



Customer Service Quarterly Performance Report Apr to Jun 2008

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Management summary

From April to June a total of 71,999 customers contacted Customer Services. All service levels were met other than the speed of answer service level at the Call Centre, which was missed by 1%. An explanation is given on page 4.

Customer satisfaction responses have continued to show a very high satisfaction level amongst customers as follows:









- Huntingdon Customer Service Centre score was 86% of customers rating the service received as good or very good
- Over the quarter 97% of Call Centre customers were satisfied or very satisfied with the service received

Customer complaints measured at the Call Centre reduced significantly to 0.8% of all requests for service. This shows that HDC have again returned to pre-September 2007 complaint levels of around 1%. More details of this are shown on page 4.

The risk to service levels is at the Call Centre, & arises as follows:

1. Although implementation of the Call Centre replacement telephone system went smoothly, a lack of performance visibility & resultant inability to quickly adjust resources means a continued risk to service levels. New reports & performance PC display have been specified & delivery is awaited.

To view the Customer Services Home page click [here](#).

Status Summary	2Q 2008	3Q 2008
Overall status		
People		
Processes		
Systems	 Risk 1	 Risk 1

Customer Service Centres

During the quarter the Customer Service & Community Information Centres (CSCs) dealt with 29,272 customer enquiries. A breakdown of this figure by location is shown on the right.

Customer volumes have consistently reduced over the quarter at all sites. The main reason for this is a reduction in enquiries for the new bus pass scheme, with an additional element of reducing cash payments over a longer period.

The CSCs exceeded all their customer service levels during June.

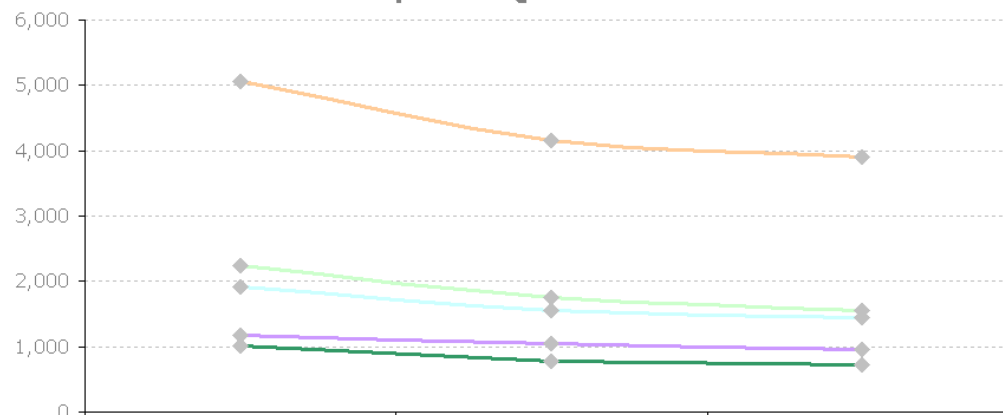
In Huntingdon CSC the speed of response was 94% of queuing customers seen within 10 minutes (target 75%). The average queue time for the month was just over 4 minutes. Additionally when more than 400 customers were surveyed in June 86% rated the service received as good or very good.

Details of the top 25 enquiries (representing 92% of all enquiries) received by CSCs are shown in Appendix A.

Appendix B shows the monthly service levels achieved at Huntingdon CSC. Similar figures are not available for other CSCs, although implementing the Qmatic system at other sites is being considered.

To view further information about the Customer Service Centre click [here](#). To view more information about Community Information Centres click [here](#).

Customer Service Centre Enquiries 2Q2008



	Apr-08	May-08	Jun-08
Huntingdon	5,069	4,155	3,907
St Neots	2,241	1,756	1,551
St Ives	1,909	1,552	1,440
Ramsey	1,182	1,047	961
Yaxley	1,014	772	716

Call Centre

Customers calling during the quarter totalled 42,727.

All customer service levels were met for June other than for speed of answer, which was narrowly missed at 79% of customers being answered within 20 seconds (target 80%). This was because of multiskilled Customer Advisor vacancies. These positions are expected to be filled in August.

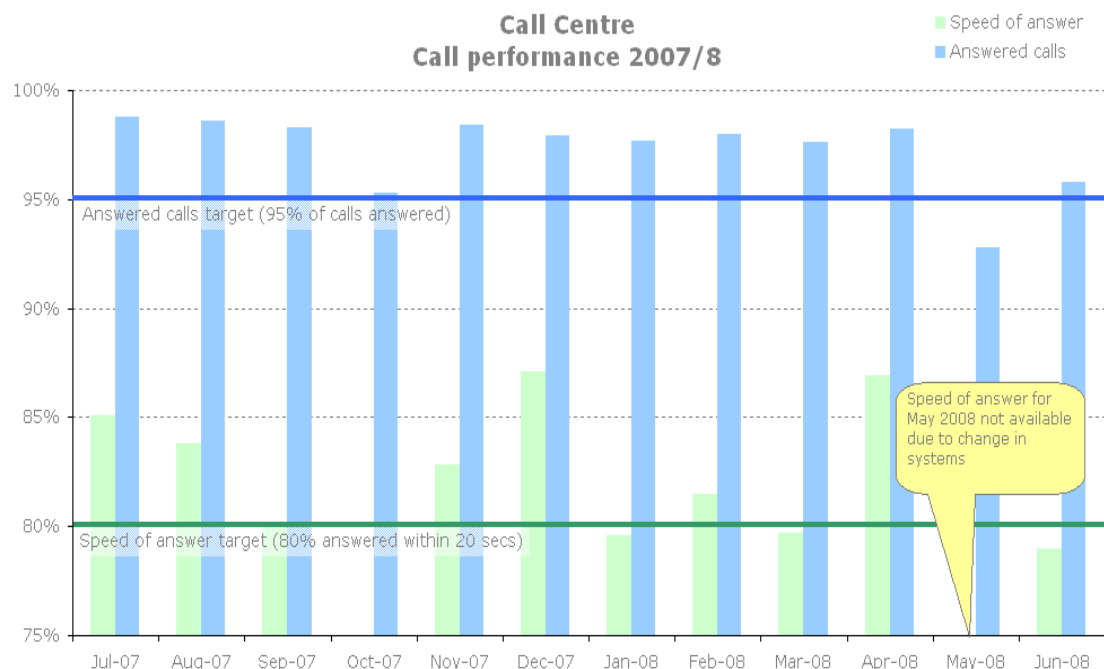
The Call Centre performance for the last 12 months on its two main service levels is shown in the graph to the right.

Responses from over 1,400 customers during the quarter showed that 97% were either satisfied or very satisfied with the service received.

Appendix C shows the complaints received by the Call Centre, representing 0.8% of all requests for service. This is a significant reduction on the previous quarter (2.3%), with a halving of missed refuse collection complaints & a complete removal of any grounds & tress complaints.

Details of the top 25 enquiries (representing 99% of all enquiries) received by the Call Centre are shown in Appendix D.

To view further information about the Call Centre click [here](#).



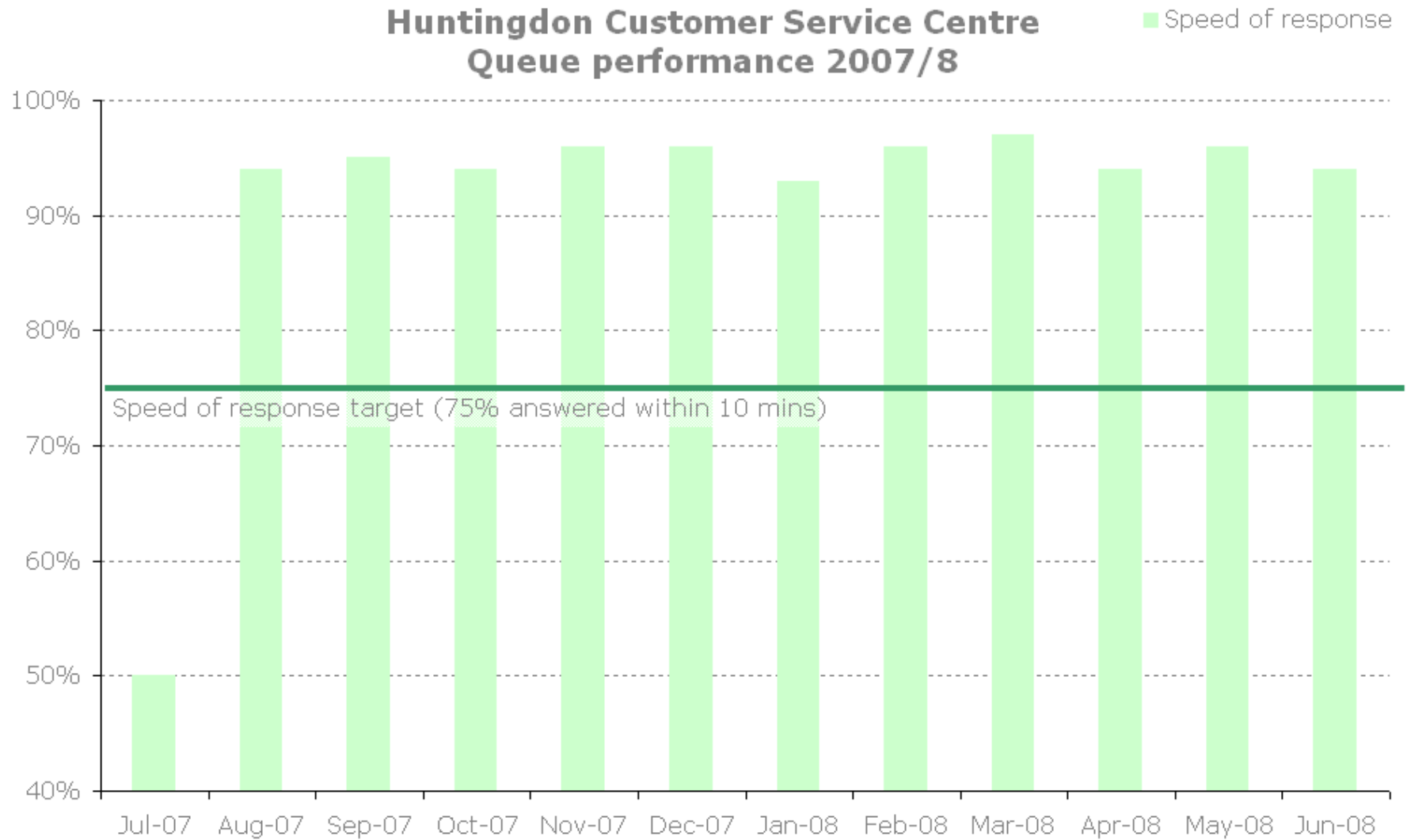
Appendix A

Customer Service Centres/Community Information Centres

Service	Apr-08	May-08	Jun-08	Grand Total
Payments & other enquiries	4,150	3,308	2,991	10,449
Benefits	1,230	996	1,054	3,280
Payments	1,113	681	681	2,475
Housing	646	610	675	1,931
HeLP/Community Access	348	326	333	1,007
Planning	394	301	304	999
Concessionary Travel app for	415	260	183	858
Bus Passes	460	218	180	858
Council tax	199	160	212	571
Other	174	127	193	494
Self-service (PC's)	155	134	134	423
Post	188	114	114	416
Meetings (Centenary House)	135	109	77	321
Other HDC issues	103	98	114	315
Leisure/tourism	95	77	116	288
Home-link	127	94	62	283
Jobs/training	88	85	69	242
Luminus N'hood Warden	97	72	46	215
Transport (other)	78	57	74	209
Choiced Based Letting	87	83	39	209
Events	78	130	0	208
Meetings (PFH/CHH)	83	64	56	203
Housing issues	51	63	62	176
Dog bags	43	44	57	144
Licensing forms	56	36	47	139

This item is for customer contacts at St Neots & St Ives cash offices, where enquiry types are not currently split out

Appendix B



Appendix C

Complaints received at Call Centre

	Apr	May	Jun	Grand Total
Missed refuse collection	28	24	26	78
Return bins	4	2	2	8
Crew behaviour	1	2	0	3
Formal complaint	0	0	1	1
Request refuse bin or bags	0	0	1	1
Take feedback from customer	1	0	0	1
Total	34	28	30	92

Appendix D

Call Centre

Service	Apr-08	May-08	Jun-08	Total
Make payment	1,691	1,981	1,620	5,292
Request refuse bin or bags	566	541	645	1,752
Missed refuse collection	352	394	522	1,268
Request street cleansing	160	131	113	404
Request bulky waste collection	125	113	105	343
Make pest control appointment	112	85	86	283
Report grounds or trees problem	31	86	155	272
Request Operations misc. work	72	65	79	216
House move	72	61	49	182
Request tourism brochure/s	52	30	34	116
Send electoral registration forms	53	33	22	108
Return bins	32	32	43	107
Request assisted collection	23	30	20	73
Request planning form/s	28	17	20	65
Take feedback from customer	17	17	26	60
Crew behaviour	25	18	13	56
Request asbestos bags	14	14	14	42
Request removal of refuse bin	10	16	15	41
Report asset problem	15	9	16	40
Report street naming or numbering problem	5	8	7	20
Provide refuse collection days information	9	5	3	17
Confirm why bin rejected	8	1	8	17
Missed trade waste collection	1	5	8	14
Name change	3	7	3	13