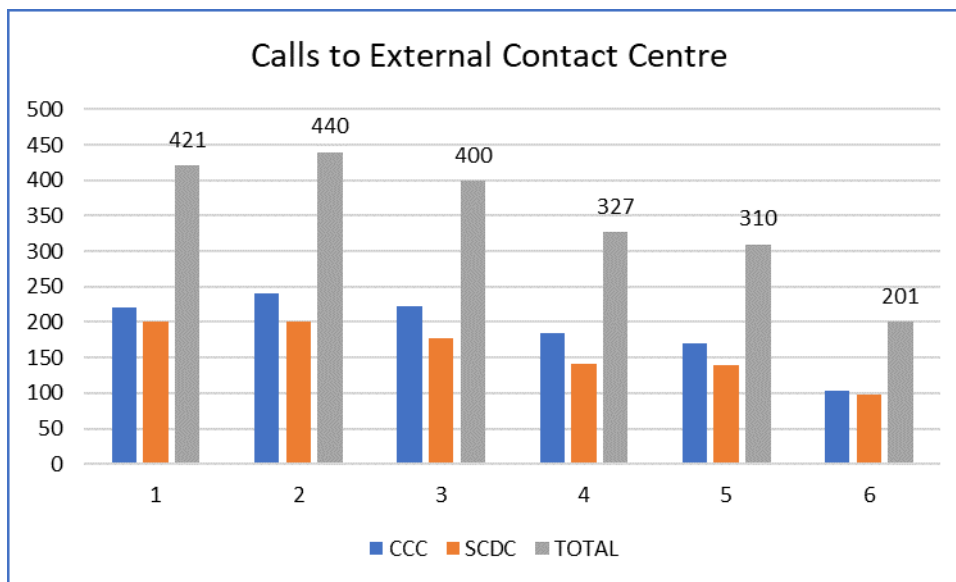


## Appendix F - Greater Cambridge Shared Waste Service customer service data - 18 September to 10 November 2023

### 1. Total number of calls to external contact centre over six-week period

Greater Cambridge Shared Waste outsourced telephone calls to an external contact centre for a period of six weeks for residents in SCDC and Cambridge City.

The graph shows that there were 421 calls made to the external contact centre in week one, 440 in week two, 400 in week three, 327 in week four, 310 in week five and 201 in week six.



### 2. Total number of calls to internal contact centres over three months following route optimisation

Both internal contact centres continued to field some calls where for example customers selected incorrect service options or had multiple service enquiries.

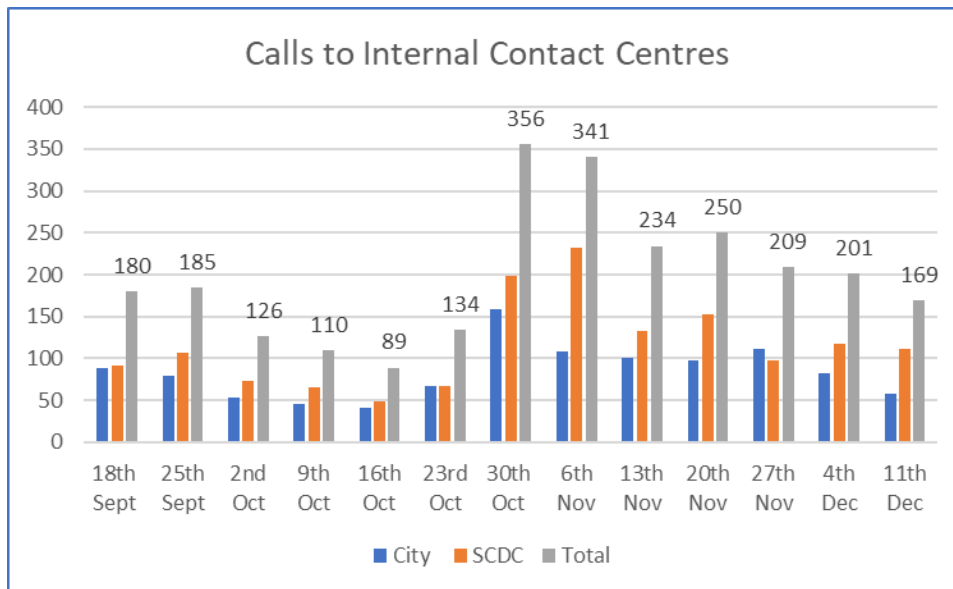
The graph shows that there were:

- 180 calls to internal contact centres made during the week commencing 18 September.
- 185 calls to internal contact centres made during the week commencing 25 September.
- 126 calls to internal contact centres made during the week commencing 2 October.
- 110 calls to internal contact centres made during the week commencing 9 October.
- 89 calls to internal contact centres made during the week commencing 16 October.
- 134 calls to internal contact centres made during the week commencing 23 October.
- 356 calls to internal contact centres made during the week commencing 30 October.
- 341 calls to internal contact centres made during the week commencing 6 November.
- 234 calls to internal contact centres made during the week commencing 13 November.
- 250 calls to internal contact centres made during the week commencing 20 November.



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- 209 calls to internal contact centres made during the week commencing 27 November.
- 201 calls to internal contact centres made during the week commencing 4 December.
- 169 calls to internal contact centres made during the week commencing 11 December.



### 3. Total number of calls and emails received – all channels.

Calls and emails were managed by internal and external contact centres, and the Business Support team. The percentage of overall enquiries that related to route optimisation changes was **3.36%**.

All enquiries (Week beginning 18 September up to 15 December 2023)					
Week Beginning	Total calls to External Contact Centre	Total calls Internal Contact Centres	Total Calls to Business Support team	Total emails to Business Support Team	Total Combined Calls & Emails
18th Sept	421	180	31	1361	1993
25th Sept	440	185	42	1427	2094
2nd Oct	400	126	41	1228	1795
9th Oct	327	110	35	1171	1643
16th Oct	310	89	21	1131	1551
23rd Oct	201	134	23	964	1322
30th Oct	0	356	45	886	1287
6th Nov	0	341	46	741	1128



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13th Nov	0	234	15	466	715
20th Nov	0	250	25	479	754
27th Nov	0	209	25	404	638
4th Dec	0	201	28	398	627
11th Dec	0	169	22	348	539
<b>Total</b>	<b>2099</b>	<b>2584</b>	<b>399</b>	<b>11004</b>	<b>16086</b>

#### 4. External contact centre call summary (nature of calls)

External Contact Centre - End of Campaign Outcomes	SCDC	CCC
Bin Not Collected - Info Provided	82	130
Bin Not Collected - Form Completed	299	264
Bin Collection Change Enquiry - Info Provided	19	24
Bin Collection Change Enquiry - Form Completed	15	17
Waste Service Issue - Info Provided	0	0
Waste Service Issue - Form Completed	118	112
Other Waste Enquiries/Requests - Info Provided	0	0
Other Waste Enquiries/Requests - Form Completed	227	455
All Other Services - Info Provided	9	9
All Other Services - Call Transferred	81	27
Unable to Access Website - Email Sent	4	9
Call Dropped	29	39
Declined to Proceed	40	74
Wrong Number	14	2
<b>Total</b>	<b>937</b>	<b>1162</b>

#### 5. Issues referred to the Business Support team included:

- Collection day queries
- Online calendar issues
- Collection point issues
- Green bin permits – new, cancellations & payments
- Additional bin requests
- Bulky collections – new & payments
- Crew notifications ‘Not Out’, ‘contaminated’, ‘Overweight’



**GREATER CAMBRIDGE**  
SHARED WASTE

**6. Shared Waste Customer services call comparison data (27 February – 7 April 2017)**

During the previous route optimisation exercise in 2017, the external contact centre only managed calls for SCDC. There are no records for number of direct calls or emails received by the Business Support Team during that period. Cambridge City Contact Centre managed their own calls and there are no records held for those call volumes.

The rate of calls relating to the route optimisation is considerably lower than previously, especially when considering Cambridge City and Business Support calls are not included in the 2017 figures.

Call breakdowns (27 February - 7 April 2017)			
Week	Total Calls to External Contact Centre	Total Calls to <b>SCDC</b> Contact Centre	Total Calls
1	383	360	743
2	414	401	815
3	291	322	613
4	231	293	524
5	0	509	509
6	0	567	567
<b>Total</b>	<b>1319</b>	<b>2452</b>	<b>3771</b>

Comparison of Data – route optimisation calls (2017 v 2023)		
Week	Total Calls to External & Internal Contact Centre ( <b>SCDC</b> ) 2017	Total Calls to External & Internal Contact Centres 2023
1	743	601
2	815	625
3	613	526
4	524	437
5	509	399
6	567	335
<b>Total</b>	<b>3771</b>	<b>2923</b>