



Customer Service Quarterly Performance Report Oct to Dec 2008

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Management summary

In Quarter 4 a total of 66,149 customers contacted Customer Services, decreased from the previous quarter's 79,902. All service levels were met both in Customer Service Centres and the Call Centre.

NI14 recording is going well at the Call Centre and Huntingdon CSC. Early analysis of the results is due to take place within the next two weeks. Back office training and data capture is planned with all relevant departments during February and early March, avoiding office moves. A report will go to COMT in April detailing the overall percentage of avoidable contacts with a breakdown by department. Invites will be sent to discuss the findings with Heads of Service between 27-Apr and 04-May. Click [here](#) for more information about NI14.

Status Summary	<u>4Q 2008</u>	<u>1Q 2009</u>
Overall status		
People		
Processes		
Systems		

Employee satisfaction levels within Customer Services increased from 84% in June to 90% in December, both well above the target of 75%. Customer satisfaction as measured at the Call Centre continued at a high level, averaging 97% for the quarter. Customer complaints as measured at the Call Centre showed a decrease to 0.8% of all requests for service. This is a decrease from the previous quarter's result of 1.5%. More details of this are shown in Appendix C.

In its early stages Customer Service have been leading a working group of representatives from Benefits, Web and Leisure to use Mosaic data to gain a greater insight into our customers and the best way to reach them, to be reviewed after a year. Policy will take over the lead in February on the return of Dan Buckridge. Click [here](#) for more information about Mosaic.

Finally, the Customer Service Team have developed Service Standards for customers and shared this with all departments, since customers may assume the standards apply to the whole of HDC. Due to necessary differences between departments more work is to be done to create an A-Z of Service Standards and place this on the HDC website.

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

Customer Service Centres

During the quarter the Customer Service Centres (CSCs) dealt with 26,875¹ customer enquiries, compared to the previous quarter total of 34,311. A breakdown of this figure by location is shown on the right, and details of the enquiry types by month are shown in Appendix A.

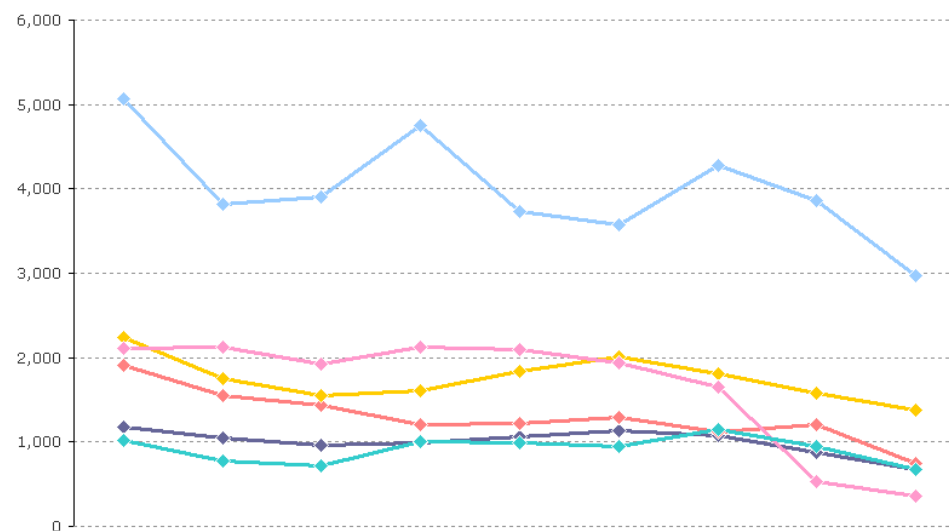
The CSCs exceeded all their customer service levels during the quarter. At Huntingdon CSC customers queued on average just under 5 minutes and 95% of customers were seen within 10 minutes (target 75%). A monthly breakdown of these figures is shown in Appendix B.

On only the second time of measurement CSC employees showed an encouraging overall increase in satisfaction levels, from 81% in June to 86% in December.

In the first internal survey of how staff felt about the CSCs a fantastic 98% recorded satisfaction with the services they were offered. Almost 10 out of 10 responses showed staff were either satisfied or very satisfied that the CSCs were meeting their key objectives in respect of service departments.

To view further information about the Customer Service Centres click [here](#). Additional information about Ramsey & Yaxley CSCs can be viewed [here](#).

Customer Service Centres' enquiries per month



	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08
Huntingdon CSC	5,069	3,818	3,907	4,753	3,735	3,580	4,281	3,861	2,976
Ramsey CIC	1,182	1,047	961	994	1,063	1,128	1,080	870	676
St Ives Cash Office	1,909	1,552	1,440	1,210	1,217	1,296	1,124	1,200	746
St Neots Cash Office	2,241	1,756	1,551	1,606	1,831	2,008	1,808	1,579	1,373
St Neots TIC	2,110	2,118	1,918	2,121	2,099	1,943	1,644	532	354
Yaxley CIC	1,014	772	716	1,000	989	946	1,151	952	668

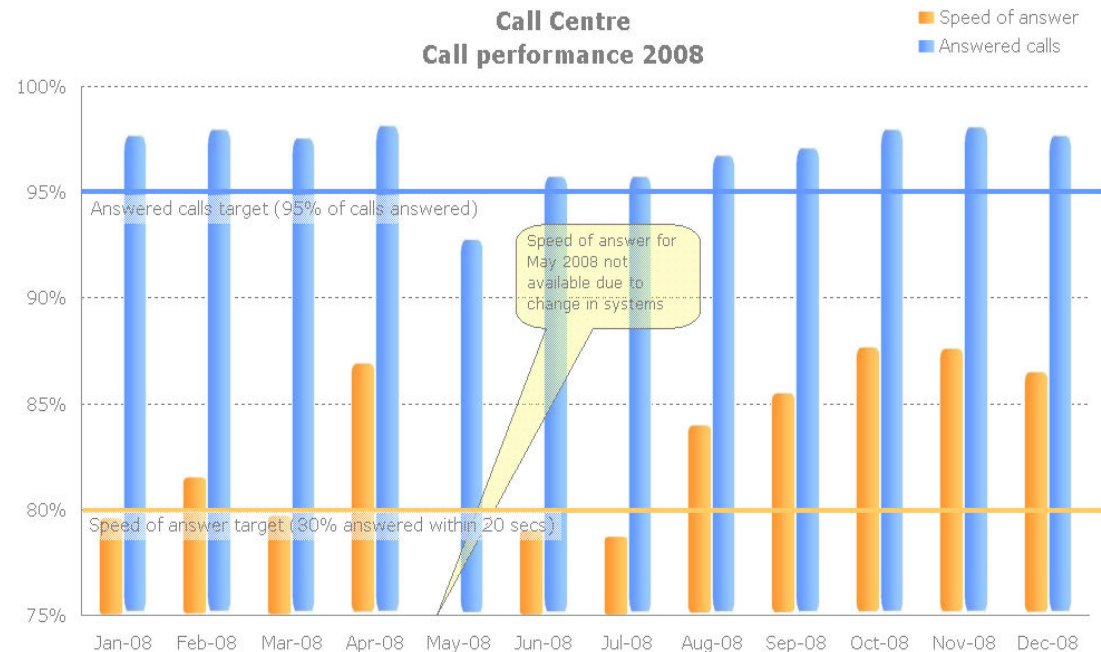
¹ From Nov-08 onward visits to St Neots museum are not included in figures.

Call Centre

Customers contacting the Call Centre during the quarter totalled 39,274, split between 37,076 calls and 2,198 emails. For calls, 98% or 36,310 were answered (target 95%). Volumes generally fell towards the end of the year from the previous quarter's total of 42,727. Appendix F shows the volume of calls over the last 12 months.

The call Centre exceeded all its customer service levels during the quarter. Performance for the last 12 months on the Call Centre's two main service levels is shown in the graph to the right.

The Charter Mark award was retained for another year at the Call Centre following the annual external review in December. To see the exacting criteria used to measure the Call Centre click [here](#).



As part of the ongoing customer satisfaction survey, the percentage of customers who were satisfied or very satisfied with the service received remained consistent at 97%.

Call Centre employees recorded an overall increase in satisfaction levels, from 87% in June to 93% in December.

Appendix C shows the complaints received by the Call Centre, representing 0.8% of all requests for service. This shows a decrease from the previous quarter's score of 1.5%. Appendices D & E show details of service & information requests received by the Call Centre.

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

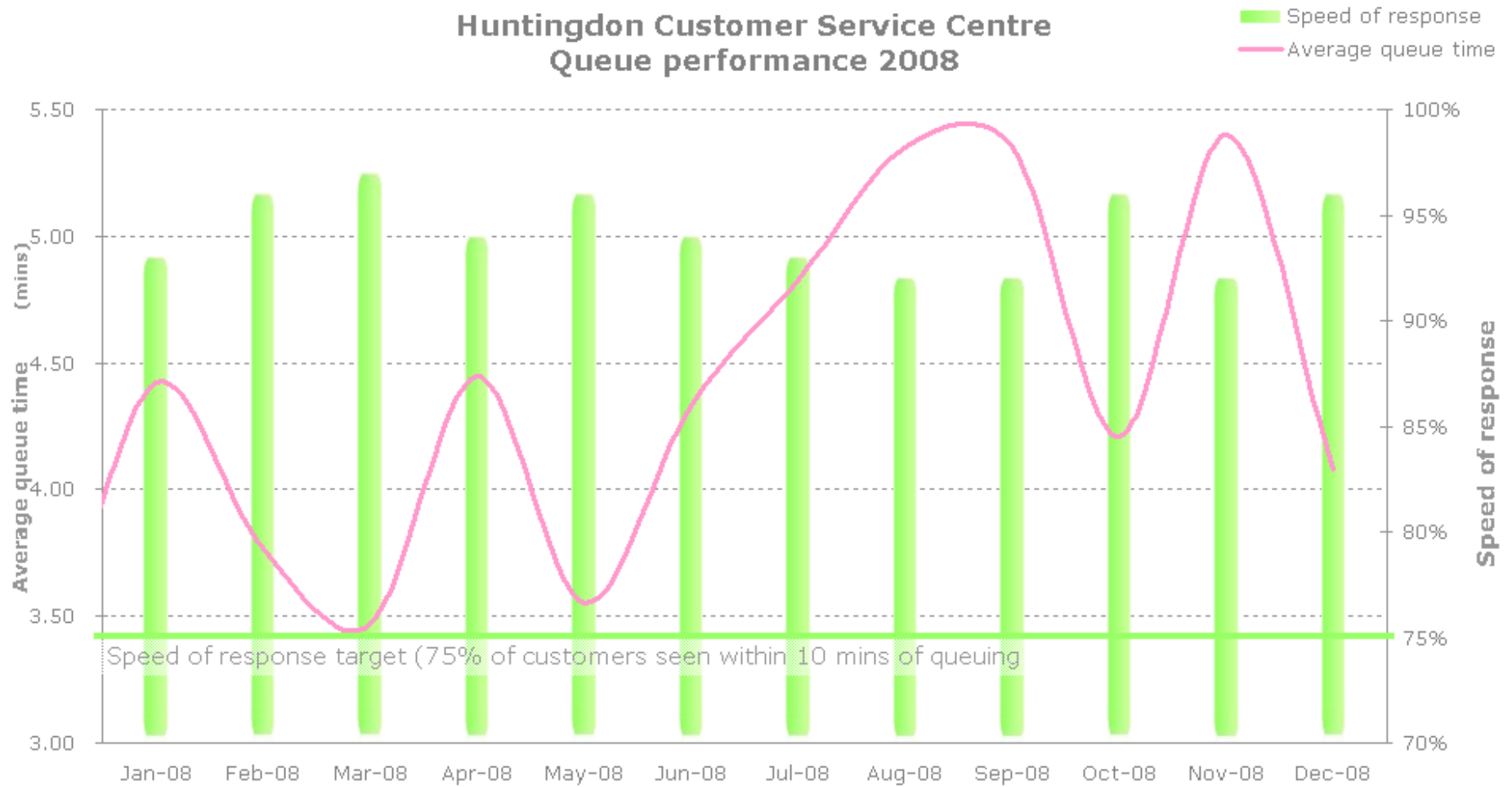
Appendix A

Customer Service Centres - service enquiries

Service	Oct-08	Nov-08	Dec-08	Grand Total
Payments	2,298	2,362	2,002	6,662
Benefits	1,425	1,410	1,145	3,980
Housing	1,216	1,165	750	3,131
Tourism	1,756	113	85	1,954
Miscellaneous	550	498	370	1,418
PCS - public access with support	566	483	351	1,400
Concessionary travel	576	414	240	1,230
Council tax	445	237	187	869
Dog bags	324	276	207	807
Planning	310	227	171	708
Transport advice	166	253	116	535
PCS - public access	195	184	108	487
Unspecified events	264	91	130	485
Tourism advice	26	287	160	473
Meeting	121	142	121	384
Post	149	117	91	357
Jobs or training advice	72	94	51	217
Choice based letting	70	48	23	141
Tourism attraction enquiry	1	86	45	132
Form completion	29	48	28	105
Enquiry for CCC	43	33	24	100
Adult training (Partner session)	47	29	18	94
Streetscene enquiry	33	28	22	83
Environmental health	22	19	31	72
Tourism brochure	0	0	72	72
Enquiry for Luminus	31	21	14	66
Luminus (Partner session)	25	32	5	62
Citizens' Advice Bureau (Partner session)	30	12	17	59
Service at local site	0	31	27	58
Older people's advice	14	17	25	56
Parking/abandoned cars	21	19	15	55
Electoral register	29	17	8	54
Adult training	24	20	10	54
Non HDC enquiries	20	14	11	45
Deliveries to site	21	16	8	45
Tourist accommodation	0	27	17	44
Job Centre (Partner session)	11	20	8	39
New to area advice	11	12	10	33
Children and young people	5	12	12	29
Debt advice	7	13	9	29
MIND mental health (Partner session)	12	9	6	27
Youth/student support (Partner session)	15	3	4	22
Community Health Improvement	10	8	4	22
Security advice	12	8	2	22
HDC job vacancies	4	6	10	20
Bulk waste	6	6	5	17
Licensing	15	0	0	15
Enquiry for Town Council	11	2	1	14
Building control	10	2	2	14
Energy saving grants	6	7	0	13
District Councillor's visit/surgery	5	3	3	11
Land charges	8	0	0	8
Volunteering advice	2	3	3	8
Digital community archives (Partner session)	5	0	2	7
Drug dependency support (Partner session)	1	1	3	5
Residents Association	3	2	0	5
Market enquiry	3	2	0	5
Health walks enquiry	2	3	0	5
Neighbourhood Watch (Partner session)	3	1	0	4
Leisure services	0	0	2	2
Debtors	2	0	0	2
Parish Council surgery (Partner session)	0	0	1	1
Legal & estates	0	0	1	1
Arts & culture	0	1	0	1
Total	11,088	8,994	6,793	26,875

St Neots Museum visits included in Tourism figures up to Oct-08

Appendix B



Appendix C

Complaints received at Call Centre

	Oct	Nov	Dec	Grand Total
Refuse collection missed 3 or more times	19	29	19	67
Formal complaint	1	3	3	7
Return bins	2	2	1	5
Request refuse bin or bags	1	0	0	1
Take feedback from customer	1	0	0	1
Crew behaviour	0	1	0	1
Total	24	35	23	82

Appendix D

Call Centre service requests

	Oct	Nov	Dec	Grand Total
Make payment	1,811	1,914	1,696	5,421
Request refuse bin or bags	515	410	315	1,240
Missed refuse collection	344	250	351	945
Request street cleansing	112	163	111	386
Make pest control appointment	106	98	79	283
Request bulky waste collection	107	94	66	267
Request Operations misc. work	81	100	66	247
House move	82	57	66	205
Report grounds or trees problem	49	30	12	91
Send electoral registration forms	25	14	22	61
Return bins	26	25	5	56
Request assisted collection	22	17	16	55
Report asset problem	15	13	21	49
Take feedback from customer	21	12	15	48
Crew behaviour	14	10	18	42
Request tourism brochure/s	22	10	9	41
Provide asbestos bags	11	14	11	36
Request planning form/s	15	10	7	32
Missed trade waste collection	10	9	9	28
Request removal of refuse bin	7	12	7	26
Provide refuse collection days information	9	11	1	21
Report street naming or numbering problem	9	6	3	18
Request clinical waste collection	6	5	6	17
Name change	3	10	3	16
Confirm why bin rejected	6	4	1	11
Provide general bin information	4	1	0	5
Provide general payment options information	2	0	2	4
Request Building Control forms	3	1	0	4
Provide tourism information	3	0	0	3
Provide bulky waste collection information	1	1	0	2
Non HDC information	0	0	1	1
Provide household planning information	1	0	0	1
Provide car parking information	1	0	0	1
Provide Council Tax information	1	0	0	1
Provide planning forms information	1	0	0	1
Request Decision Notice or Location Plan	0	0	1	1
Total	3,445	3,301	2,920	9,666

Appendix E

Call Centre information requests

	Oct	Nov	Dec	Grand Total
Provide refuse collection days information	372	289	499	1,160
Other HDC information	506	262	310	1,078
Non HDC information	234	202	147	583
Sales Enquiry QQ	178	153	115	446
Provide number for Benefits	138	133	143	414
Provide HDC direct dial number	121	100	93	314
Provide CCC number	106	105	80	291
Provide number for Council Tax	47	117	105	269
Provide recycling centre information	81	85	82	248
Provide HDC direct email address	17	108	120	245
Provide general bin information	60	63	70	193
Provide domestic refuse information	84	50	41	175
Provide tourism information	72	64	36	172
Provide electoral registration information	111	35	23	169
Provide pest control information	94	41	31	166
Provide bulky waste collection information	62	50	47	159
Provide number for Luminus	37	50	55	142
Provide household planning information	60	42	33	135
Provide number for Housing	26	24	59	109
Provide number for Highways	32	27	44	103
Provide planning history information	34	39	21	94
Provide car parking information	21	23	29	73
Provide pest control appointment time	2	33	28	63
Provide asbestos bags information	27	20	13	60
Provide Council Tax information	15	20	19	54
Provide planning forms information	26	14	12	52
Provide general payment options information	15	17	11	43
Provide number for ESTAQA	0	4	39	43
Provide planning fee information	21	9	5	35
Missed refuse collection	12	10	11	33
Provide car parking fine information	13	11	8	32
Provide Benefits information	3	15	13	31
View electoral register	10	12	3	25
Request bulky waste collection	5	4	10	19
Provide planning application cost information	6	9	4	19
Report grounds or trees problem	7	6	5	18
Request planning form/s	9	4	1	14
Request refuse bin or bags	5	2	6	13
Request street cleansing	3	1	6	10
Send electoral registration forms	5	2	3	10
Provide home energy efficiency information	1	1	8	10
Provide antenna/satellite dish planning information	4	2	3	9
Provide planning application number	2	4	1	7
Take feedback from customer	1	3	1	5
Request Operations misc. work	3	1	1	5
Request tourism brochure/s	3	1	1	5
Request trade waste bin	2	1	2	5
Provide housing information	0	1	3	4
Make payment	1	1	1	3
Request assisted collection	1	1	1	3
Request clinical waste collection	1	0	2	3
Request Decision Notice or Location Plan	1	2	0	3
Provide land charges information	1	2	0	3
Crew behaviour	1	0	1	2
Make pest control appointment	1	1	0	2
House move	0	0	2	2
Report asset problem	1	0	1	2
Missed trade waste collection	1	0	1	2
Provide asbestos bags	1	1	0	2
Return bins	0	1	0	1
Request removal of refuse bin	1	0	0	1
Confirm why bin rejected	0	1	0	1
Cash Office service request	1	0	0	1
Total	2,705	2,279	2,409	7,393

Appendix F

Call Centre incoming calls

