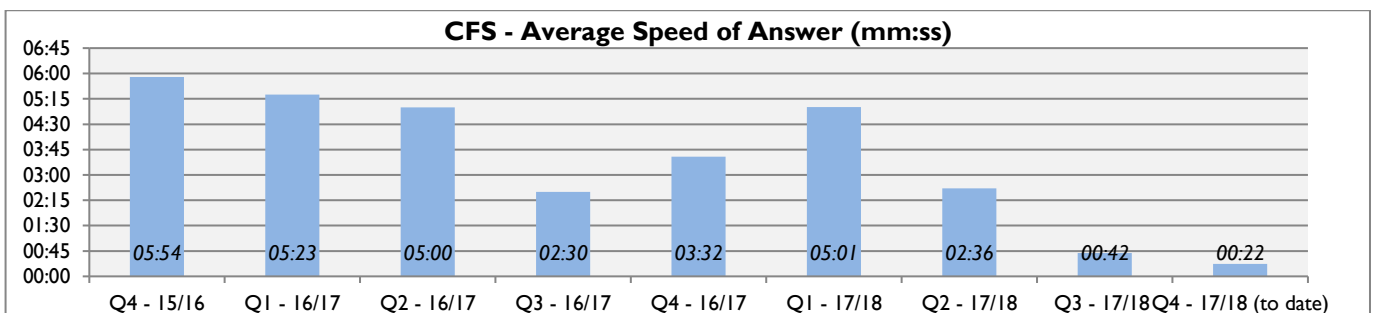
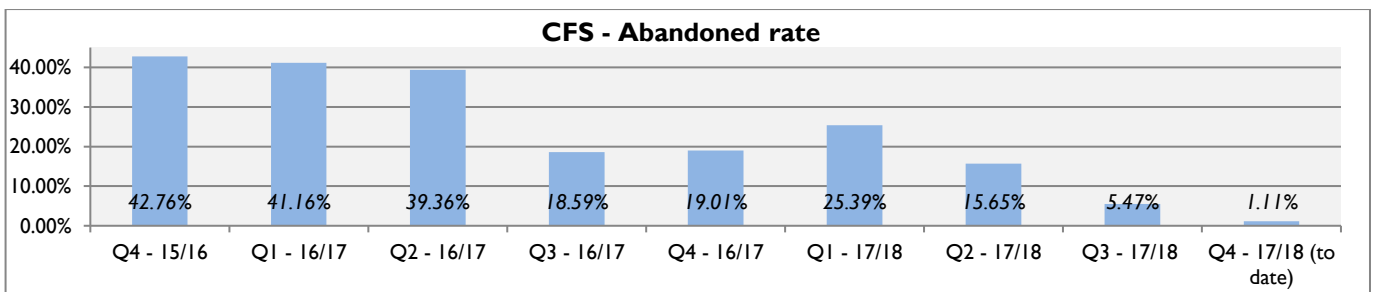
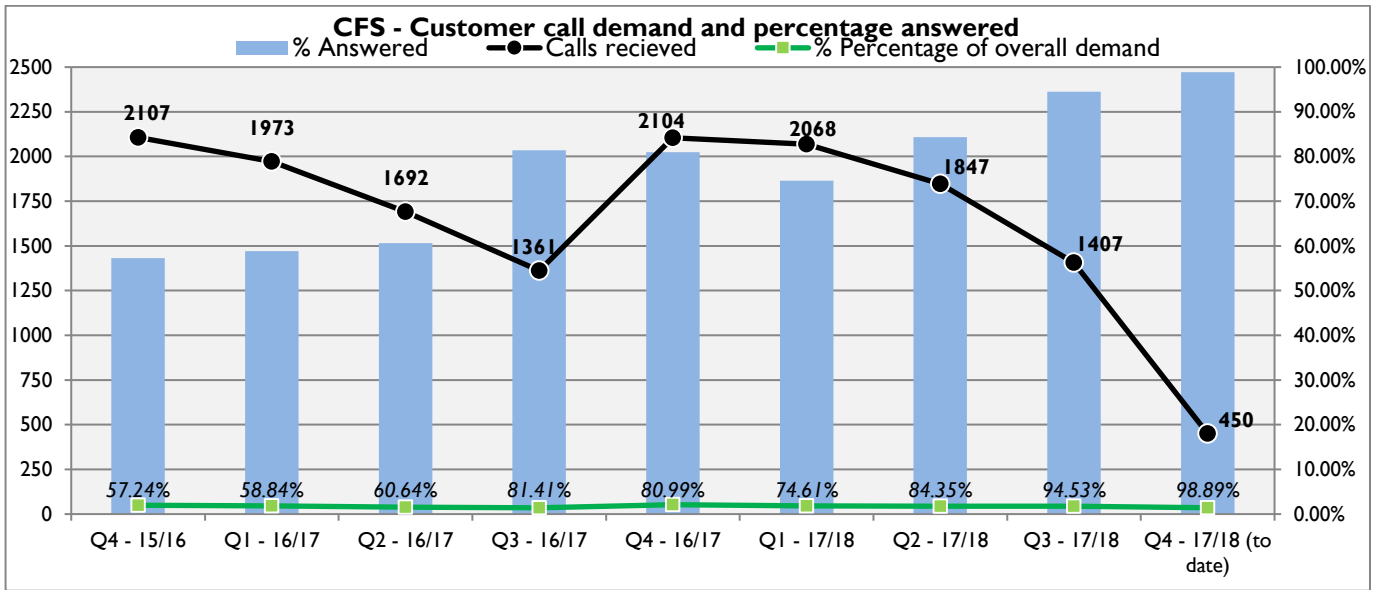


Registration Performance

The Contact Centre began taking calls for Registration in January 2017.

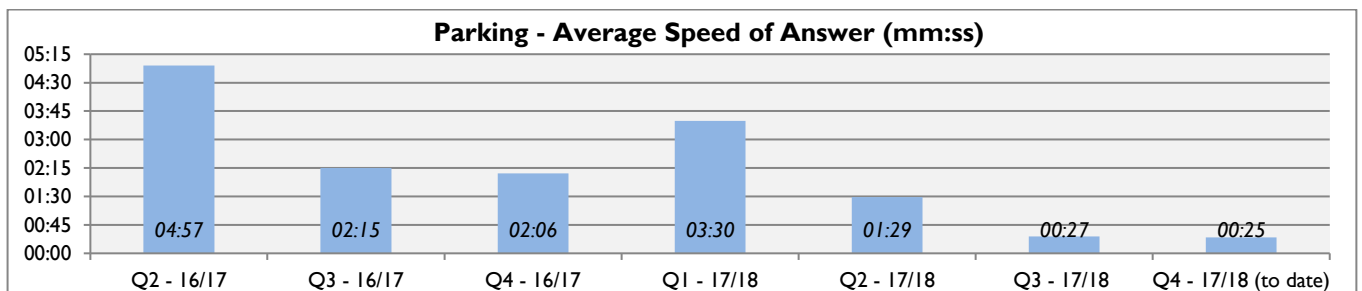
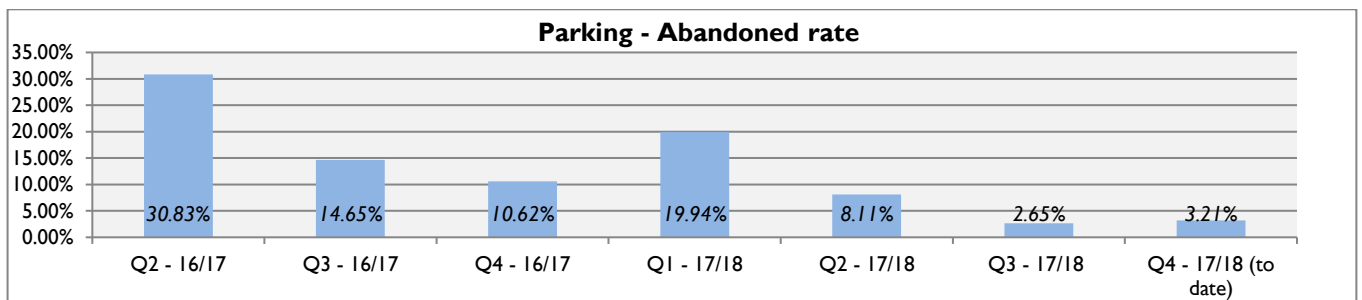
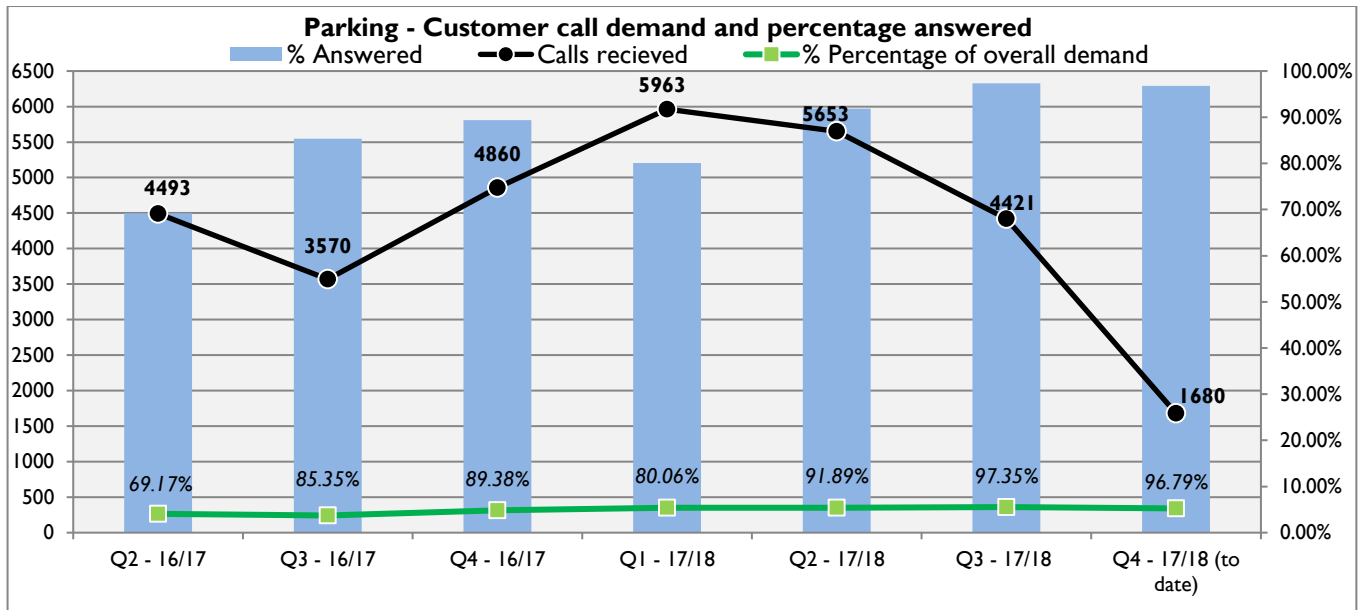


Client Financial Services Performance



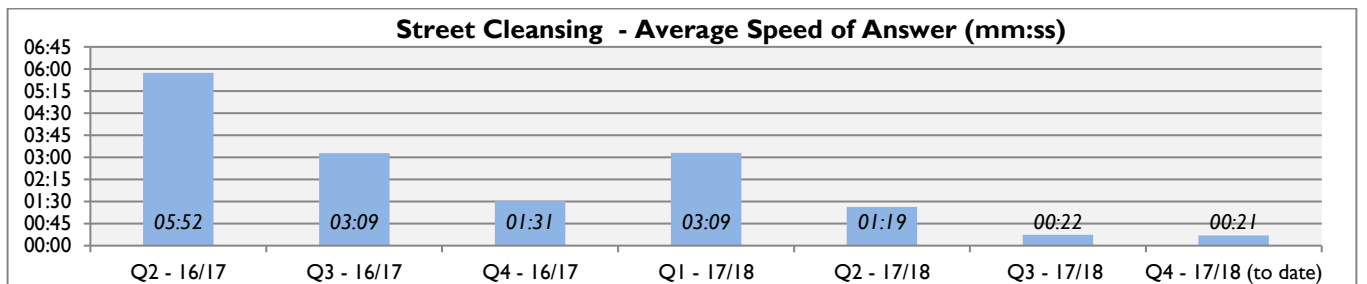
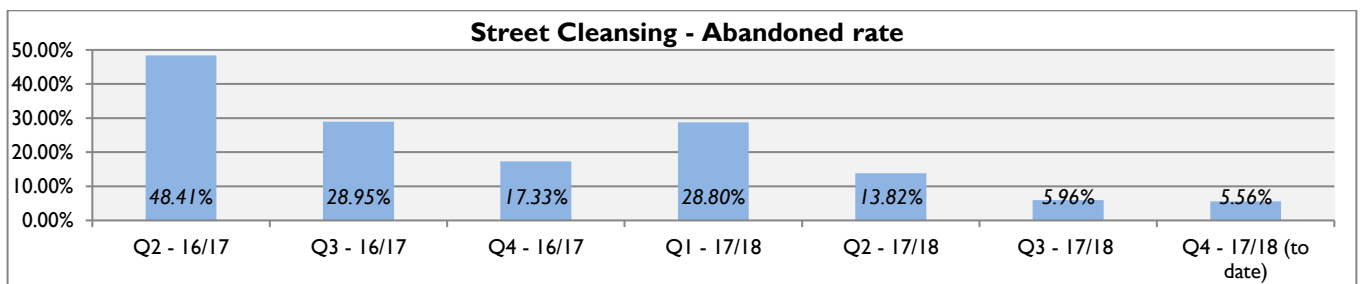
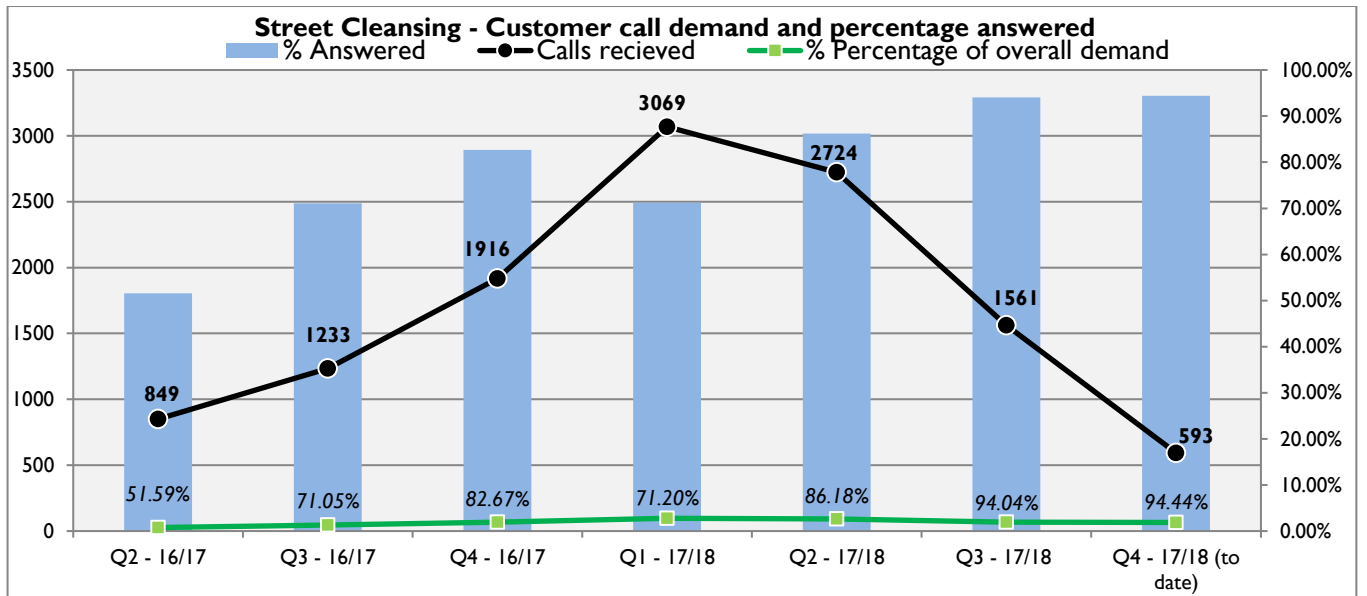
Parking Performance

The Contact Centre began taking calls for Parking in August 2016.



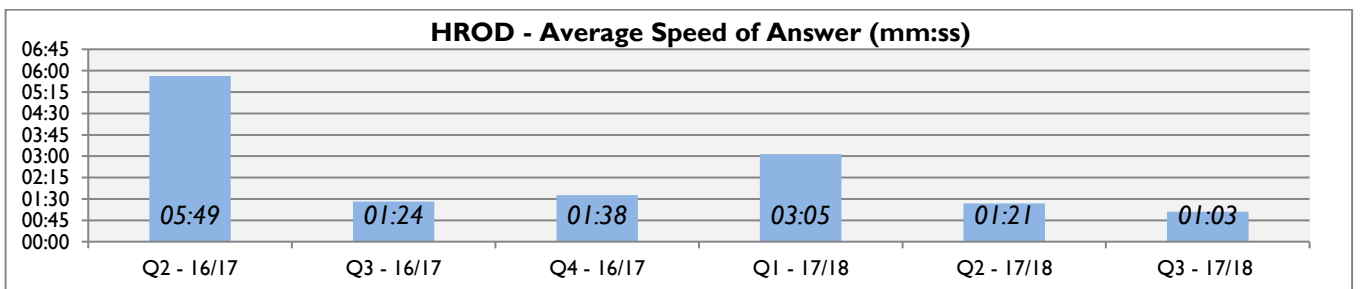
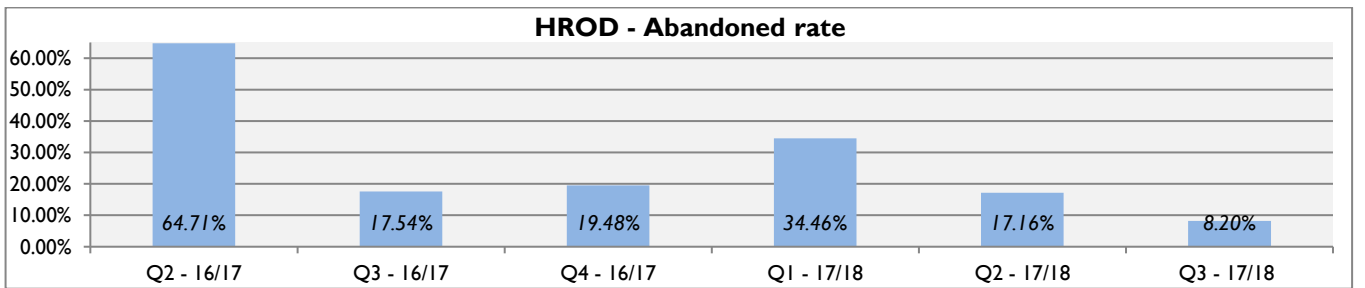
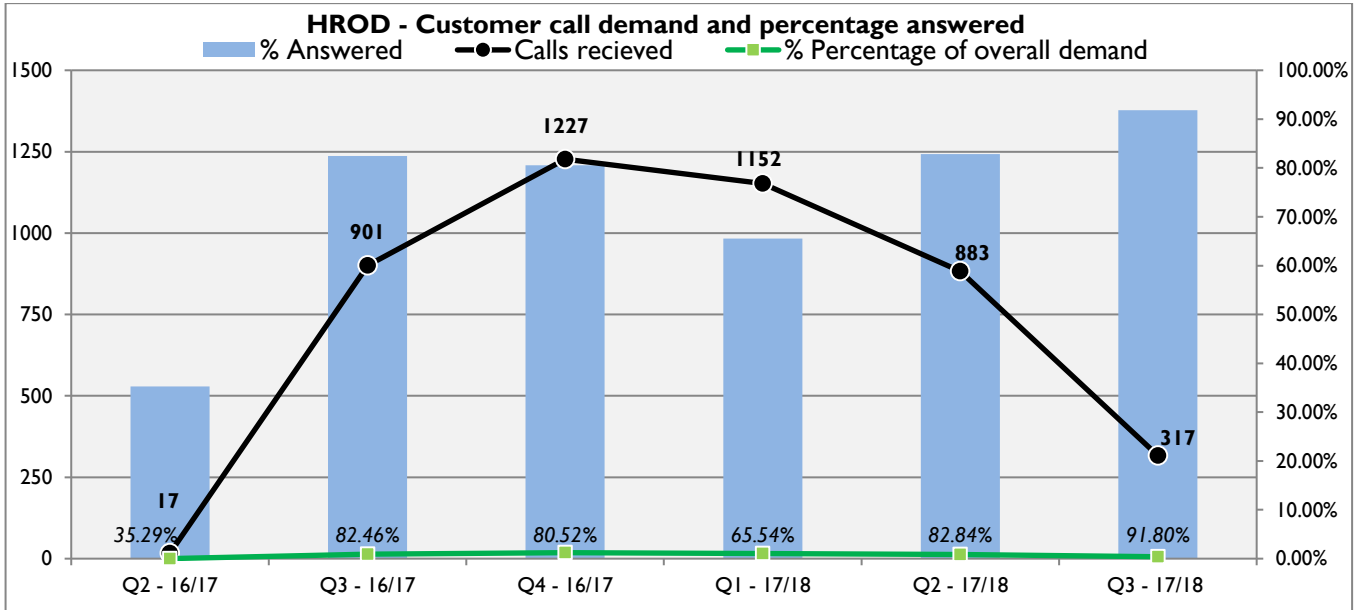
Street Cleansing

The Contact Centre began taking calls for Street Cleansing in September 2016.



Human Resources and Organisational Development Performance

The Contact Centre began taking calls for HROD in September 2016 and stopped taking them in October 2017.



Public Protection Performance

The Contact Centre began taking calls for Public Protection in April 2017.

