

Quarterly Customer Service report for the period Apr to Jun 2010

Highlights of the last quarter

- Elections calls in the Contact Centre totalled 2,337 for April, seven times the usual month's volume; this was the first time the Contact Centre had experienced a General Election month and there were no previous figures available to indicate the call demand.
- Monthly service levels achieved in Huntingdon CSC throughout the quarter, although customers had to wait up to an hour at busy times
- Advisors responded well at all locations to high demand and to cover for absences through sickness or unfilled vacancies by taking shorter lunches and missing breaks
- Council tax enhanced training given to all Contact Centre advisors to be able to amend, create and cancel council tax direct debits.
- Onyx CRM systems in the Contact Centre were streamlined to improve payment card requests.
- Equalities & diversity training carried out for Customer Service advisors using trainers from the Papworth trust.
- Campaign line successfully used in the Contact Centre for the first time for the Gypsy & Traveller consultation

Issues for next period

- Increased strain on service levels from...
 - Longer call lengths in the Contact Centre due to additional services carried out for council tax (see Risks)
 - Potential long term sickness at Ramsey CIC requiring cover from the Contact Centre
 - Peak holiday season
 - Continued unfilled vacancies
 - Increasing need in CSCs to use up high levels of flexitime accrued by advisors working extra time to support service levels
- Preparation needed for Customer Service Excellence review in Contact Centre, Ramsey CIC and Yaxley CIC, and first application for Huntingdon, St Ives and St Neots CSCs
- E-mails to be processed at Ramsey and Yaxley CICs to try and increase workload at those locations and take pressure off the Contact Centre
- Potential dip in advisor motivation from impact of budget constraints on already pressurised staffing levels
- Evaluate changes in layout of office in St Ives
- Roll out of Planning training to all CSCs to continue multiskilling of advisors

Risks

- If Council Tax calls do prove longer this will show itself when customers respond to Council Tax reminders, an already very busy time for the Contact Centre; as a result there may be an impact on the service level for other services' calls
- Impact on quality during training period at CICs as they start to handle customer emails
- Continued sickness levels
- Being unable to fill fixed term roles(DWP funding) at Huntingdon CSC
- Disconnection from Government Connect

Budget Position – 2010/11

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

Efficiency Savings

See appendix on last page.

Notes

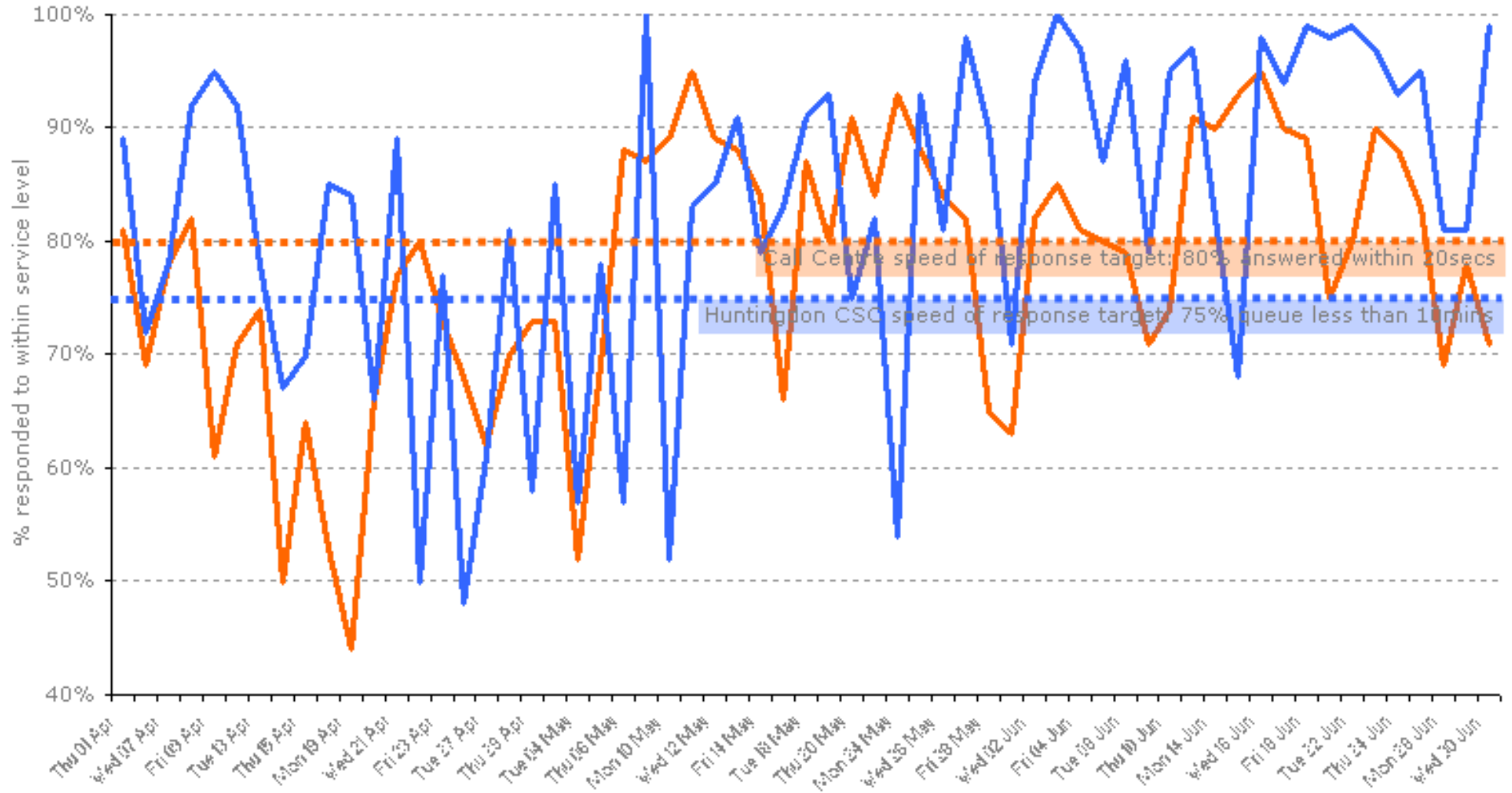
- At the Contact Centre the speed of answer service level was not met for April due to high levels of Election calls
- Focus continues on retaining staff morale to try and reduce staff turnaround in case of a recruitment freeze
- Meetings planned to discuss the best way forward for providing cover at Ramsey CIC if sickness continues
- Migration of Leisure calls is now planned for Feb 2011

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.

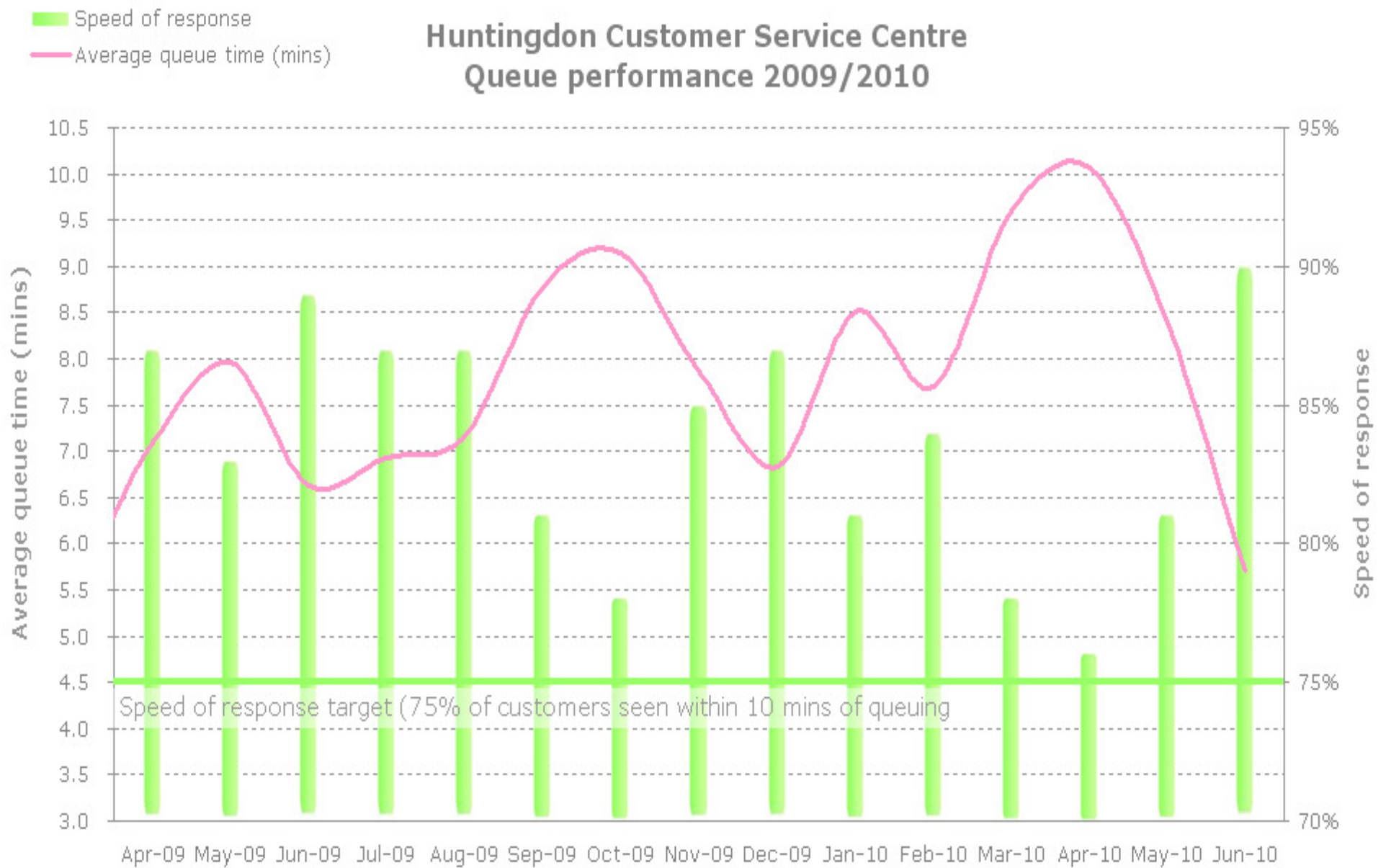
Daily speed of response

Apr to Jun 2010

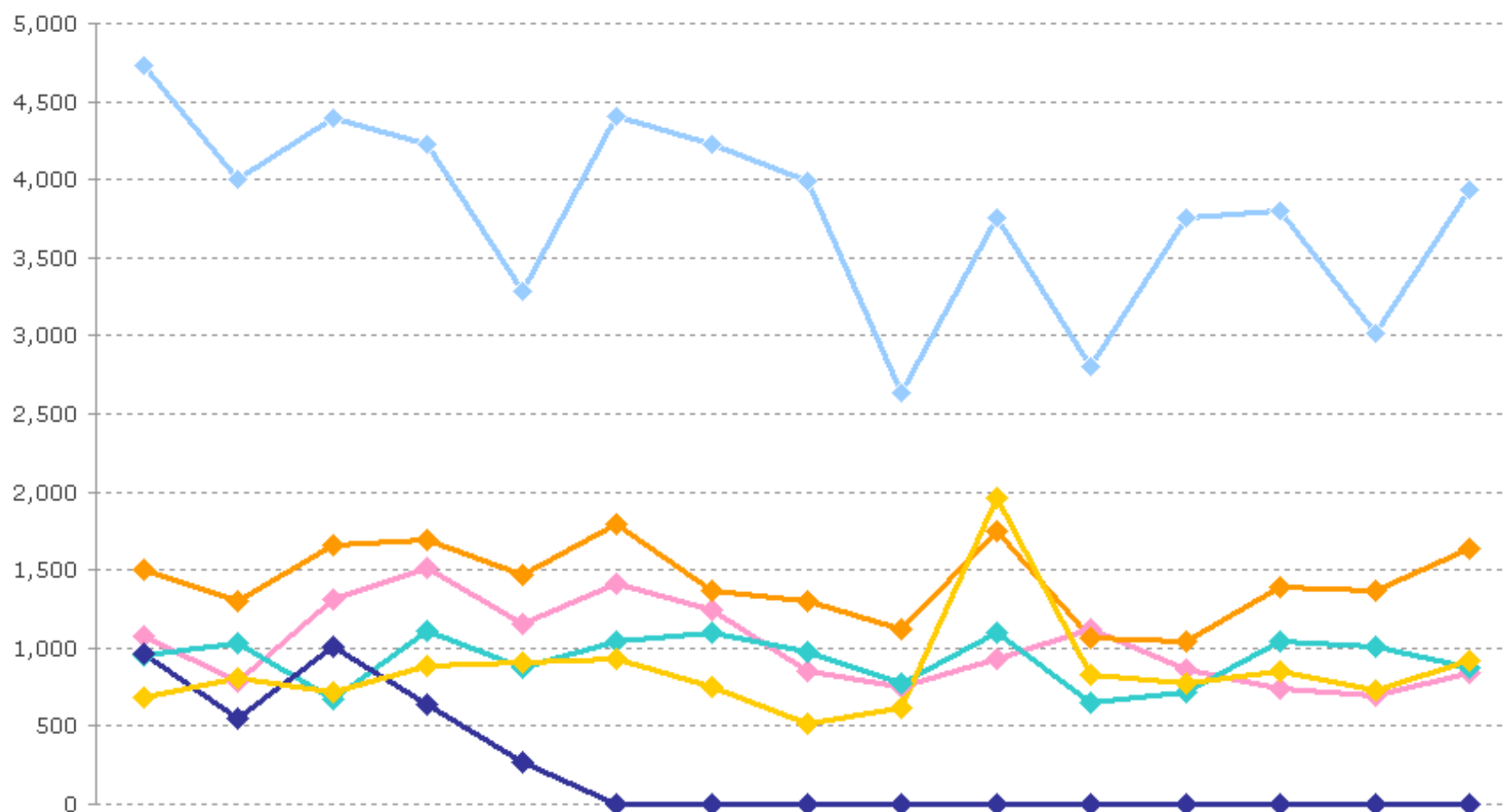
- Call Centre
- Huntingdon CSC



Huntingdon Customer Service Centre Queue performance 2009/2010



Customer Service Centres' enquiries per month



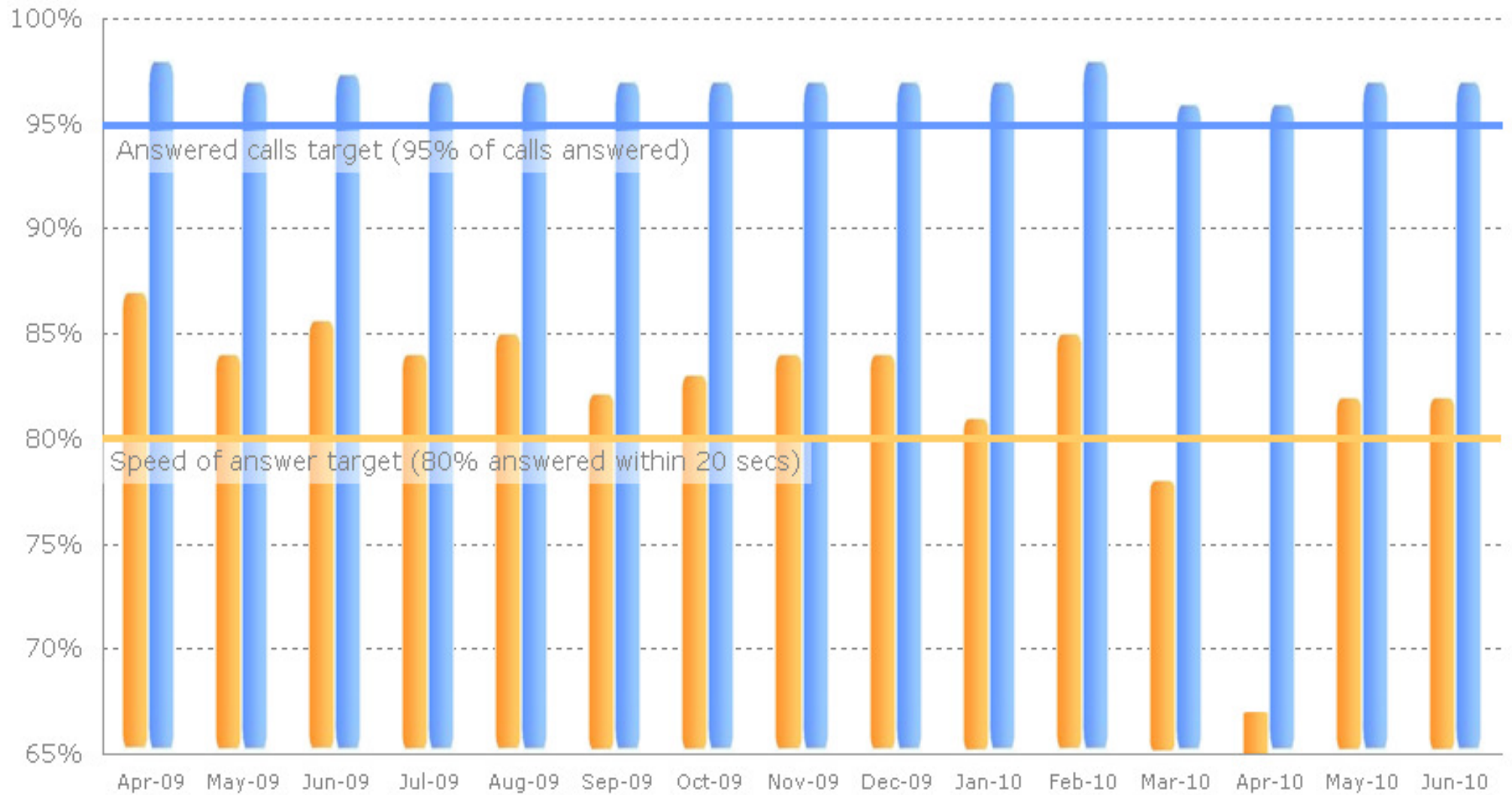
	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
Huntingdon CSC	4,734	3,997	4,400	4,229	3,286	4,410	4,231	3,995	2,629	3,760	2804	3,758	3799	3,017	3939
Ramsey CIC	1,074	786	1,315	1,512	1,152	1,416	1,244	847	746	936	1119	863	742	690	838
St Ives CSC	956	1,032	674	1,113	871	1,040	1,099	973	770	1,100	650	719	1039	1,005	874
St Neots CSC	1,506	1,295	1,657	1,693	1,467	1,794	1,372	1,300	1,116	1,744	1070	1,046	1389	1,372	1636
St Neots TIC	963	554	1,004	639	270	0	0	0	0	0	0	0	0	0	0
Yaxley CIC	686	806	721	889	903	936	756	511	622	1,961	831	769	850	728	921

Customer Service Centre Enquiries

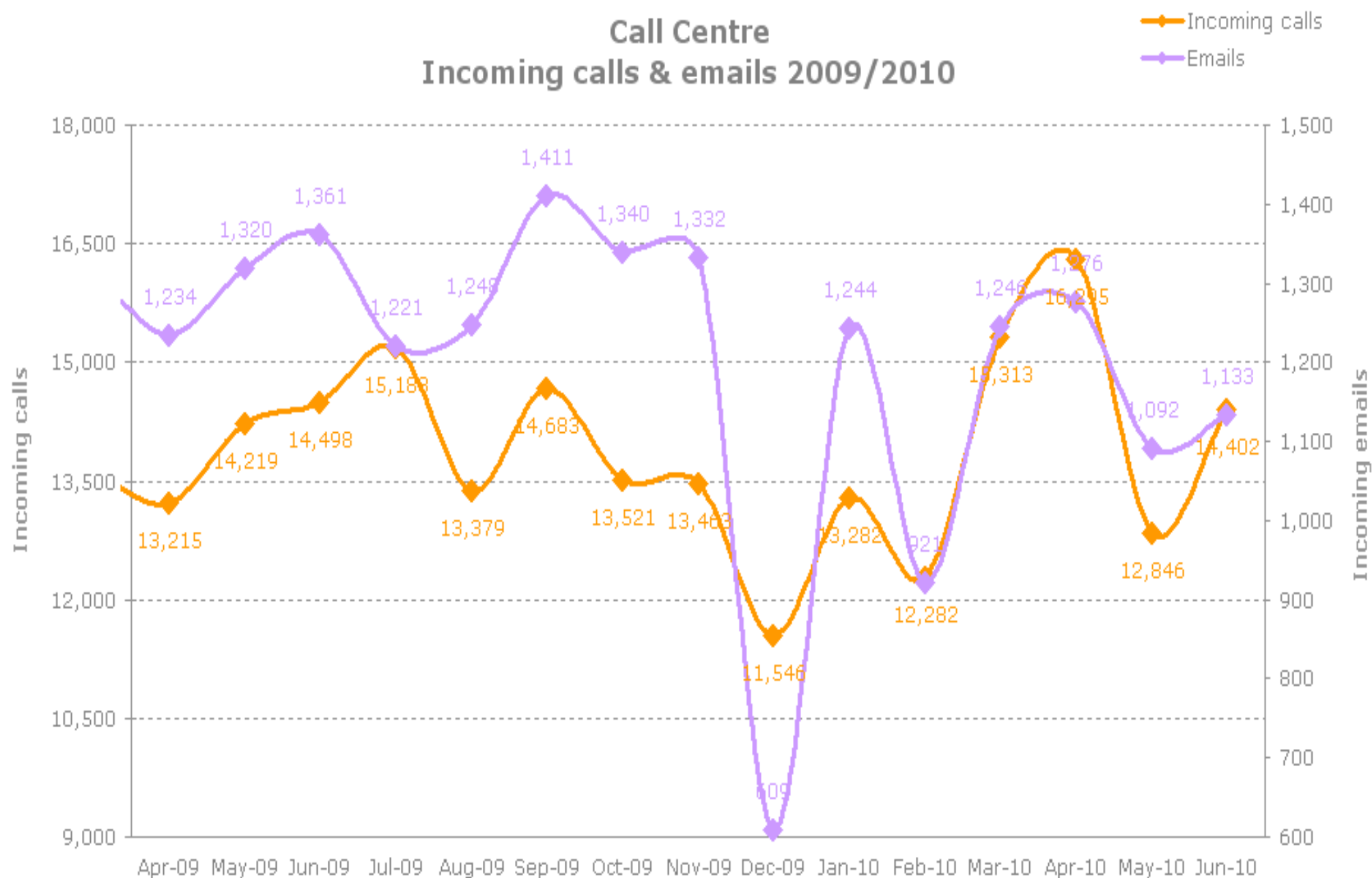
Service	Enquiry type	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
Benefits	Casual caller								54	26	4	9	18	22	17	16
	Customer handled								1,905	1,437	2,090	1,909	2,415	2,053	1,834	2,235
	Unspecified	1,862	1,552	2,140	2,325	1,852	2,129	1,919		0	0	0	0	0	0	0
Council Tax	Casual caller								49	32	1	1	3	4	3	1
	Customer handled								263	204	420	276	338	322	253	296
	Unspecified	319	239	320	393	295	400	296		0	0	0	0	0	0	0
Employment	Casual caller								21	19	13	24	21	21	20	28
	Customer handled								49	30	24	51	26	27	19	52
	Unspecified	104	77	204	230	199	157	86		0	0	0	0	0	0	0
Equipment use	Casual caller								499	340	292	345	407	391	321	334
	Customer handled								106	79	199	140	202	152	109	114
	Unspecified	222	210	742	723	611	854	695		0	0	0	0	0	0	0
Housing	Casual caller								129	77	120	101	71	105	98	79
	Customer handled								923	586	1,101	1,014	1,079	901	800	934
	Unspecified	1,239	1,257	1,105	1,177	1,017	1,200	1,080		0	0	0	0	0	0	0
Leisure	Casual caller								5	2	3	1	7	1	4	3
	Customer handled								8	3	28	15	5	12	14	11
	Unspecified	71	71	43	44	15	24	32		0	0	0	0	0	0	0
Older Person	Casual caller								1	0	0	0	2	0	0	0
	Customer handled								32	22	43	43	26	25	19	21
	Unspecified	13	12	38	29	23	29	29		0	0	0	0	0	0	0
Other Enquiry	Casual caller								446	279	137	86	61	346	189	278
	Customer handled								20	128	319	266	448	361	264	461
	Unspecified	879	797	766	623	495	802	567		0	0	0	0	0	0	0
Partner External	Casual caller								80	192	1,334	207	150	83	132	144
	Customer handled								108	115	163	152	92	67	95	138
	Unspecified	665	418	471	402	330	386	682		0	0	0	0	0	0	0
Payment Debt	Casual caller								650	473	20	7	7	60	106	58
	Customer handled								1,248	1,028	1,952	629	671	1,768	1,574	1,614
	Unspecified	2,324	2,066	1,792	2,069	1,633	2,137	2,043		0	0	0	0	0	0	0
Planning	Casual caller								9	15	14	5	19	1	0	162
	Customer handled								116	113	158	110	147	172	125	195
	Unspecified	177	198	197	155	154	155	143		0	0	0	0	0	0	0
Public transport	Casual caller								137	120	62	182	88	93	44	41
	Customer handled								318	171	460	444	411	347	313	428
	Unspecified	799	547	614	750	586	503	470		0	0	0	0	0	0	0
Streetscene	Casual caller								144	99	69	50	57	44	54	57
	Customer handled								134	144	239	225	227	255	217	257
	Unspecified	392	425	384	381	332	421	388		0	0	0	0	0	0	0
Tourism	Casual caller								16	5	14	9	24	13	20	17
	Customer handled								105	79	115	116	60	74	92	136
	Unspecified	771	533	866	642	328	245	217		0	0	0	0	0	0	0
Vehicle	Casual caller								51	43	0	2	0	0	0	0
	Customer handled								0	18	88	42	62	86	62	90
	Unspecified	67	54	69	99	62	128	55		0	0	0	0	0	0	0
Younger Person	Casual caller								0	4	2	0	0	1	1	1
	Customer handled								0	0	17	13	11	12	13	7
	Unspecified	15	14	20	33	17	26	0		0	0	0	0	0	0	0
Grand Total	Casual caller								2,291	1,726	2,085	1,029	935	1,185	1,009	1,219
	Customer handled								5,335	4,157	7,416	5,445	6,220	6,634	5,803	6,989
	Unspecified	9,919	8,470	9,771	10,075	7,949	9,596	8,702		0	0	0	0	0	0	0

Call Centre Call performance 2009/2010

Speed of answer
Answered calls



Call Centre Incoming calls & emails 2009/2010



Call Centre Enquiries

Complaints	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Last 12 mths
Streetscene	33	28	47	29	24	27	33	19	39	37	40	34	19	27	23	351
Other Enquiry	4	2	3	0	0	0	2	2	3	0	0	0	0	0	0	7
Formal Complaint	0	0	0	4	1	1	0	0	0	2	2	4	4	4	1	23
Total	37	30	50	33	25	28	35	21	42	39	42	38	23	31	24	381

Information requests	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Last 12 mths
Other Enquiry	1,211	984	1,235	1,116	899	1,100	1,065	953	835	980	1,085	1,236	822	890	1,230	12,211
Streetscene	600	599	584	600	587	654	530	482	706	900	522	672	664	496	645	7,458
Benefits	254	165	207	234	193	264	201	245	177	221	158	224	165	155	168	2,405
Planning	116	122	178	149	124	147	158	121	76	139	151	161	129	149	215	1,719
Housing	34	234	325	279	249	327	348	347	243	510	494	396	304	351	397	4,245
Council Tax	94	133	101	164	54	159	53	150	104	205	75	134	138	198	233	1,667
Environmental health	74	84	118	193	173	83	60	61	31	47	44	34	49	94	191	1,060
Electoral registration	60	223	124	46	46	209	249	91	56	63	67	109	1,836	319	80	3,171
Payment Debt	40	61	57	64	48	106	103	78	57	58	84	168	42	70	92	970
Tourism	45	41	44	89	48	89	86	51	32	43	45	49	27	41	78	678
Energy efficiency	20	9	24	38	15	24	49	26	24	42	24	20	6	11	31	310
Public transport	0	0	10	47	43	66	0	0	0	0	0	0	0	0	0	156
Change of details	6	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Formal Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	2,554	2,656	3,007	3,020	2,479	3,228	2,902	2,605	2,341	3,208	2,749	3,203	4,182	2,774	3,360	36,051

Service requests	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Last 12 mths
Payment Debt	1,526	1,827	1,571	1,911	1,376	1,884	1,517	1,770	1,397	1,708	1,039	1,186	1,524	1,835	1,756	18,903
Streetscene	1,273	1,169	1,285	1,361	1,312	1,349	1,156	1,141	1,134	1,230	1,036	1,512	1,314	1,129	1,380	15,054
Environmental health	74	70	140	299	234	90	70	80	44	68	60	54	94	63	154	1,310
Change of details	80	124	101	137	134	149	130	127	123	84	117	144	118	127	111	1,501
Housing	0	93	157	165	147	141	139	117	93	147	145	136	130	134	129	1,623
Electoral registration	48	111	61	30	11	6	11	32	34	45	44	104	219	60	50	646
Tourism	52	44	29	20	18	24	31	16	7	28	25	41	15	15	20	260
Other Enquiry	17	10	11	11	9	8	6	6	13	11	6	12	7	7	10	106
Planning	15	9	12	15	16	18	11	8	7	12	12	16	12	6	18	151
Formal Complaint	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Benefits	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Council Tax	0	0	0	0	0	0	0	0	0	0	0	0	0	3	52	55
Total	3,086	3,458	3,367	3,951	3,257	3,669	3,071	3,297	2,852	3,333	2,484	3,205	3,433	3,379	3,680	39,611
Grand total	5,677	6,144	6,424	7,004	5,761	6,925	6,008	5,923	5,235	6,580	5,275	6,446	7,638	6,184	7,064	76,043

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

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

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

Sharepoint calendar created to reduce the volume of e-mail communication from internal departments.

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