

Appendix

CUSTOMER SERVICE PERFORMANCE – QUARTER THREE (OCTOBER-DECEMBER 2010)

Table 1 - No. of Compliments received per Service Area

October – December 2010 (Qtr 3)	Total No. of Compliments
Corporate Area	
Planning & New Communities	19
Health & Environmental Services	14
Affordable Homes	16
Corporate Services	15
Community & Customer Services	3

Total no. of compliments registered in Qtr 2 = 38

Table 2 - Compliments by Corporate Area

Corporate Area	Qtr 1		Qtr 2		Qtr 3	
Planning & Sustainable Communities	9	32%	17	44%	19	29%
Health & Environmental Services	5	18%	4	11%	14	21%
Affordable Homes	6	21%	7	18%	16	24%
Corporate Services	3	11%	4	11%	15	22%
Community & Customer Services	1	4%	6	14%	3	4%

Table 3 - Cambourne HQ telephone performance

Measure	SLA target	Apr-June 2010 (Qtr 1)	Jul-Sept 2010 (Qtr 2)	Oct-Dec 2010 (Qtr 3)
Calls abandoned	<5%	1%	1.5%	0.5%
Average wait time	<30 secs	3 secs	3 secs	3 secs
Calls answered <20 seconds	80%	99%	98%	98%

Qtr 3 - Total no. of answered calls = 53281 plus, total no. of missed calls = 301, making an overall total of 53582. Decrease of overall calls = 9545 on Qtr 2.

Qtr 2 - Total no. of answered calls = 62174 plus, total no. of missed calls = 953, making an overall total of 63127 calls. Increase of overall calls = 1338 on Qtr 1.

Qtr 1 – Total no. of answered calls = 61186 plus, total no. of missed calls = 603, making an overall total of 61789 calls.

Table 4 - Contact Centre telephone performance

Measure	SLA target	Apr-June 2010 (Qtr 1)	Jul-Sept 2010 (Qtr 2)	Oct-Dec 2010 (Qtr 3)
Calls abandoned	<5%	2%	3%	2%
Average wait time	<30 secs	10 secs	17 sec	8 secs
Calls answered <20 secs	80%	86%	79%	89%
Switchboard calls answered <10 secs	80%	92%	87%	91%

Chart 1 - No. complaints (stage one, two and three combined) per quarter

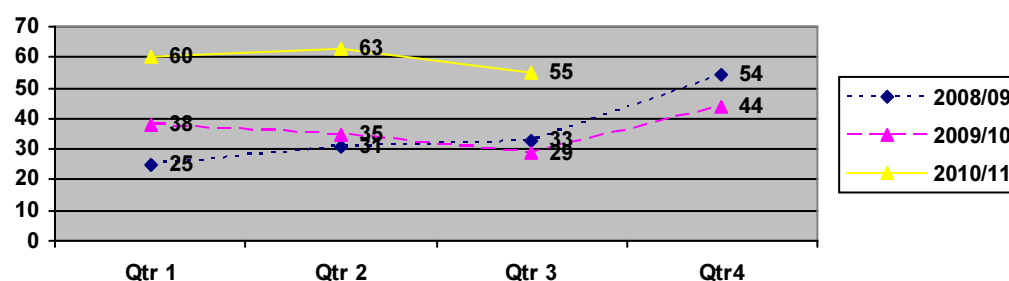


Table 5 – % complaints (stage one, two & three combined) per corporate area

Corporate Area	Apr-June 2010 (Qtr 1)		July-Sept 2010 (Qtr 2)		Oct-Dec 2010 (Qtr 3)	
Planning & New Communities	15	25%	9	14%	13	24%
Health & Environmental Services	13	22%	15	24%	13	24%
Affordable Homes	27	45%	22	35%	20	36%
Corporate Services	5	8%	15	24%	8	15%
Community & Customer Services	0	0%	2	3%	1	2%

Chart 2 - % of complaints (stage one, two & three combined) acknowledged within target

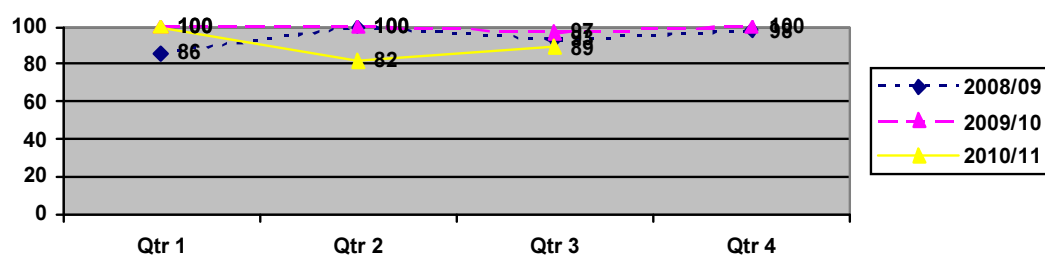


Chart 3 - % complaints (stage one, two & three combined) responded to within target

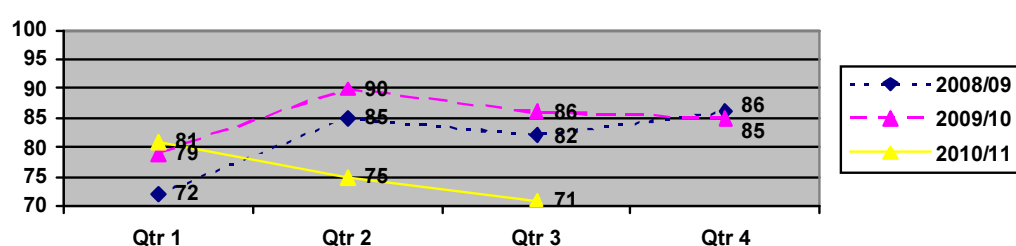


Table 6 - Corporate area performance - Complaints responded to within target

October-December 2010 (Qtr 3)	Total no. received	Total responded to within target	Response within target
Planning & New Communities	13	8	62%
Health & Environmental Services	13	11	85%
Affordable Homes	20	10	50%
Corporate Services	8	6	75%
Community & Customer Services	1	1	100%

Qtr 2 – Planning & New Communities 33%, Health & Environmental Services 53%, Affordable Homes 45%, Corporate Services 93% and Community & Customer Services 50%.

Table 7 - Complaint breakdown by broad theme

Theme	Qtr 1 No.	Qtr 1 %		Qtr 2 No.	Qtr 2 %		Qtr 3 No.	Qtr 3 %
Failure to communicate	5	8%		9	14%		2	4%
Failure to act	7	12%		16	25%		11	20%
Misinformation	0	0%		2	3%		0	0%
Council Charges	0	0%		1	2%		1	2%
Service Delivery	25	42%		8	13%		4	7%
Staff Issues/conduct	8	13%		12	19%		8	15%
Processes and/or procedures	15	25%		15	24%		29	53%

Table 8 - Completed Learning From Complaints Forms

October – December 2010 (Qtr 3) Corporate Area	Total no. of complaints	Forms completed and returned	Response within target
Planning & New Communities	13	7	54%
Health & Environmental Services	13	7	54%
Affordable Homes	20	12	60%
Corporate Services	8	5	63%
Community & Customer Services	1	1	100%
Total	55	32	58%

Response within target for quarter two (July-Sept 2010); Planning & New Communities 78%, Health & Environmental Services 80%, Affordable Homes 55%, Corporate Services 80%, Community & Customer Services 50%.

Quarter one (April-June 2010); Planning & New Communities 47%, Health & Environmental Services 23%, Affordable Homes 44%, Corporate Services 80%, Community & Customer Services N/A.