

COMT

20 JUNE 2011

OVERVIEW & SCRUTINY (ECONOMIC WELL
BEING)

7 JULY 2011

**CUSTOMER SERVICES MONITORING REPORT
REPORT BY HEAD OF CUSTOMER SERVICES**

1 Introduction

1.1 This is the monitoring report for the Customer Services team for 2010/2011. The latest quarterly report (sent to COMT) is at Appendix A.

2 Significant issues since last report

2.1 We have undertaken a review of staffing and services as part of the Council's budgetary review. As a result we have

- Accepted three requests for voluntary redundancy
- Reduced staffing at St Neots from two staff to one
- Closed St Ives customer service from the end of May. It is still open every Monday for Housing Benefit queries only.
- Undertaken a consultation exercise with staff at Ramsey & Yaxley to manage the reduction to two days per week at each site
- Achieved the prestigious Customer Service Excellence Award for Huntingdon and St Neots. We have now achieved this accolade across the whole of the customer service team, including satellite offices and the call centre
- Achieved £100k of budget savings 2011/12

3 Forthcoming issues

3.1 As well as managing the reduction in the number of days we will be staffing Ramsey & Yaxley offices, we will also need to undertake a procurement exercise on the cash handling contract (due to expire in December 2011).

3.2 The future of the Call Centre is to be considered by this Panel and Cabinet in September. This report will look at the options available once the existing IT and premises contracts expire in December 2012.

3.3 As part of our further efficiency improvements, we are progressing with a project to take Automated Telephone Payments. This will free up advisor time to handle more complex queries at the call centre.

3.4 Potential loss of DWP funding from April 2012 which will mean a reduction of 95 hours per week of advisor time at Huntingdon CSC.

3.5 Explore procurement exercise for Allpay contract (expires December 2011)

4 Statistics

4.1 Customer numbers for 2010/2011

The Call Centre was offered 158,979 calls and 13,082 emails.
The Customer Service Centres processed 88,186 enquiries.

4.2 Customer Satisfaction levels

Call Centre Customer Satisfaction for was 98.1%.
Customer Service Centre satisfaction was 98.8%.

5 Recommendation

The Panel is asked to note the contents of this report

Contact officer – Julia Barber, Head of Customer Services. 01480 388105

Quarterly Customer Service report for the period Jan to Mar 2011

Highlights of the last quarter

- Customer Satisfaction has remained high, averaging 98% over the quarter at the Call Centre despite strains on our service level.
- Following a couple of challenging months we comfortably met our speed of answer targets at the Call Centre and Huntingdon CSC in March as our new starters found their feet. They were trained to take Payment and Operations calls at the Call Centre. At Huntingdon our new starters learnt services such as planning, benefits and housing, with one person doing the reception function and are all getting on very well indeed.
- The operation of the Bus Pass scheme was successfully handed to CCC, with all data successfully transferred from Hunts CSC with the support of IMD.
- Staff are feeling that there is a good level of communication within our Customer Service Team relating to the budget savings and future changes.
- The Huntingdon CSC exceeded service level over the quarter as a whole but on occasions had customers waiting an hour.

Issues for next period

- Peak volume of calls expected for period of April and early May during the upcoming elections.
- Changes to release budget savings within the customer service team are expected to increase the number of customers calling the call centre and visiting Huntingdon Customer Service Centre which will impact on the length of time customers wait to speak to an advisor.
- Changes to release budget savings throughout the whole of HDC may lead to increased levels of avoidable contact as customers can't get through to the staff member/dept they need. Those customers may then try the switchboard number to see if we have another number which will again impact on waiting times for customers and service levels.
- The new release of the Capita payment system will be loaded into test and needs to be evaluated before going live in June, this will impact resources and additional training may be required for all users and administrators.

Risks

- We missed the '80% of customers handled within 20 seconds' target by a small margin this quarter achieving 79.4%. This is largely due to an extremely difficult January for both Call Centre and Huntingdon CSC. The Call Centre had two new starters arrive in January requiring training and pairing with experienced advisors, as well as longer Council Tax calls requesting Direct Debits and Moving in, Moving out request. The Huntingdon CSC lost 2 experienced staff, and had to train 4 new starters in January.

Budget Position – 2010/11

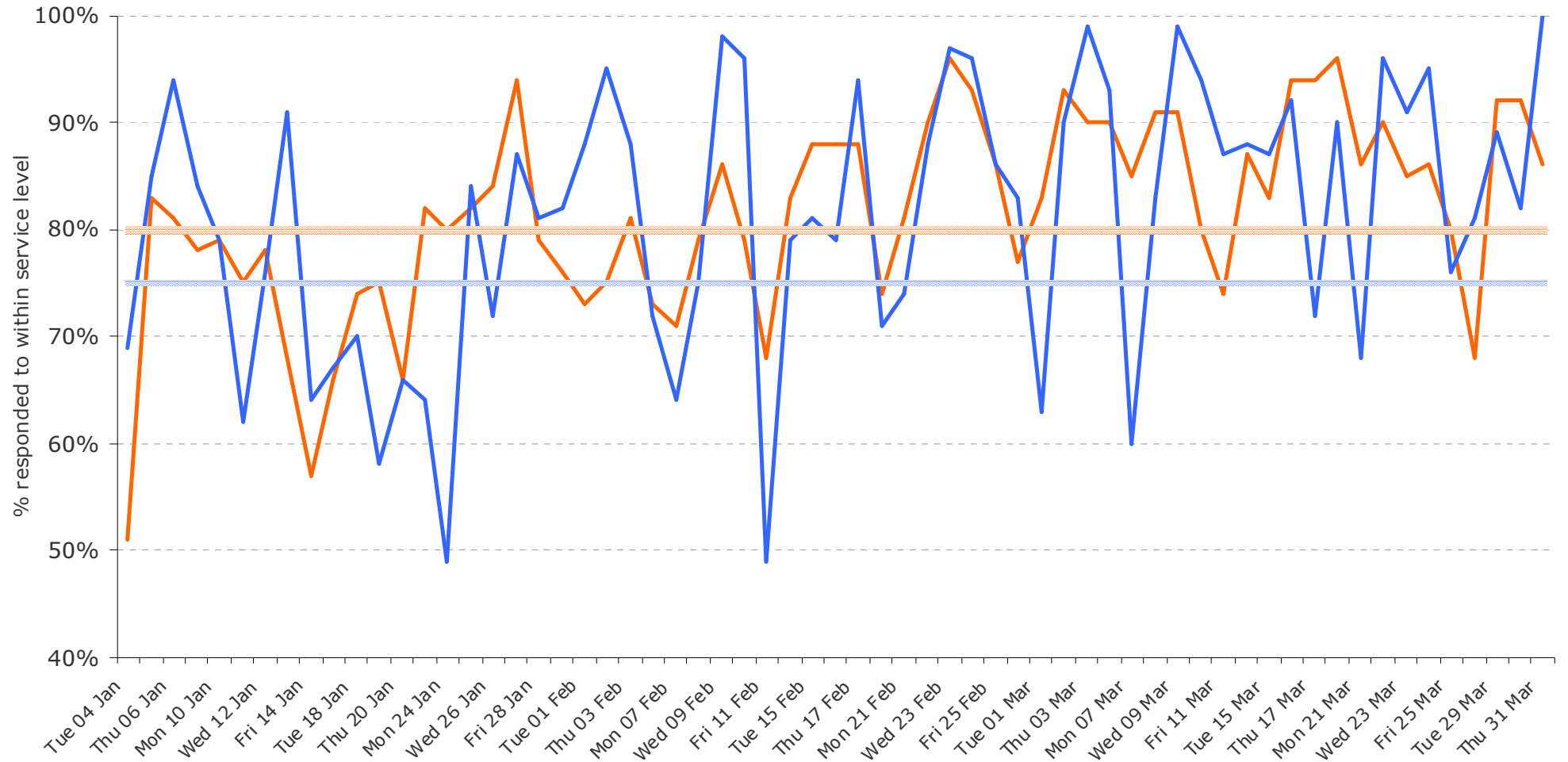
Customer Service budgets are as a whole on target with efficiencies highlighted with the accountant on a monthly basis and being used for unplanned expenditure.

Note: In the following pages the term 'enquiry' refers to the information or service requested by the customer. Some customers may make more than one enquiry in a single visit.

Daily speed of response

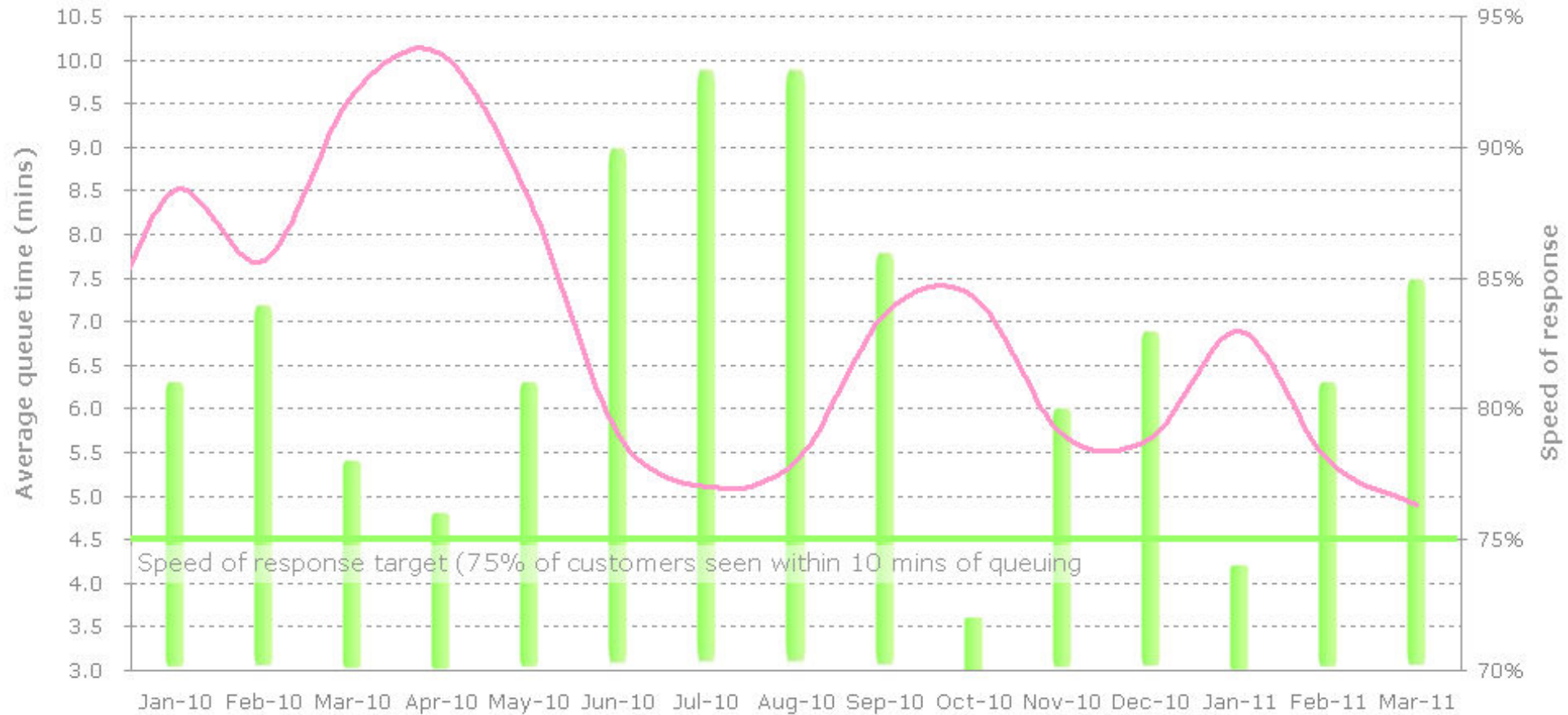
Jan to Mar 2011

- Call Centre (CC)
- Huntingdon CSC (HCSC)
- CC target
- HCSC target

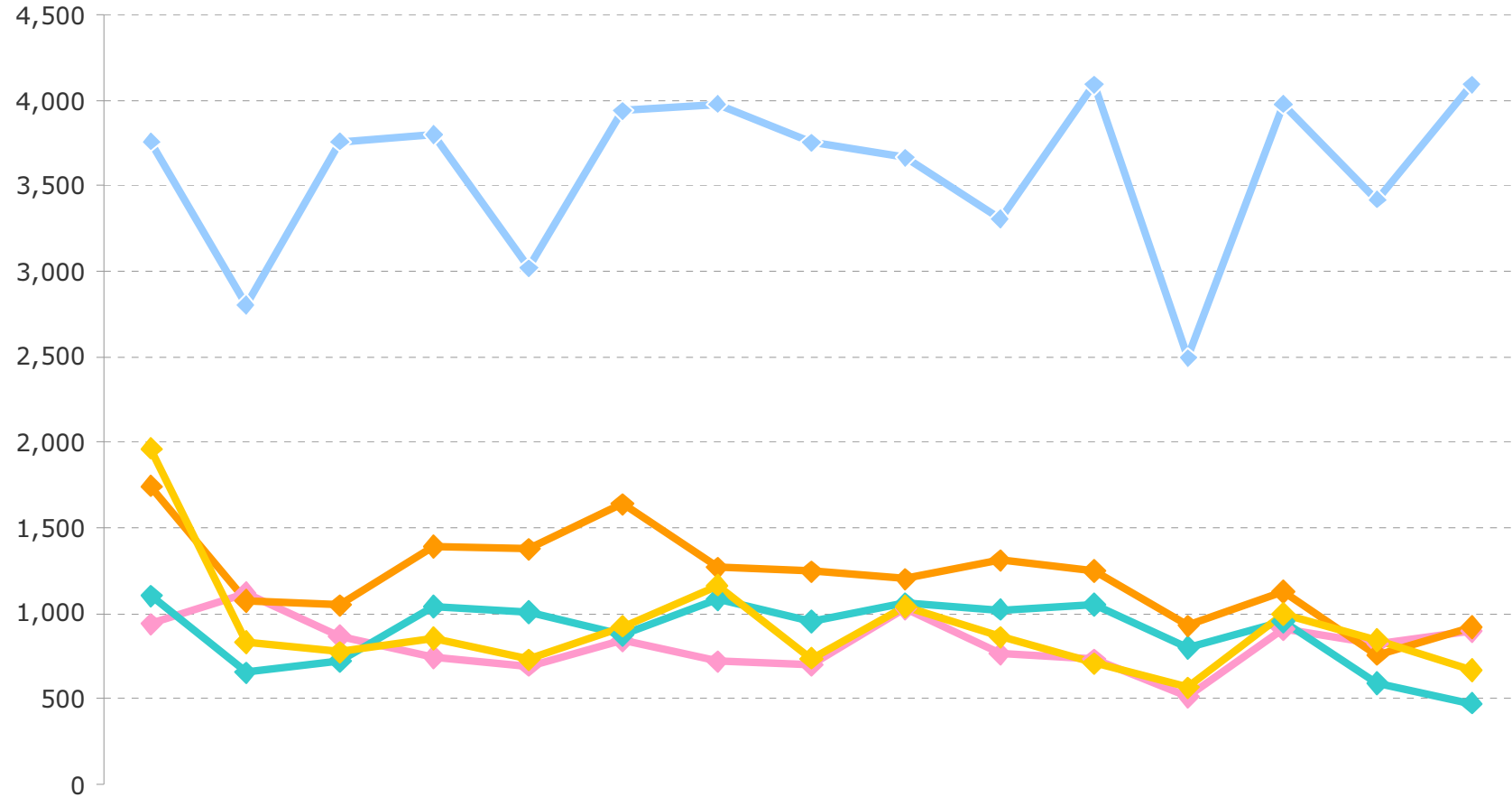


Huntingdon Customer Service Centre Queue performance 2010/2011

- Speed of response
- Average queue time (mins)



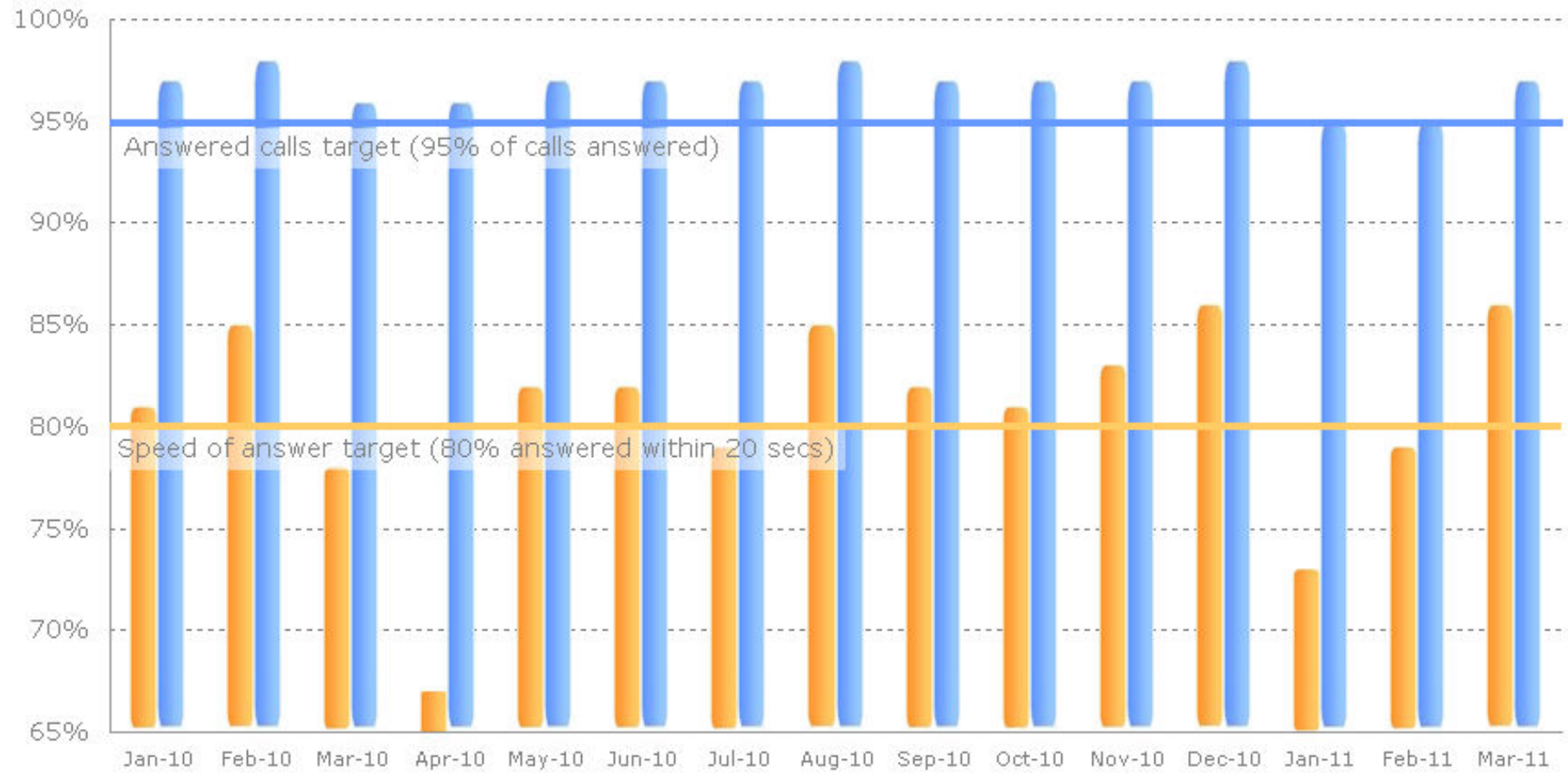
Customer Service Centres' enquiries per month



	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Huntingdon CSC	3,760	2,804	3,758	3,799	3,017	3,939	3,980	3,750	3,663	3,308	4,090	2,491	3,980	3,420	4,092
Ramsey CIC	936	1,119	863	742	690	838	716	697	1,030	760	728	509	907	822	892
St Ives CSC	1,100	650	719	1,039	1,005	874	1,082	952	1,057	1,021	1,051	796	952	587	470
St Neots CSC	1,744	1,070	1,046	1,389	1,372	1,636	1,266	1,242	1,198	1,309	1,245	923	1,127	758	916
Yaxley CIC	1,961	831	769	850	728	921	1,162	735	1,036	857	705	562	996	839	668

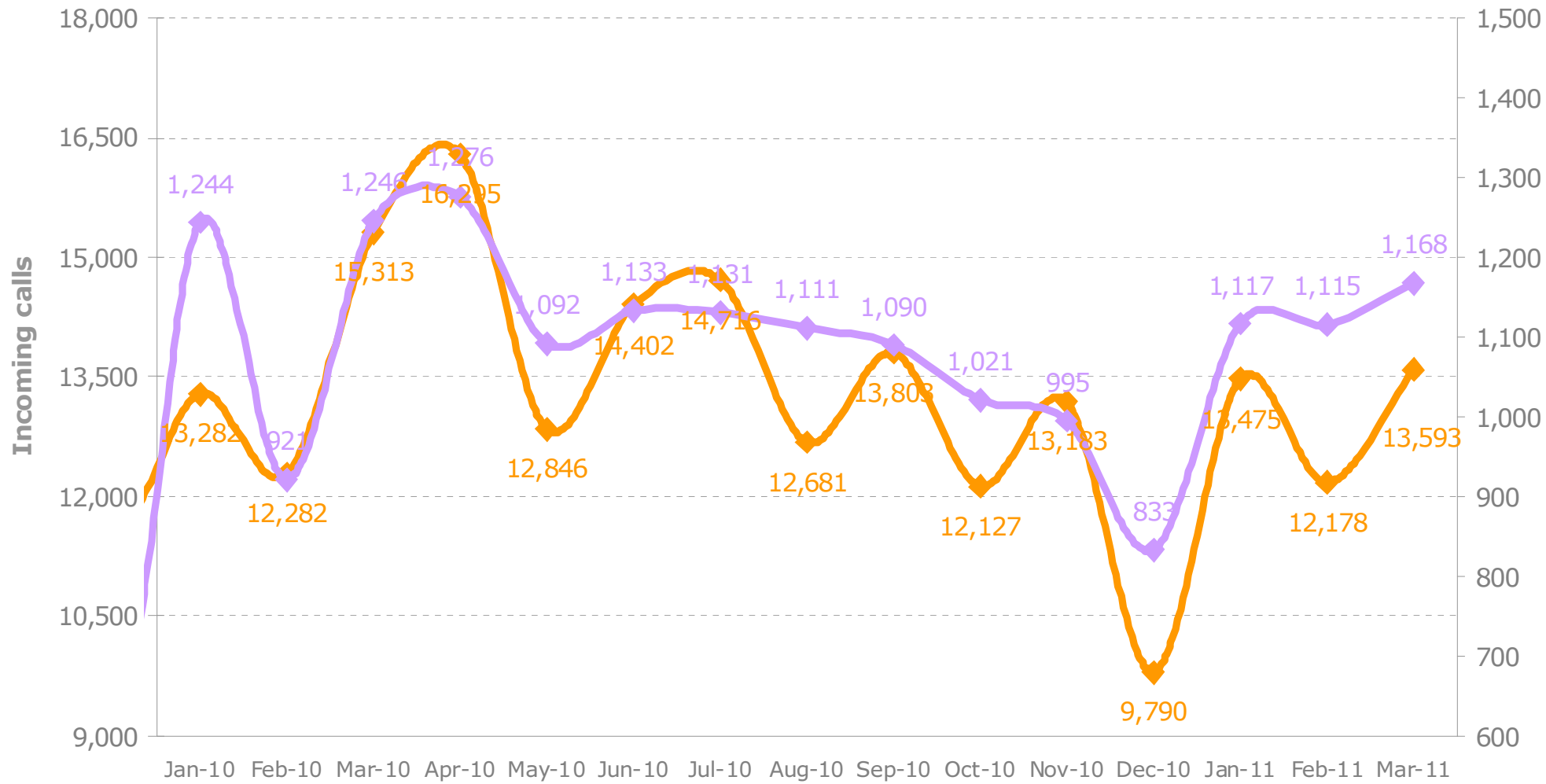
Call Centre Call performance 2010/2011

Speed of answer
Answered calls



Call Centre Incoming calls & emails 2010/2011

◆ Incoming calls
◆ Emails



Call Centre Enquiries

Complaints	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Last 12 mths
Streetscene	39	37	40	34	19	27	23	34	24	28	33	28	14	26	33	15	304
Other Enquiry	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Formal Complaint	0	2	2	4	4	4	1	4	4	7	7	4	4	2	3	2	46
Total	42	39	42	38	23	31	24	38	28	35	40	32	18	28	36	17	350

Information requests	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Last 12 mths
Other Enquiry	835	980	1,085	1,236	822	890	1,230	1,106	850	961	938	923	749	917	1,057	1,221	11,664
Streetscene	706	900	522	672	664	496	645	618	493	633	532	493	568	644	496	635	6,917
Benefits	177	221	158	224	165	155	168	124	118	115	91	106	106	85	77	102	1,412
Planning	76	139	151	161	129	149	215	189	169	200	153	175	97	156	160	241	2,033
Housing	243	510	494	396	304	351	397	457	367	490	449	388	252	437	455	484	4,831
Council Tax	104	205	75	134	138	198	233	227	141	235	149	317	176	376	306	450	2,946
Environmental health	31	47	44	34	49	94	191	252	163	93	94	75	48	67	54	92	1,272
Electoral registration	56	63	67	109	1,836	319	80	34	101	253	286	215	49	85	79	301	3,638
Payment Debt	57	58	84	168	42	70	92	58	48	62	74	107	47	78	71	91	840
Tourism	32	43	45	49	27	41	78	41	59	39	36	56	19	25	22	19	462
Energy efficiency	24	42	24	20	6	11	31	24	12	26	15	19	16	11	11	16	198
Public transport	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Change of details	0	0	0	0	0	0	0	0	4	0	0	2	0	0	0	0	6
Formal Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	2,341	3,208	2,749	3,203	4,182	2,774	3,360	3,130	2,525	3,107	2,817	2,876	2,127	2,881	2,788	3,652	36,219

Service requests	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Last 12 mths
Payment Debt	1,397	1,708	1,039	1,186	1,524	1,835	1,756	1,985	1,664	2,003	1,701	2,179	1,616	2,060	1,111	1,173	20,607
Streetscene	1,134	1,230	1,036	1,512	1,314	1,129	1,380	1,398	1,230	1,332	1,015	1,013	922	1,245	1,089	1,255	14,322
Environmental health	44	68	60	54	94	63	154	303	220	106	85	87	56	55	48	65	1,336
Change of details	123	84	117	144	118	127	111	158	152	153	148	158	224	246	267	333	2,195
Housing	93	147	145	136	130	134	129	139	115	130	93	83	45	161	132	121	1,412
Electoral registration	34	45	44	104	219	60	50	42	18	2	17	23	16	19	13	116	595
Tourism	7	28	25	41	15	15	20	21	20	13	11	7	3	22	15	8	170
Other Enquiry	13	11	6	12	7	7	10	27	49	32	36	47	36	55	32	22	360
Planning	7	12	12	16	12	6	18	24	14	14	9	6	3	15	18	28	167
Formal Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Benefits	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Council Tax	0	0	0	0	0	3	52	73	40	70	55	107	34	89	34	70	627
Total	2,852	3,333	2,484	3,205	3,433	3,379	3,680	4,170	3,522	3,855	3,170	3,710	2,955	3,967	2,759	3,191	41,791
Grand total	5,235	6,580	5,275	6,446	7,638	6,184	7,064	7,338	6,075	6,997	6,027	6,618	5,100	6,876	5,583	6,860	78,360