

Questions from Councillors at City Council
Chief Executive's Department



Name of Member submitting the question Councillor Johnson

Date received by Democratic Support Team

To Councillor Haydon

Question

What is your customer service standard for answering calls at the contact centre (in minutes)?

Answer

In Customer Services (contact centre and 1st Stop) we don't have a set target for speed of answer / to be seen as we moved some time ago to focusing on resolution at point of contact. We have received some excellent feedback on the results of this. We have data that clearly shows if a target is set for speed of answer for call, this drives behaviour to focus on answer calls quickly rather than resolving the customer query to the best of our ability (often advising the customer of items they didn't know they needed)

I can also clearly state that we have been answering over 95% of our tier one and Social Care calls in under two minutes for over a year in the contact centre, which is above industry standard. We also removed the queuing function for the face to face enquires when we moved into 1st Stop, this as well as our digital offer means we rarely have waits in the face to face to face environment.

There are however certain times in the year where demand spikes to higher than normal levels, an example of this is, Council Tax Annual billing. At times like this we do our best to push as much information out to our customers as possible, and encourage them to either self-serve or contact / visit us at the quieter times of the day / week and or at other Customer Service sites, such as one of the libraries.

Signed

Date: 4 July 2019

Note

- Written questions must be submitted to the Monitoring Officer via the Democratic Support Team.
- Written questions will be replied to within 10 working days.
- Written questions and answers will be published on the last Friday of each month.