

APPENDIX 1

CUSTOMER SERVICES 6-MONTH REPORT

Contact Centre Statistics

Abandonment Rate (SLA target is < 5%). Overall, in the July to September period over 63,333 calls were received with an average abandonment rate for all services of 6% (compared with an SLA target of 5%)

However, this disguises significant variations, which are highlighted in Table 1, which shows the percentage of abandoned calls for each week of the three month period.

**Table 1:
Percentage of calls abandoned – all calls except switchboard**

	Week Ending												
	July				August				September				
	7	14	21	28	4	11	18	25	1	8	15	22	29
% Calls Abandoned	10	3	3	7	7	6	7	6	10	7	11	19	28

The percentage of abandoned calls to the switchboard was only 1.5% over the three-month period and 3.4% for the worst week in September. The abandonment rate for Housing and Environmental Services was higher than the overall figures given in Table 1. Throughout the three-month period the abandonment rate for service calls has generally been above the 5% SLA target. However, the abandonment rate has significantly increased during September.

Average Wait Time (SLA target is < 30 seconds). There is a similar picture here. Generally weekly average wait time for all services (except switchboard) was greater than 30 seconds. Again, weeks with the longest average wait were towards the end of September.

**Table 2:
Average Wait Times**

Service	Average Weekly Wait Time (Mines/seconds)		
	Best Week	Median Week	Worst Week
Housing	0.21	1.08	4.10
Revenues	0.22	0.57	2.28
Environment	0.17	1.02	3.44
Switchboard	0.01	0.06	0.24

Calls Answered within 20 seconds (SLA target is 80% within 20 seconds). Again, SLA targets were generally missed and the worst weeks were in September.

**Table 3:
Percentage of calls answered within 20 seconds**

Service	Percentage of Calls answered within 20 seconds		
	Best Week	Median Week	Worst Week
Housing	80	49	12
Revenues	77	61	24
Environment	80	51	13
Switchboard*	98	91	68

* Figures are for % of calls answered within 10 seconds.

Calls dealt with by the Contact Centre (Target is 80% of calls dealt with without handover to the back office). In terms of service calls this target was achieved, with 84% of calls dealt with.

Call handling performance in September has been the worst on record for the Contact Centre. The principal reasons are:

- High levels of sickness and turnover
- The impact of requests for bus passes (which has increased call volumes by some 20%).
- Management of training. Turnover requires service specific training, which of necessity involves SCDC staff time. There have been difficulties in identifying mutually convenient times for this training.

The Portfolio Holder received a comprehensive report in October 'Contact Centre – Mid Term Appraisal' and a joint Improvement Team with the County Council has been set up to agree and implement a three month action plan.

The Contact Centre is behind with its customer satisfaction surveys (Local PI SF703). The one for the 3-month period July to September will not be available until November but should cover the period July to October.

Call hand-offs are lower now than previously, which could indicate that those customers who are being served are receiving an improved service from the Contact Centre. There may therefore be a need to review the level of service that the Contact Centre provides to ensure the balance is right between customer satisfaction and service provided to ensure that all customers receive an acceptable level of service.

Telephone Calls Dealt with By the Council

This shows an improvement since the last quarter. For all calls, 99% were picked up within 20 seconds and the average response time was 3 seconds. The percentage of abandoned calls has also fallen, but is still relatively high in Planning and Housing Services.

Table 4:
% Camborne HQ calls abandoned

Service Area	Total Calls Received	% Calls Abandoned		
		Standard: < 5 %	Last Qtr	This Qtr
ICT	1,570	3 %	2.2 %	😊
Development Control	7,041	10 %	7.5 %	😊
Health & Environmental Services	8,087	7 %	2.7 %	😊
Planning	9,622	11 %	8.6 %	😊
Housing Services	8,862	12 %	11 %	😊
Revenues and Benefits	14,865	Not recorded	2.4 %	N/A

Land Charges	1,241	Not recorded	5.1 %	N/A
All Services	85,622	7 %	6.1 %	😊

Written correspondence/letters

Generally an improving picture, as shown by Table 5

**Table 5:
% Of correspondence/letters responded to within 10 working days
(Standard 100 % within 10 working days)**

Service Area	Last Qtr	This Qtr	Trend
Affordable Homes	83	82	😐
Revenues Collection	89	92	😊
Benefits	97	96	😐
Health & Environmental Services	92	96	😊
Planning	59	74	😊

Written correspondence-emails

The target is to respond to emails (where a response is required) within 10 working days. This is monitored for service (not individual) email addresses. All the service emails monitored returned a 100% rate except for Duty Revenues (68%) and Planning (where no return has so far been received)

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

Customers coming to the reception at the Camborne offices are invited to complete a satisfaction form. Over the last three months 28 questionnaires were completed and the results were as follows: -

Overall satisfaction 96%

Generally high levels of satisfaction were obtained, with lower scores for the following questions: -

- Were office hours displayed? (82%)
- Was there appropriate reading material in the reception area? (79%)
- Was the wait time under 10 minutes? (50%)

DLO Personal Visits: in the Tenant's home

Customer Satisfaction cards are left in the home after a repair is carried out. For the first six months of the year 98 % of customers were satisfied with the service they are receiving.

Complaints

The following complaints were recorded in the last quarter.

	All complaints	ICT	Housing	Accountancy & Legal	Revenues	Planning	Env Health
Stage 1	23 (21)	4 (2)	4 (4)	1 (1)	1 (4)	6 (5)	7 (5)
Stage 2	1 (1)	0	0	0	0	0 (1)	1
Ombudsman	3 (6)	0	1 (2)	0	0	2 (3)	0 (1)
Total Received	27 (28)	4 (2)	5 (6)	1 (1)	1 (4)	8 (9)	8 (6)

The figures for the previous three months are in brackets. There is a similar total and distribution of the complaints. Only one complaint, for Environmental Health, needed to be passed through to Stage 2, which is encouraging. The number of Ombudsman complaints fell.

The four complaints, registered under ICT, all concerned Contact Centre issues.

General Note

The post of Customer Service Project Officer has been vacant throughout this 3-month period, which has made the task of gathering information problematical. However the Inspire Project Officer has been able to offer some spare capacity and most of the information that is required has been gathered. However it has not been possible to meet with officers from the corporate areas to identify actions that they are taking to further improve performance in those areas that have been identified as being weak.

This post will not be filled until December/January, which may cause similar problems for the 9-month report.