

Report to: **Resources Scrutiny Committee**

Date: **27 January, 2009**

Report of: **Head of Customer Services**

Subject: **Customer Services Update**

Ward: **All**

1. Purpose

- 1.1 The report seeks to update Resources Scrutiny Committee on the performance of the Customer Services unit.

2. Consultation

- 2.1 In preparing this report consultation has taken place with the Executive Member for Customer Services.

3. Background

- 3.1 Following the performance in 2007 many actions were taken to stabilise and improve the performance of the Customer Services Centre (as reported previously to this committee).

4. Current position

- 4.1 The current performance levels can be seen in the following chart:

Customer Service Centre Monthly Performance Report December 2008

	October		November		December		CSC Target
	CSC	Envirocall	CSC	Envirocall	CSC	Envirocall	
Volume of calls offered	22520	4461	19949	3845	17125	3077	
Number of calls answered	22177	4245	19605	3770	16838	3028	
% answered in 20 seconds	90	79	90	94	86	95	80
Average time to answer (secs)	8	19	8	3	10	2	20
% Calls abandoned	1.5	4.8	1.6	2.0	1.6	1.6	3.9
Calls abd less short calls	1.0	3.1	0.9	0.7	1.1	0.5	3.9
% Calls dissuaded	0.04	0	0.08	0	0.04	0	0.1
Average call duration (secs)	96	-	97	-	92	-	
Number of e-mails	719	-	655	-	75	-	

Number of faxes	9	-	6	-	5	-	
Number of reception visits	1515	-	1405	-	1126	-	
Number of Concessionary Travel Passes issued	307	-	179	-	104	-	
Number of Data Protection requests	1	-	0	-	1	-	
Average DPA turnaround (days)	10	-	N/A	-	ongoing	-	40
Number of FOI requests	16	-	16	-	13	-	
Average FOI turnaround (days)	4	-	5	-	7	-	21
Number of formal complaints (including premature LGO)	5	-	4	-	2	-	
Average complaint turnaround (days)	10	-	9	-	8	-	10
Number of compliments	2	-	1	-	0	-	
Number of Ombudsman Complaints	1	-	2	-	0	-	
Average LGO Turnaround (days)	19	-	10	-	N/A	-	28
	18 (YTD)		18 (YTD)		18 (YTD)		
Customer Satisfaction (% Satisfied/Good/Excellent)	93	-	91	-	77	-	80

Comments:

Calls transferred to EDH via IVR option 1 = 1412 (8.25% of total calls)
Calls routed via IVR option 2 (PC Consoles) = 4628

Technical faults on PC consoles on 1st December caused disruption to switchboard calls between 8:30 and 11:15

Weather disruption to refuse & recycling collections on 4th & 5th caused increase in calls

- 4.2 All Customer Service Advisors now handle information requests and give advice on over 25 services (including Council Tax, Planning & Development Control, Environmental Services, Fuel Poverty, Sports Development and Asset & Property Management) as well as taking credit & debit card payments, sending out relevant forms and completing requests for service for a number of services e.g. bin deliveries, bin removals, missed bin collections, bin repairs and assisted pull-outs.
- 4.3 Customer Services also deal with e-mails, letters and faxes from customers as well as the main switchboard number for the council.
- 4.4 The CSA's also staff the reception area of Building 9 which is now the main reception area for customers on the site.

- 4.5 During 2008 the corporate Post Room function was transferred to Customer Services for the handling of incoming and outgoing post.
- 4.6 Customer Services also investigates all formal complaints about the council's services and also handles all investigations of complaints received from the Local Government Ombudsman.
- 4.7 The department is also the point of contact for all requests for information via the Freedom of Information Act and Data Protection Act, which is an area that is growing on an almost month by month basis.
- 4.8 As of September 2008 the Concessionary Travel section transferred to Customer Services and customers are now able to use Building 9 to apply for a bus pass rather than Building 5. This helps customers with mobility issues as there is parking directly outside of the building, it has flat access, and it is nearer to the bus stop for those using public transport.
- 4.9 It is unlikely that any further services will be migrated to Customer Services, due to the LGR process.

5. Implications

- 5.1 **Financial** - There are no financial implications.
- 5.2 **Legal** - There are no legal implications.
- 5.3 **Policy** - There are no policy implications.
- 5.4 **Risk** - There are no risks as this report is for information only.
- 5.5 **Communications** - There are no communications implications.
- 5.6 **Corporate** - There are no implications although the continued development of the Customer Service Centre is central to the Council's Corporate Plan Priority of Quality services for all and of improving access to services for customers.
- 5.7 **LGR** – The work of the Customer Services department will be merged into the work of the Customer & Access workstream and then into the work of the new council.
- 5.8 **Equality and diversity** - There are no equality and diversity implications.
- 5.9 **E-Government** - There are no implications for the e-Government agenda of the Council.

6. Recommendations

- 6.1 It is recommended that Resources Scrutiny Committee notes the information within this report and recognises the work undertaken so far in the development of the Council's Customer Services Centre.