

## **Quarterly Customer Service report for the period July to September 2009**

### **Highlights of the last quarter**

- All customer service targets met
- Benefits services launched with high take up in St Neots and St Ives
- Customer Excellence awarded to Ramsey CIC and Yaxley CIC
- Continued very high levels of customer satisfaction; 100% for face to face locations and 99% for Call Centre
- Complaint level as measured at Call Centre reduced to 0.8% (previous quarter 1.2%)

### **Issues for next period**

- Staffing issues at Huntingdon CSC beginning to effect queue times

### **Risks**

- Targets may be missed in Huntingdon CSC while Housing training being carried out
- Loss of goodwill of CS staff to continue working shorter lunches etc therefore affecting service provision

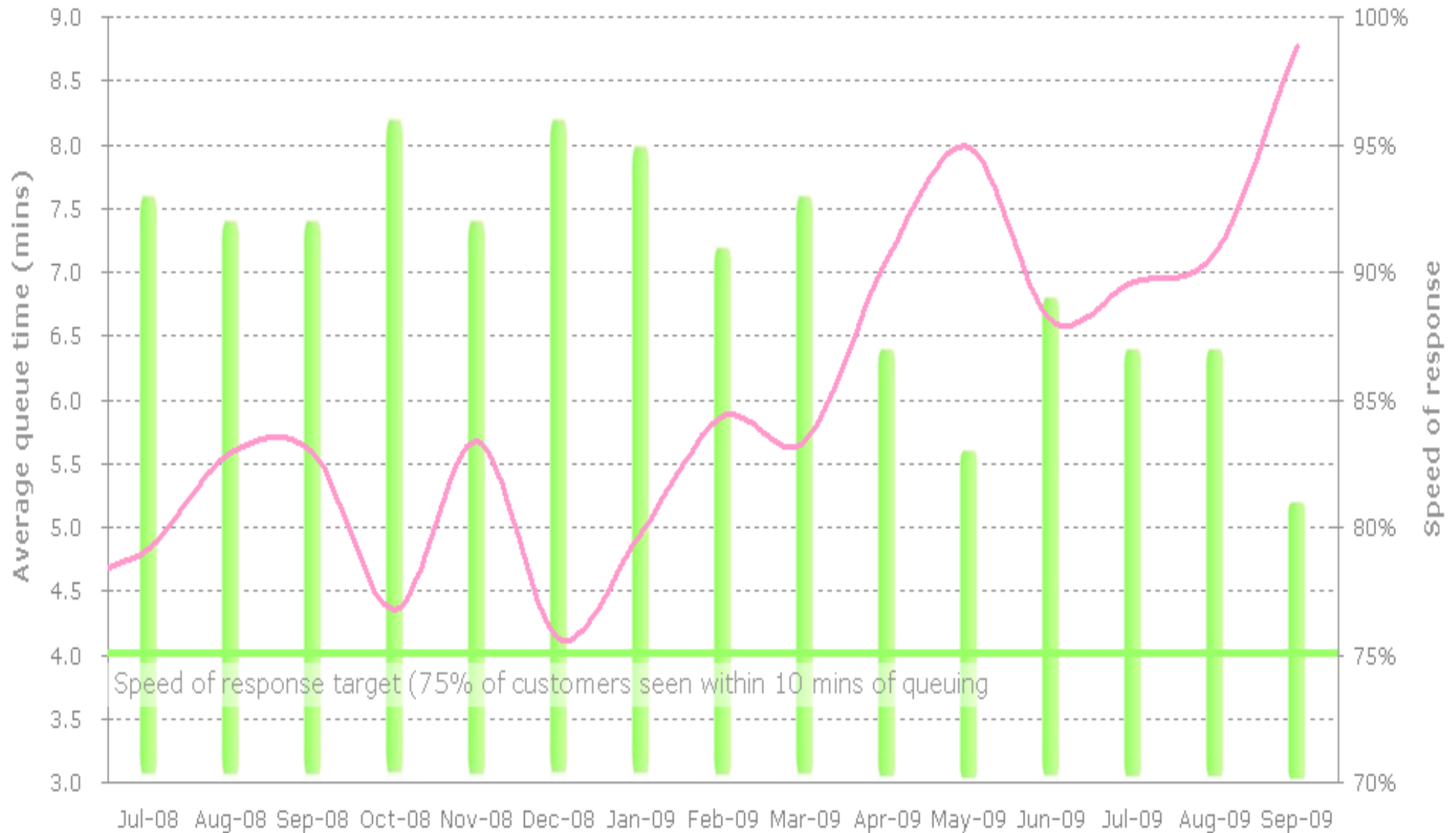
### **Budget Position – 2009/10**

Budgets for Customer Services are, as a whole, on target, with efficiency savings being used for unplanned expenditure.

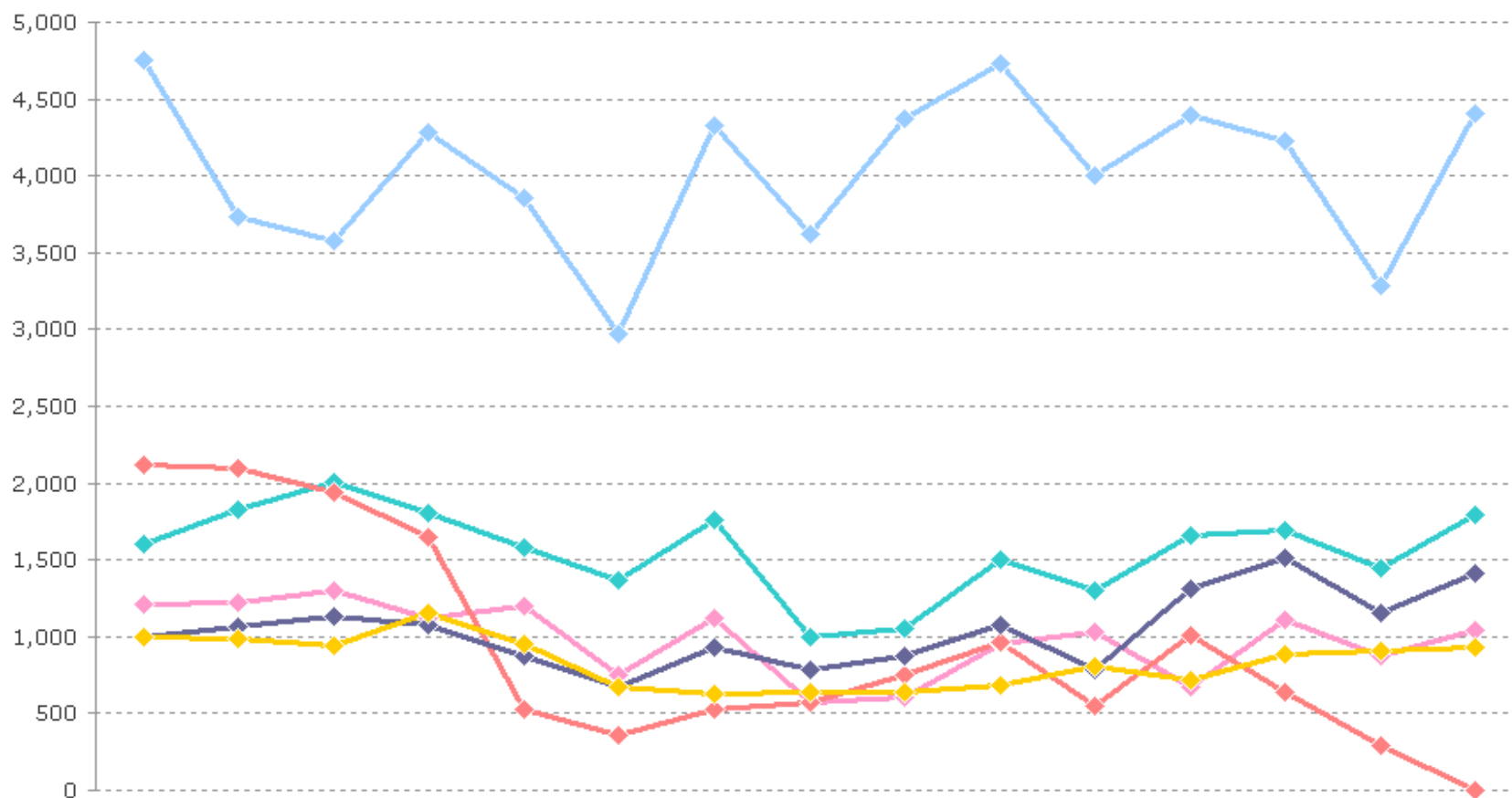
I can verify the accuracy of the data used in the compilation of the performance report and the data has been collected in accordance with the procedures identified in our data measure template, where appropriate.

## Huntingdon Customer Service Centre Queue performance 2008/2009

Speed of response  
Average queue time (mins)



## Customer Service Centres' enquiries per month



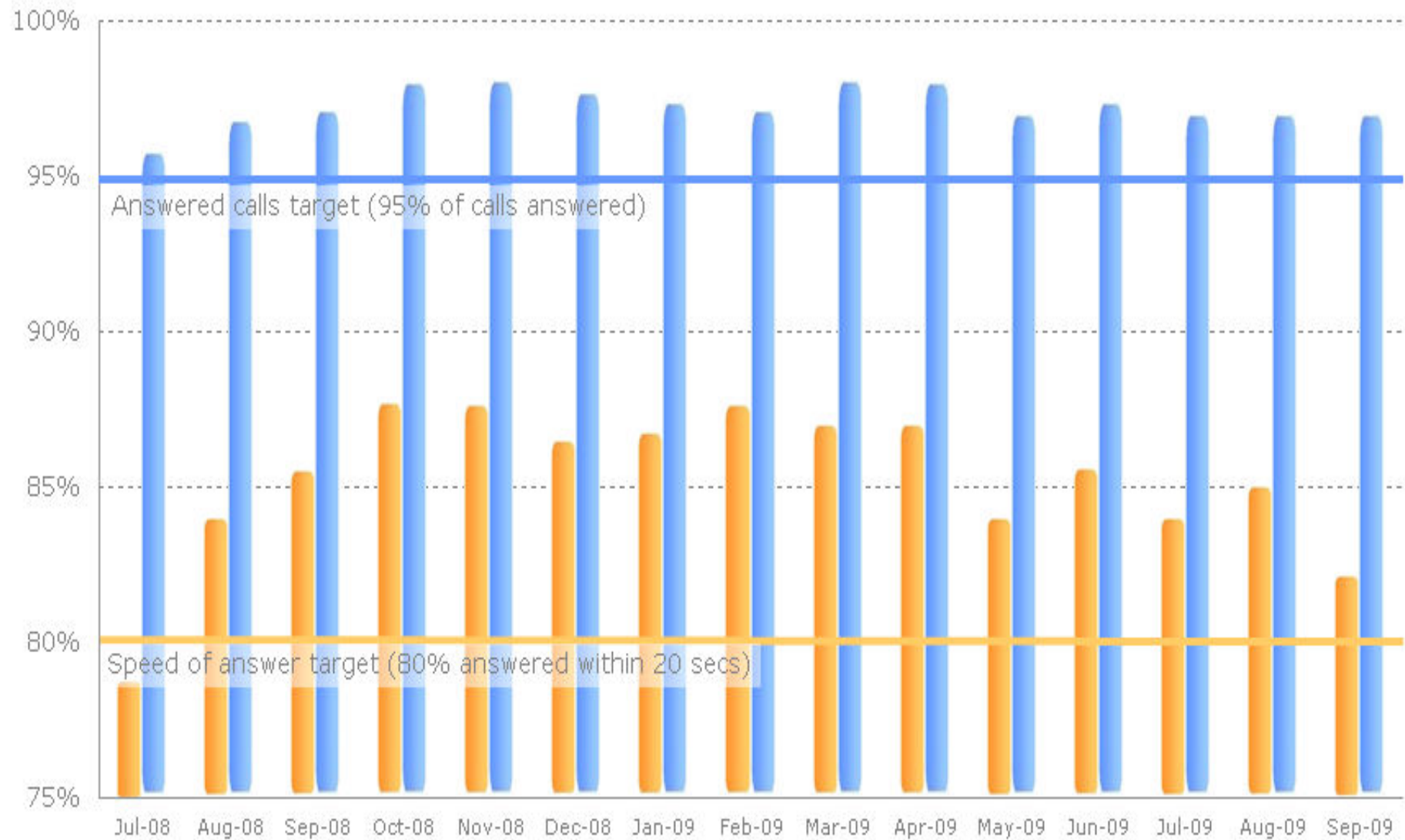
	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09
Huntingdon CSC	4,753	3,735	3,580	4,281	3,861	2,976	4,331	3,619	4,368	4,734	3,997	4,400	4,229	3,286	4,410
St Ives CSC	1,210	1,217	1,296	1,124	1,200	746	1,124	570	609	956	1,032	674	1,113	871	1,040
St Neots CSC	1,606	1,831	2,008	1,808	1,579	1,373	1,758	994	1,056	1,506	1,295	1,657	1,693	1,450	1,794
St Neots TIC	2,121	2,099	1,943	1,644	532	354	522	577	756	963	554	1,004	639	287	0
Ramsey CIC	994	1,063	1,128	1,080	870	676	934	782	879	1,074	786	1,315	1,512	1,152	1,416
Yaxley CIC	1,000	989	946	1,151	952	668	631	641	643	686	806	721	889	903	936

## Customer Service Centres' Enquiries

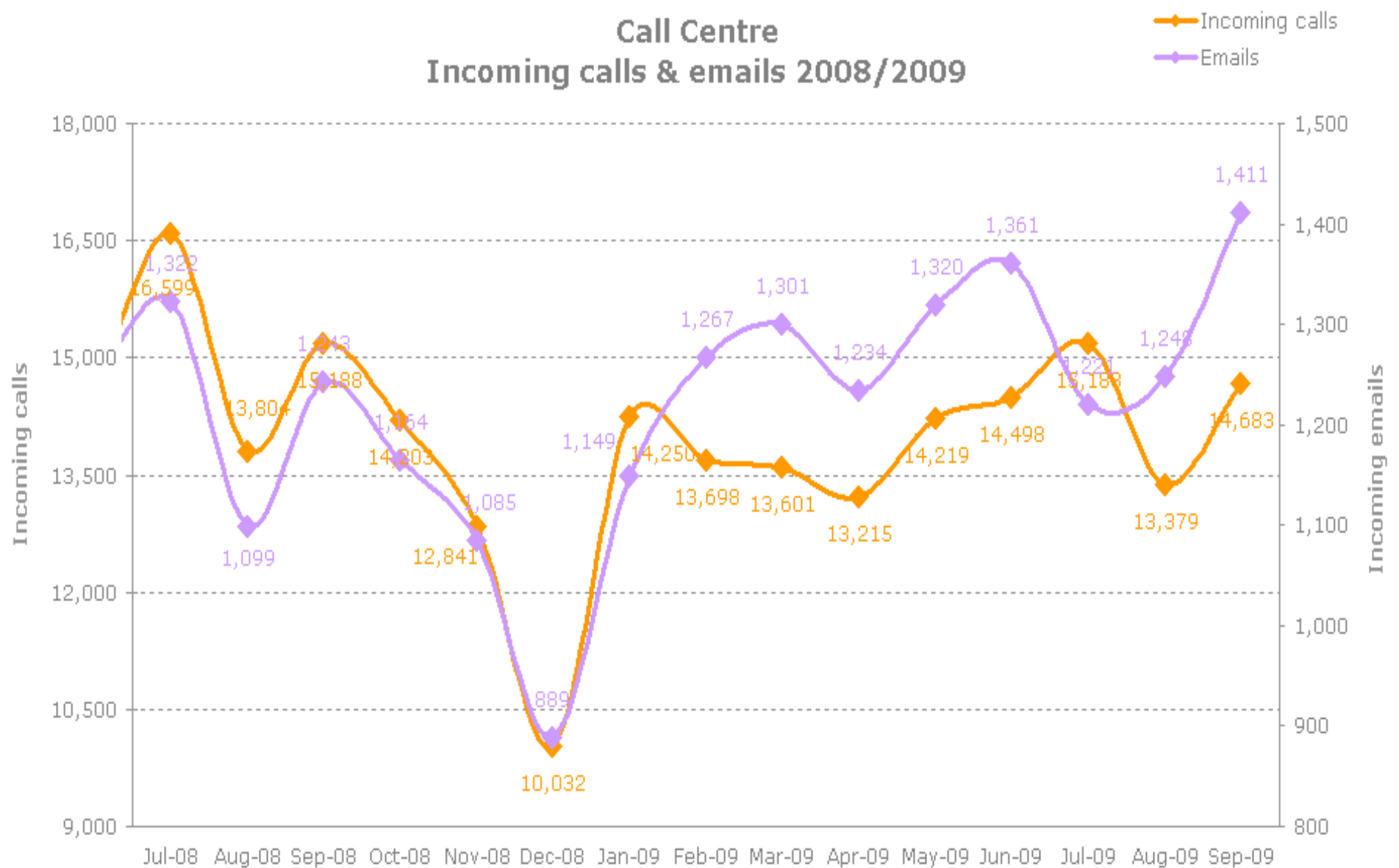
Service	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09
Payment Debt	2,702	2,491	2,706	2,307	2,375	2,011	2,555	869	698	2,324	2,066	1,792	2,069	1,633	2,137
Benefits	1,299	1,102	1,202	1,387	1,360	1,124	1,567	1,531	2,028	1,862	1,552	2,140	2,325	1,852	2,129
Tourism	2,184	2,136	2,044	1,944	461	409	422	490	610	771	533	866	642	328	245
Housing	1,349	1,212	1,177	1,330	1,270	794	1,485	1,113	1,366	1,239	1,257	1,105	1,177	1,017	1,200
Other Enquiry	933	799	843	960	890	695	876	714	870	879	797	766	623	495	802
Public transpo	874	1,002	874	742	667	356	637	575	688	799	547	614	750	586	503
Partner Extern	710	772	607	780	667	471	627	614	574	665	418	471	402	330	386
Streetscene	354	404	311	387	331	265	248	295	377	392	425	384	381	332	421
Council Tax	326	264	282	445	237	187	261	265	348	319	239	320	393	295	400
Planning	353	298	291	320	229	173	227	266	223	177	198	197	155	154	155
Equipment use	267	198	248	234	225	133	156	191	251	222	210	742	723	611	854
Leisure	139	76	95	84	64	31	58	46	62	71	71	43	44	15	24
Employment	109	101	142	86	109	62	91	109	124	104	77	204	230	199	157
Vehicle	36	38	39	63	80	45	61	70	66	67	54	69	99	62	128
Older Person	23	19	17	14	17	25	21	16	16	13	12	38	29	23	29
Younger Perso	26	22	23	5	12	12	8	19	10	15	14	20	33	17	26
	11,684	10,934	10,901	11,088	8,994	6,793	9,300	7,183	8,311	9,919	8,470	9,771	10,075	7,949	9,596

## Call Centre Call performance 2008/2009

Speed of answer  
Answered calls



## Call Centre Incoming calls & emails 2008/2009
















## Call Centre Enquiries

<b>Complaints</b>	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Last 12 mths
Streetscene	51	59	43	22	32	20	32	28	35	33	28	47	29	24	27	357
Other Enquiry	8	4	9	1	3	3	3	3	4	4	2	3	0	0	0	26
Formal Complaint	0	1	0	1	0	0	0	3	0	0	0	0	4	1	1	10
<b>Total</b>	<b>59</b>	<b>64</b>	<b>52</b>	<b>24</b>	<b>35</b>	<b>23</b>	<b>35</b>	<b>34</b>	<b>39</b>	<b>37</b>	<b>30</b>	<b>50</b>	<b>33</b>	<b>25</b>	<b>28</b>	<b>393</b>










<b>Information requests</b>	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Last 12 mths
Other Enquiry	1,180	735	1,168	1,233	1,012	965	1,253	1,403	1,425	1,211	984	1,235	1,116	899	1,100	13,836
Streetscene	1,002	689	698	730	586	799	918	923	747	600	599	584	600	587	654	8,327
Benefits	99	101	160	141	148	156	215	232	298	254	165	207	234	193	264	2,507
Planning	115	95	142	163	125	80	175	175	184	116	122	178	149	124	147	1,738
Housing	57	27	40	27	26	70	55	41	47	34	234	325	279	249	327	1,714
Council Tax	93	56	64	55	125	108	132	130	135	94	133	101	164	54	159	1,390
Environmental health	105	68	74	97	75	59	80	71	53	74	84	118	193	173	83	1,160
Electoral registration	17	67	49	126	49	29	24	35	72	60	223	124	46	46	209	1,043
Payment Debt	61	39	48	58	64	65	81	93	65	40	61	57	64	48	106	802
Tourism	144	123	79	75	65	37	66	67	48	45	41	44	89	48	89	714
Energy efficiency	0	0	0	0	4	39	47	31	24	20	9	24	38	15	24	275
Public transport	0	0	0	0	0	0	0	0	0	0	0	10	47	43	66	166
Change of details	0	0	0	0	0	2	4	7	3	6	1	0	1	0	0	24
Formal Complaint	0	1	0	0	0	0	0	0	3	0	0	0	0	0	0	3
<b>Total</b>	<b>2,873</b>	<b>2,001</b>	<b>2,522</b>	<b>2,705</b>	<b>2,279</b>	<b>2,409</b>	<b>3,050</b>	<b>3,208</b>	<b>3,104</b>	<b>2,554</b>	<b>2,656</b>	<b>3,007</b>	<b>3,020</b>	<b>2,479</b>	<b>3,228</b>	<b>33,699</b>


<b>Service requests</b>	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Last 12 mths
Payment Debt	2,083	1,588	2,011	1,815	1,914	1,698	2,290	1,150	1,145	1,526	1,827	1,571	1,911	1,376	1,884	20,107
Streetscene	1,991	1,439	1,404	1,348	1,175	1,019	1,250	1,210	1,250	1,273	1,169	1,285	1,361	1,312	1,349	15,001
Environmental health	217	131	88	106	98	79	71	61	75	74	70	140	299	234	90	1,397
Change of details	55	50	61	85	67	69	80	66	94	80	124	101	137	134	149	1,186
Housing	0	0	0	0	0	0	0	0	0	0	93	157	165	147	141	703
Electoral registration	19	27	27	25	14	22	38	32	51	48	111	61	30	11	6	449
Tourism	38	46	30	25	10	9	23	28	31	52	44	29	20	18	24	313
Other Enquiry	25	28	25	21	12	16	18	21	23	17	10	11	11	9	8	177
Planning	20	12	13	20	11	8	10	13	19	15	9	12	15	16	18	166
Formal Complaint	1	2	1	0	0	0	1	1	2	1	1	0	2	0	0	8
Benefits	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4,449</b>	<b>3,323</b>	<b>3,660</b>	<b>3,445</b>	<b>3,301</b>	<b>2,920</b>	<b>3,781</b>	<b>2,582</b>	<b>2,690</b>	<b>3,086</b>	<b>3,458</b>	<b>3,367</b>	<b>3,951</b>	<b>3,257</b>	<b>3,669</b>	<b>39,507</b>
<b>Grand total</b>	<b>7,381</b>	<b>5,388</b>	<b>6,234</b>	<b>6,174</b>	<b>5,615</b>	<b>5,352</b>	<b>6,866</b>	<b>5,824</b>	<b>5,833</b>	<b>5,677</b>	<b>6,144</b>	<b>6,424</b>	<b>7,004</b>	<b>5,761</b>	<b>6,925</b>	<b>73,599</b>

## Service Plan Summary Status

Action		Target date	Status
Customer Satisfaction	Measure customer satisfaction across all Customer Services' sites on a consistent basis, providing feedback to Advisors & service departments	Ongoing	 Last surveys with scores... Call Centre Sep-09 ... satisfaction 98.8% Customer Service Centres Sep-2009 ... satisfaction 100%
	Measure internal customer satisfaction	Ongoing	 Last surveys with scores... Call Centre Mar-09... satisfaction 95.3% Customer Service Centres Sep-08... satisfaction 97.7% Customer Service Centres to be measured again Oct-09
	Benchmark Customer Service performance against other District Councils	Sep-09	
	Improve the way HDC's annual survey is conducted to obtain information to identify areas of strength & development areas	Jun-09	 Completed... agreed to use the customer satisfaction results obtained by Customer Services.
Employee Satisfaction	Measure employee satisfaction across all Customer Services' sites, publish results and maintain score above 75% satisfaction	Ongoing	 Last survey with score... Call Centre/Ramsey/Yaxley Jun-09... satisfaction 81% Huntingdon/St Ives/St Neots Jun-09... satisfaction 81%
Mystery Shopper	Compare performance against partners; provide customer advisors with personal benchmarks & give them experience of how partners handle calls	Ongoing	 Reviewing up to date results at present, scored 87% good, 10% average, 3% below average
Quality Measures	Measure quality of work across all Customer Services' sites	Ongoing	 Now ongoing for all Customer Service locations.
Forecast	Forecast resource requirements across all Customer Services' locations	Ongoing	 Call Centre last forecast update Jul-09 Customer Service Centres' updated Sep-09, with exception of Huntingdon CSC being updated for Oct-09
Recruitment/ Training	Organise team building event	Feb-10	
	Train all face to face staff in Housing services	Sep-09	 Now planned for Nov/Dec 09
	Investigate benefits of using CRM in CSCs; if beneficial carry out training	Dec-09	
	Train CSC staff to use & update WIKI site	Dec-09	
	Introduce further services into Customer Services	Dec-09	 Next potential services are being looked into for implementation by the end of 2009, currently Leisure bookings, Council Tax and Benefits being analysed



Action		Target date	Status
Effective Communication	Re-launch the Customer Service Co-ordinators' meeting	Jun-09	 Co-ordinators' meetings now replaced with service meetings with relevant HoS/AM to promote Customer Services; first meeting scheduled Oct-09 with Julia Barber
	Meet with departmental managers	Oct-09	 Meetings arranged with Revenues (Oct 09), Central services (Nov 09) and Operations (Dec 09)
Customer Service Performance	Push performance information out to suitable audience	Ongoing	 This quarterly report is most recent example
	Ensure contingency plans are in place & tested across all sites	Ongoing	 Call Centre... plans are in place but untested, meeting 20-Oct with NTL to progress CSCs... under development
Charter Mark	Gain Charter Mark (now known as <a href="#">Customer Service Excellence</a> ) status for...		
	Huntingdon/St Ives/St Neots	Dec-10	
	Ramsey/Yaxley	Jun-09	Achieved Sep-09.
Budget	Call Centre (re-assessment to retain)	Dec-10	
	Review budget monthly	Ongoing	 Last reviewed Sep-09
	Keep log of staff covering at Ramsey & Yaxley to establish true running costs	Ongoing	 Up to date as at September-09
Customer Service locations	Increase range of services at St Ives & St Neots	Jul-09	 Customer postcode & house number captured to help understand visitor profiles. Mapping completed.  St Ives has Benefits service each Monday. An official launch of newly renovated offices took place on 22 June 09. Offices are now DDA complaint with friendly open plan layout. St Neots office now incorporates the former tourism service that was based at the Museum. The office is now open plan and an enhanced benefit service will start on Mondays from Nov 09.
Website/Kiosks	Develop the website/web based services so more customer friendly	Oct-09	 Customer Focus meetings arranged for next 3 months which will include Web services

Action		Target date	Status
			Action plan to encourage take-up of online payments developed.
Equality & Diversity	Create a database to capture any incidents where customers feel they have been treated unfairly to share this with the steering group	Ongoing	 Database kept at Call Centre

## Efficiency savings within Customer Services

### Savings

Housing services incoming call levels four times what was planned for at Call Centre

Processing & administration of bus passes, up to 100 per week

Administering all room bookings at Centenary House, typically 50 per week

Issuing visitors passes & receiving visitors on behalf of PFH staff

St Ives & St Neots CSCs dealing with basic Benefits enquiries

No Benefits assessor available in Huntingdon CSC since May-09

Payments now taken at all locations

Council Tax enquiries handled at Ramsey & Yaxley CSCs

NI14 data capture & analysis

Increased work issuing extra season parking permits due to change in car parking strategy, extra 260 issued

Increased Benefits & Housing enquiries from recession, increased up to 40% over previous period last year

Work with other department to implement new parking and permit systems

Merge Tourism function from the Museum into the CSC in St Neots

Integration of the bus pass database with the GIS system

Ramsey & Yaxley CICs now offer Housing services, consistent with the Call Centre

Mystery shopping carried out for Leisure Services as part of business plan to support possibility of taking on new service, 50 calls completed