

Service First – 1st Quarter Issues & Successes

Contact Centre

The Contact Centre is not achieving its SLA target of answering 80 % of calls within 20 seconds and the table highlights the three most affected services.

% Calls answered by Contact Centre in 20 seconds (SLA standard is 80 % in 20 seconds)	
Service Area	Actual Performance 1st Quarter
Revenues	54 %
Health & Environmental Services	62 %
Housing	66 %

The Contact Centre is also not achieving the SLA standard for the % of calls abandoned and the table illustrates this.

% Contact Centre calls abandoned (SLA standard is to be under 5 %)	
Service Area	Actual Performance 1st Quarter
All Services	5.4 %
• Health & Environmental Services	6.3 %
• Revenues	9.7 %

Various factors have contributed to this situation:

- An ongoing requirement for SCDC service training for Planning, Revenues and Electoral Registration, the latter now having been resolved.

The impact of this skills gap meant that the available Contact Centre resource was being stretched, to cover weekends and evenings, which resulted in a reduced level of performance across all service areas. This situation is now being addressed for the short term. The issue is also being escalated to the Contact Centre Partnership Board to develop an ongoing training strategy, which will ensure appropriate action in the long term.







- Ongoing system issues with IBS and Orchard, whereby the ability to effectively utilise the system in the Contact Centre is often impossible.

The impact of this is that call durations are often excessive, callbacks are taken and general performance is impacted.

A meeting has been arranged between Cambs CC IT, Serco and SCDC IT officers to review systems and consider possible resolutions to the system slowdown issue.

Telephone calls at Cambourne

Overall, the proportion of calls abandoned (includes abandoned Contact Centre transfers) has reduced across most services. Of the total calls received (82,850), from the Contact Centre and/or direct lines in to Cambourne, the following service areas have found it difficult to achieve the required standard.






% Cambourne HQ calls abandoned (Standard under 5 %)				
Service Area	Total Calls Received	% Calls Abandoned		
		06/07 4th Qtr	07/08 1st Qtr	Trend
ICT	2,656	8 %	3 %	
Development Control	7,001	13 %	10 %	
Health & Environmental Services	7,295	6 %	7 %	
Planning	8,765	11 %	11 %	
Affordable Homes	8,844	10 %	12 %	
All Service average	82,850	7 %	7 %	

Affordable Homes are bringing this poor level of performance to the attention of all housing managers at the next team meeting, with a view to ensuring all staff are made aware of the implications on not improving the telephone service they provide to their customers.

Health & Environmental Services have identified a process issue within two teams, which will now be resolved, which will result in an improved performance for the second quarter.

Planning and Development Control continue to abandon a high percentage of calls but no specific plans to improve this have yet been put forward by the service.

Written correspondence/letters

% of correspondence/letters responded to within 10 working days (Standard 100 % within 10 working days)			
Service Area	06/07 4th Qtr	07/08 1st Qtr	Trend
Affordable Homes	62 %	83 %	
Revenues Collection	79 %	89 %	
Benefits	89 %	97 %	
Health & Environmental Services	90 %	92 %	
Planning	Not known	59 %	

All services that reported were able to provide improved performance figures.

It is not possible to identify the trend for the level of service being received by customers of the planning service as the required information was not received for the previous quarter. However the current performance is well below the expected standard.

Plain English

Only Health & Environmental Services provided examples of correspondence, to be analysed by the Communications team, which means that it has not been possible to progress this important area of work effectively.

Written correspondence-emails

All services that reported were able to provide improved performance figures.

No data was received from Planning for this or the previous quarter.

Personal Visits – Customer Satisfaction: SCDC HQ (Local PI SX 6)

Target 96% satisfaction
 3 month actual 97% satisfaction
 End of year Estimate 96% satisfaction

Positive comments concerned:

- Reception staff being helpful, treating customers with respect, and putting the customer in contact with the right officer quickly.
- The speed of resolution and helpfulness of service staff that attended reception.

The few negative comments concerned telephone conversations before the HQ visit.

DLO Personal Visits: in the Tenant’s home

Customer Satisfaction cards are left in the home after a repair is carried out. 98 % of customers are very satisfied with the service they are receiving.

Complaints

Detail	All complaints	ICT	Housing	Legal	Revenues	Planning	Env: Health
Stage 1	21	2	4	1	4	5	5
Stage 2	1	0	0	0	0	1	0
Ombudsman	6	0	2	0	0	3	1
Service Requests	0	0	0	0	0	0	0
Totals	28	2	6	1	4	9	6

At the beginning of the quarter the Council implemented a new complaints logging process and also centralised the administration of complaints. The number of recorded complaints received this quarter is 28, compared to 21 recorded in the previous quarter.

Only one complaint, for Planning, needed to be past through to Stage 2, which is encouraging. Planning received the highest number (9 or 32 %) of all complaints.

Twenty-two complaints came direct to the council and six complaints were received via the Ombudsman.

Justified Complaints?	Totals	ICT	Housing	Legal	Revenues	Planning	Env: Health
Justified	6	1	0	0	2	0	3
Unjustified	9	1	4	1	2	0	1
Unknown	7	0	0	0	0	6	1

Total direct to Council	22	2	4	1	4	6	5
Direct to Ombudsman	6	0	2	0	0	3	1

Of the 22 complaints that came directly to the Council, six are known to be justified and nine not justified. Of the seven other complaints (six for Development Control and one for Environmental Services) the services have not yet indicated whether the complaints are justified or not.

Theme of Complaint	Totals	ICT	Housing	Legal	Revenues	Planning	Env: Health
Organisation issues	5	0	0	0	1	3	1
Lack of response	3	0	1	0	0	2	0
Staff rudeness	3	1	0	0	0	0	2
No consideration to customer's situation	1	0	0	0	1	0	0
Lack of monitoring an event approved by Planning	1	0	0	0	0	1	0
Totals by service area	13	1	1	0	1	6	3

Of the thirteen complaints that were either justified or unknown, 6 (46 %) were directed at planning.

Compliments

53 compliments (i.e. compliments/positive comments/thank you messages) have been recorded this quarter. 25 (47 %) were for Affordable Homes and 10 (19 %) for Reception. Two examples of these are shown below:

Affordable Homes

- A customer wrote to David Stratford (Project Manager) to express their 'thanks for the successful outcome of the major works carried out' in her property. 'The work was completed in approximately one week and it was to a very high standard indeed...we had not expected such a high level of consideration, kindness and attention to detail.' The customer was offered 'support and understanding in planning for the needs of someone with a disability'.

Health & Environmental Services

- A customer sent in a card to Julian Ayres (Refuse and Recycling Support Officer) to say 'many thanks for getting rid of most of the rubbish from my door! I cannot explain how delighted we are that its gone...We do so appreciate all your hard work in getting rid of the doors and pallets. You have achieved so much in such a short time as I have been looking at this for 10 years...We are very happy that most of it has gone THANKS TO YOU!!!Thank you so much'.

Customer Satisfaction

Only four satisfaction forms were returned following the completion of a complaint. One (25 %) indicated their satisfaction with how the complaint was handled. The other stated their dissatisfaction due to their complaint not being resolved to their liking, which is not necessarily due to the way the complaint was handled.

Overall 94 % of Contact Centre customers were very satisfied or satisfied.