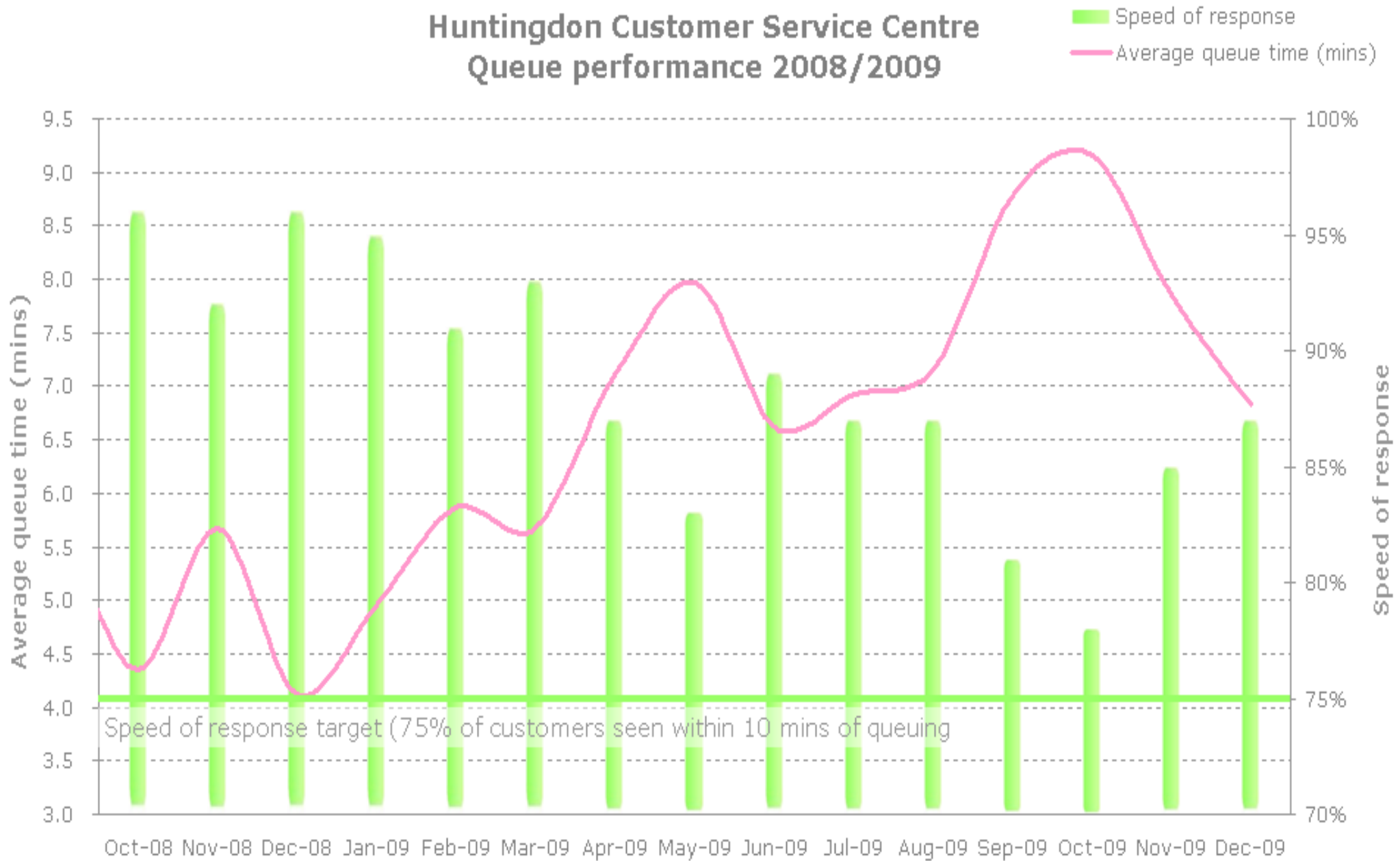
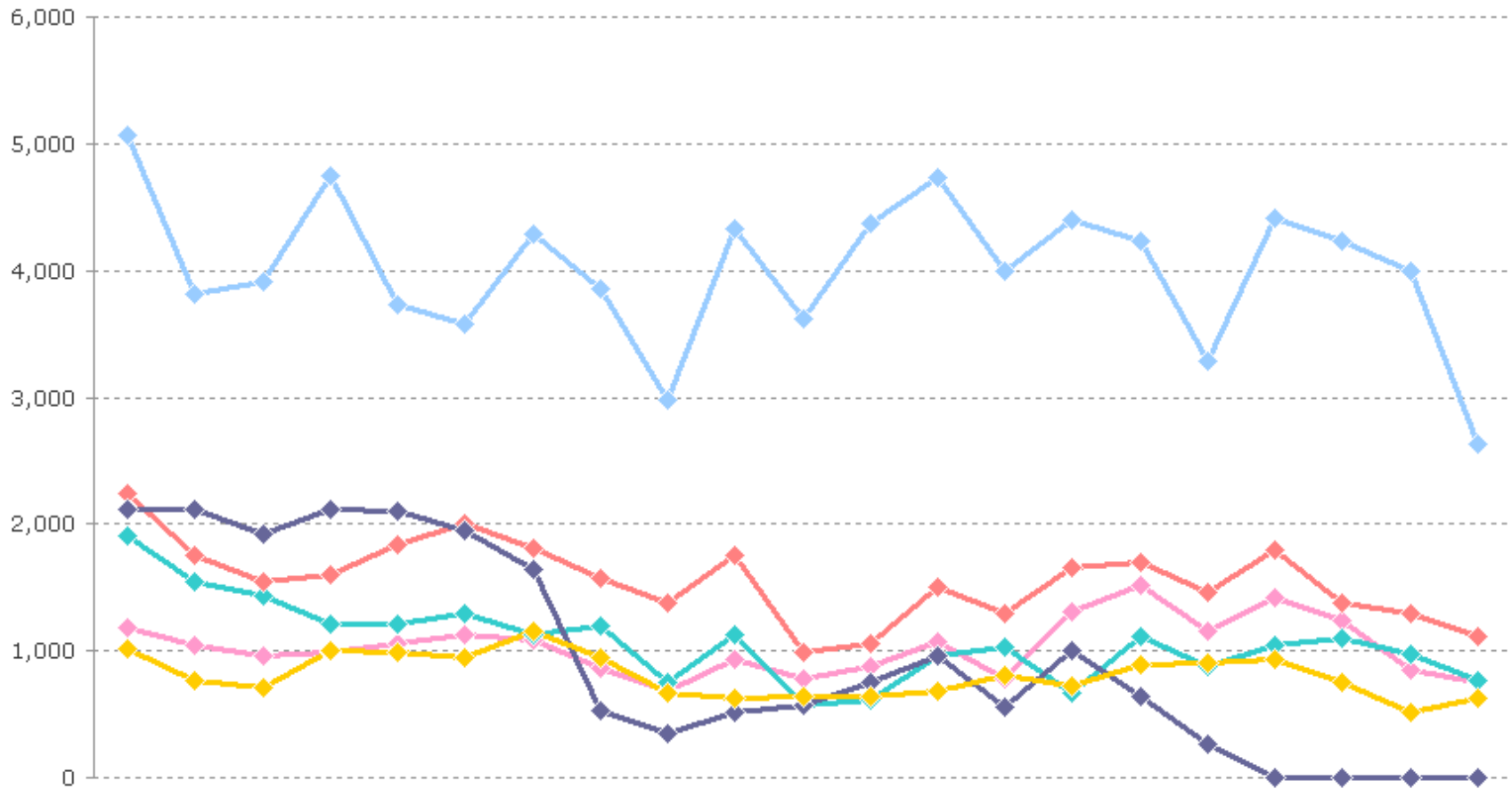


Quarterly Customer Service report for the period October to December 2009

Huntingdon Customer Service Centre Queue performance 2008/2009



Customer Service Centres' enquiries per month



	Apr-08	May-08	Jun-08	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	Oct-09	Nov-09	Dec-09
Huntingdon CSC	5,069	3,818	3,907	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	4,231	3,995	2,629
Ramsey CIC	1,182	1,047	961	994	1,063	1,128	1,080	870	676	934	782	879	1,074	786	1,315	1,512	1,152	1,416	1,244	847	746
St Ives CSC	1,909	1,552	1,440	1,210	1,217	1,296	1,124	1,200	746	1,124	570	609	956	1,032	674	1,113	871	1,040	1,099	973	770
St Neots CSC	2,241	1,756	1,551	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	1,467	1,794	1,372	1,300	1,116
St Neots TIC	2,110	2,118	1,918	2,121	2,099	1,943	1,644	532	354	522	577	756	963	554	1,004	639	270	0	0	0	0
Yaxley CIC	1,014	772	716	1,000	989	946	1,151	952	668	631	641	643	686	806	721	889	903	936	756	511	622

Customer Service Centre Enquiries

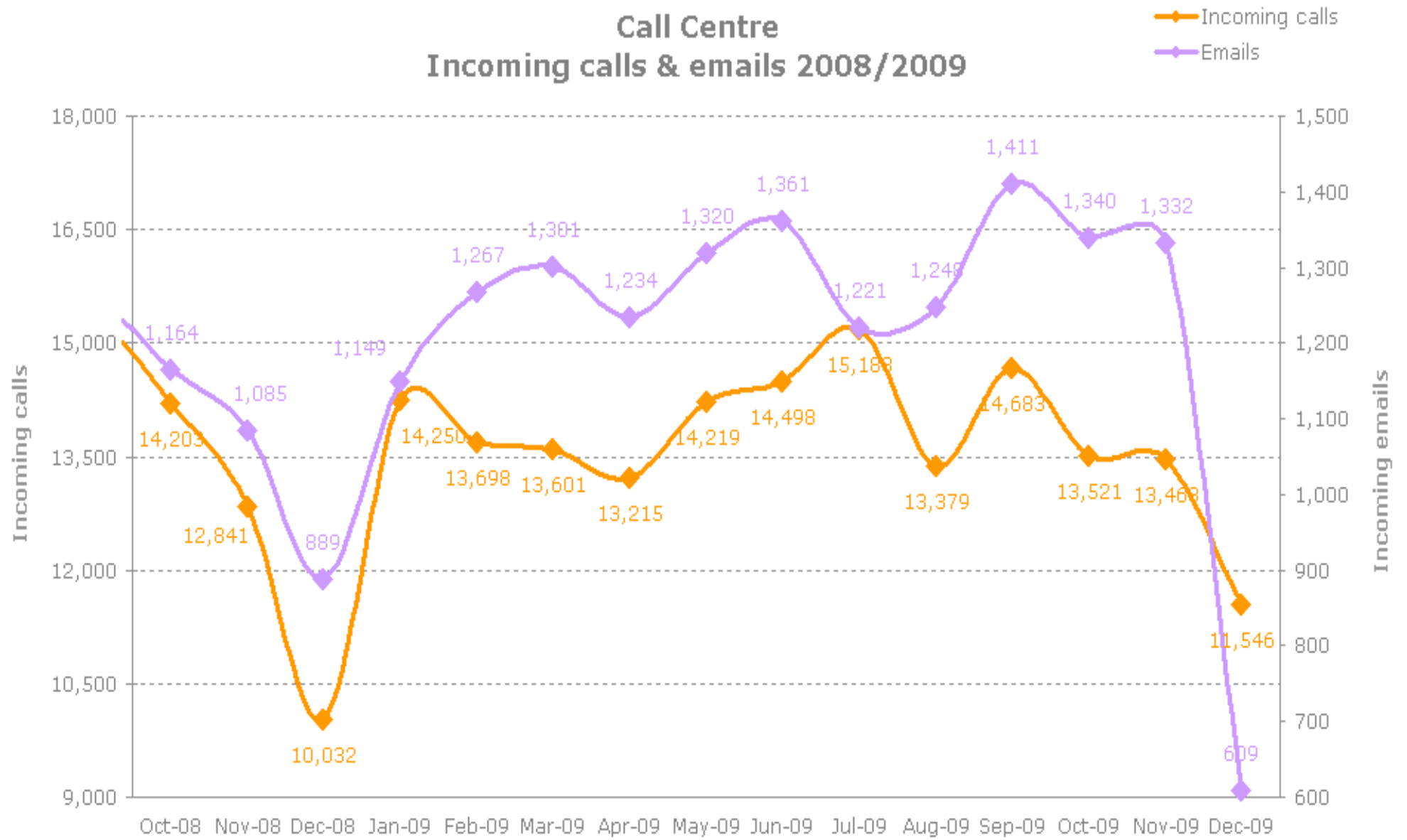
Service	Enquiry type	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
Benefits	Casual caller														54	26
	Customer handled														1,905	1,437
	Unspecified	1,387	1,360	1,124	1,567	1,531	2,028	1,862	1,552	2,140	2,325	1,852	2,129	1,919		0
Council Tax	Casual caller														49	32
	Customer handled														263	204
	Unspecified	445	237	187	261	265	348	319	239	320	393	295	400	296		0
Employment	Casual caller														21	19
	Customer handled														49	30
	Unspecified	86	109	62	91	109	124	104	77	204	230	199	157	86		0
Equipment use	Casual caller														499	340
	Customer handled														106	79
	Unspecified	234	225	133	156	191	251	222	210	742	723	611	854	695		0
Housing	Casual caller														129	77
	Customer handled														923	586
	Unspecified	1,330	1,270	794	1,485	1,113	1,366	1,239	1,257	1,105	1,177	1,017	1,200	1,080		0
Leisure	Casual caller														5	2
	Customer handled														8	3
	Unspecified	84	64	31	58	46	62	71	71	43	44	15	24	32		0
Older Person	Casual caller														1	0
	Customer handled														32	22
	Unspecified	14	17	25	21	16	16	13	12	38	29	23	29	29		0
Other Enquiry	Casual caller														446	279
	Customer handled														20	128
	Unspecified	960	890	695	876	714	870	879	797	766	623	495	802	567		0
Partner External	Casual caller														80	192
	Customer handled														108	115
	Unspecified	780	667	471	627	614	574	665	418	471	402	330	386	682		0
Payment Debt	Casual caller														650	473
	Customer handled														1,248	1,028
	Unspecified	2,307	2,375	2,011	2,555	869	698	2,324	2,066	1,792	2,069	1,633	2,137	2,043		0
Planning	Casual caller														9	15
	Customer handled														116	113
	Unspecified	320	229	173	227	266	223	177	198	197	155	154	155	143		0
Public transport	Casual caller														137	120
	Customer handled														318	171
	Unspecified	742	667	356	637	575	688	799	547	614	750	586	503	470		0
Streetscene	Casual caller														144	99
	Customer handled														134	144
	Unspecified	387	331	265	248	295	377	392	425	384	381	332	421	388		0
Tourism	Casual caller														16	5
	Customer handled														105	79
	Unspecified	1,944	461	409	422	490	610	771	533	866	642	328	245	217		0
Vehicle	Casual caller														51	43
	Customer handled														0	18
	Unspecified	63	80	45	61	70	66	67	54	69	99	62	128	55		0
Younger Person	Casual caller														0	4
	Customer handled														0	0
	Unspecified	5	12	12	8	19	10	15	14	20	33	17	26	0		0
Grand Total	Casual caller														2,291	1,726
	Customer handled														5,335	4,157
	Unspecified	11,088	8,994	6,793	9,300	7,183	8,311	9,919	8,470	9,771	10,075	7,949	9,596	8,702	7,626	5,883

Call Centre Call performance 2008/2009

Speed of answer
Answered calls



Call Centre Incoming calls & emails 2008/2009



Call Centre Enquiries

Complaints	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Last 12 mths
Streetscene	22	32	20	32	28	35	33	28	47	29	24	27	33	19	39	374
Other Enquiry	1	3	3	3	3	4	4	2	3	0	0	0	2	2	3	26
Formal Complaint	1	0	0	0	3	0	0	0	0	4	1	1	0	0	0	9
Total	24	35	23	35	34	39	37	30	50	33	25	28	35	21	42	409

Information requests	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Last 12 mths
Other Enquiry	1,233	1,012	965	1,253	1,403	1,425	1,211	984	1,235	1,116	899	1,100	1,065	953	835	13,479
Streetscene	730	586	799	918	923	747	600	599	584	600	587	654	530	482	706	7,930
Benefits	141	148	156	215	232	298	254	165	207	234	193	264	201	245	177	2,685
Planning	163	125	80	175	175	184	116	122	178	149	124	147	158	121	76	1,725
Housing	27	26	70	55	41	47	34	234	325	279	249	327	348	347	243	2,529
Council Tax	55	125	108	132	130	135	94	133	101	164	54	159	53	150	104	1,409
Environmental health	97	75	59	80	71	53	74	84	118	193	173	83	60	61	31	1,081
Electoral registration	126	49	29	24	35	72	60	223	124	46	46	209	249	91	56	1,235
Payment Debt	58	64	65	81	93	65	40	61	57	64	48	106	103	78	57	853
Tourism	75	65	37	66	67	48	45	41	44	89	48	89	86	51	32	706
Energy efficiency	0	4	39	47	31	24	20	9	24	38	15	24	49	26	24	331
Public transport	0	0	0	0	0	0	0	0	10	47	43	66	0	0	0	166
Change of details	0	0	2	4	7	3	6	1	0	1	0	0	0	0	0	22
Formal Complaint	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	3
Total	2,705	2,279	2,409	3,050	3,208	3,104	2,554	2,656	3,007	3,020	2,479	3,228	2,902	2,605	2,341	34,154

Service requests	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Last 12 mths
Payment Debt	1,815	1,914	1,698	2,290	1,150	1,145	1,526	1,827	1,571	1,911	1,376	1,884	1,517	1,770	1,397	19,364
Streetscene	1,348	1,175	1,019	1,250	1,210	1,250	1,273	1,169	1,285	1,361	1,312	1,349	1,156	1,141	1,134	14,890
Environmental health	106	98	79	71	61	75	74	70	140	299	234	90	70	80	44	1,308
Change of details	85	67	69	80	66	94	80	124	101	137	134	149	130	127	123	1,345
Housing	0	0	0	0	0	0	0	93	157	165	147	141	139	117	93	1,052
Electoral registration	25	14	22	38	32	51	48	111	61	30	11	6	11	32	34	465
Tourism	25	10	9	23	28	31	52	44	29	20	18	24	31	16	7	323
Other Enquiry	21	12	16	18	21	23	17	10	11	11	9	8	6	6	13	153
Planning	20	11	8	10	13	19	15	9	12	15	16	18	11	8	7	153
Formal Complaint	0	0	0	1	1	2	1	1	0	2	0	0	0	0	0	8
Benefits	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	3,445	3,301	2,920	3,781	2,582	2,690	3,086	3,458	3,367	3,951	3,257	3,669	3,071	3,297	2,852	39,061
Grand total	6,174	5,615	5,352	6,866	5,824	5,833	5,677	6,144	6,424	7,004	5,761	6,925	6,008	5,923	5,235	73,624

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

All face to face locations 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

Sept - closure of St Neots Tourist Information Centre, & increased Electoral Registration calls due to incorrect electoral forms sent to all residents

Oct - 25 hr per week vacancy & casual hours not filled. Yaxley change to hours to reduce 4 hrs per month. Sharepoint calendar created to reduce the volume of e-mail communication from internal departments.

Nov - 25 hr per week vacancy & casual hours not filled. Changes to top 5 Onyx service requests to speed up calls. Onyx & GIS changes to accommodate operations integration of systems. Centrex lines cancelled saving £40 per month