COMT20 JUNE 2011OVERVIEW & SCRUTINY (ECONOMIC WELL7 JULY 2011BEING)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 Huntington 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.

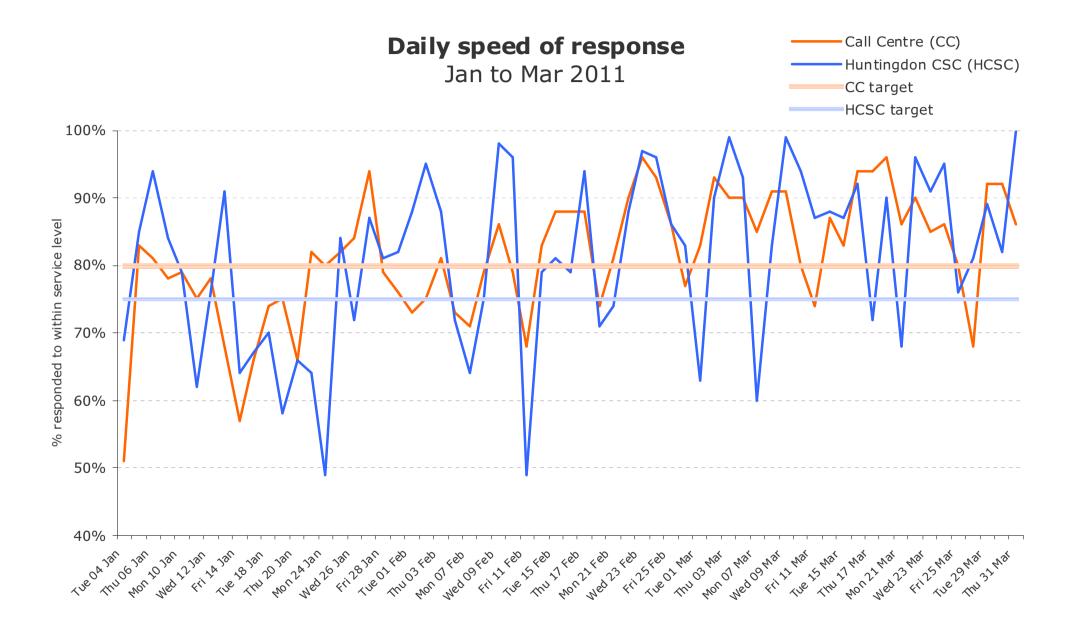
Risks

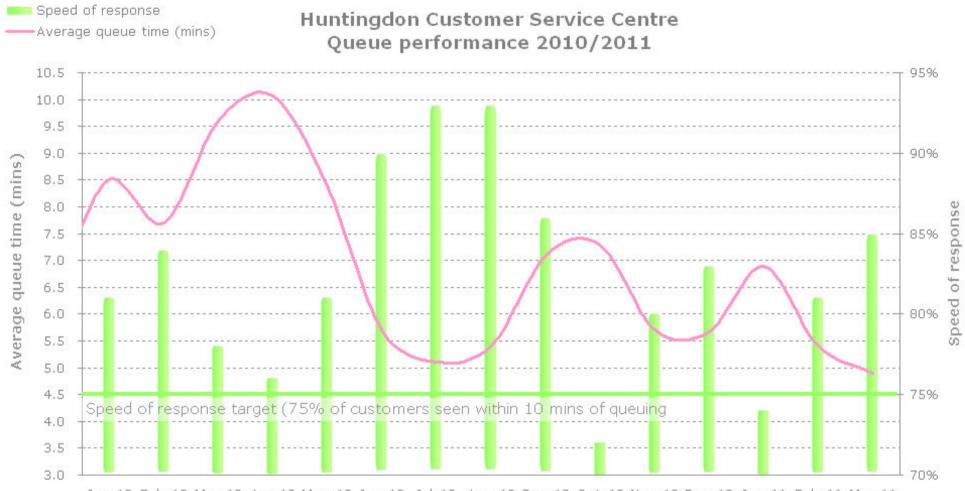
• We missed the '80% of customers handled within 20 seconds' target by a small margin this quarter achieving 79.4%. This is largely due to an extremely difficult January for both Call Centre and Huntingdon CSC. The Call Centre had two new starters arrive in January requiring training and pairing with 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.

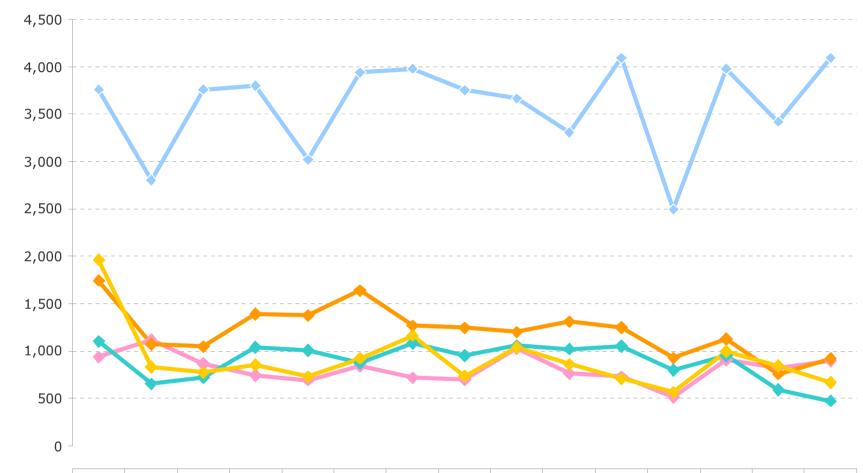
Note: In the following pages the term 'enquiry' refers to the information or service requested by the customer. Some customers may make more than one enquiry in a single visit.





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

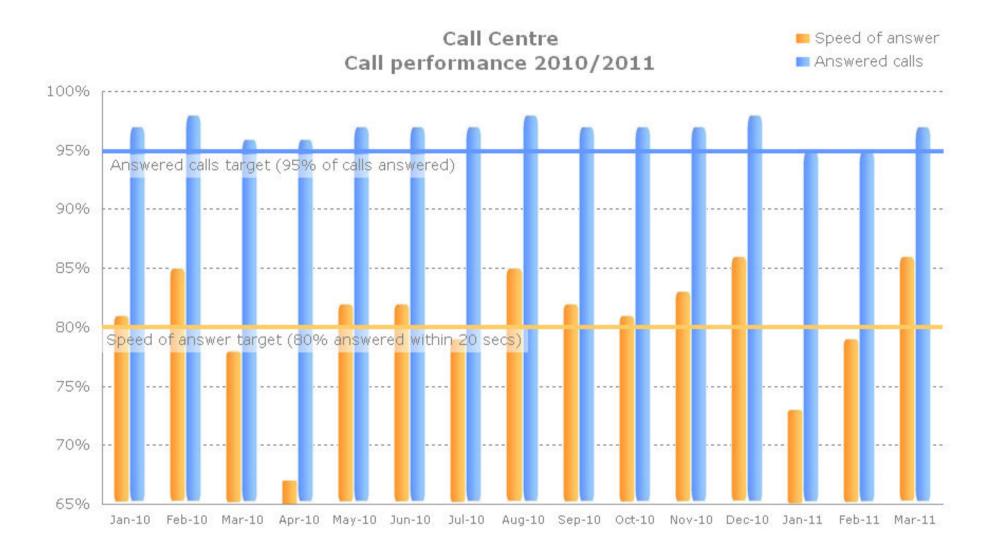
Customer Service Centres' enquiries per month

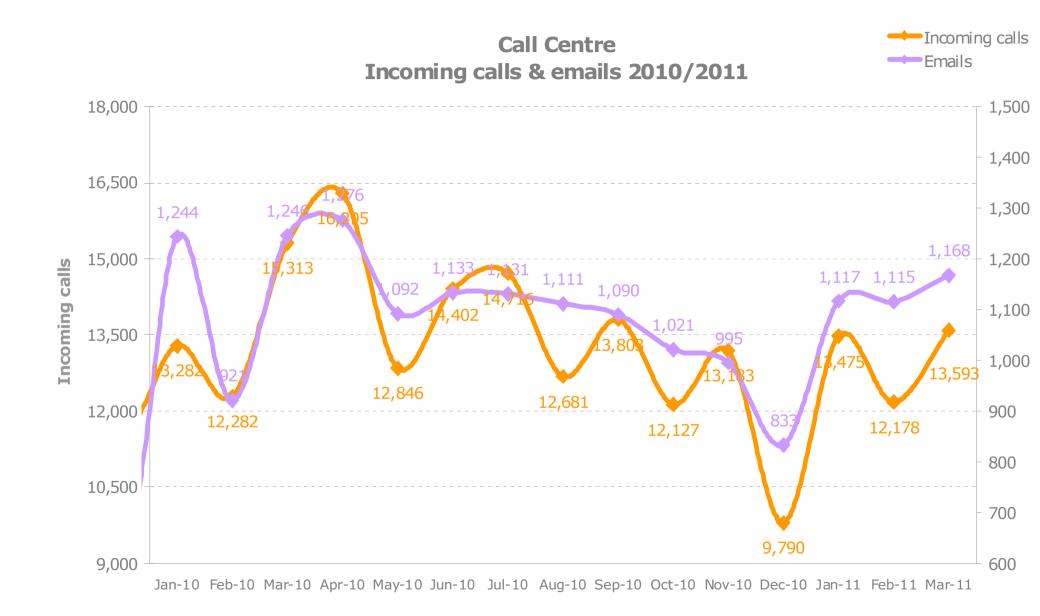


	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Huntingdon CSC	3,760	2804	3,758	3799	3,017	3939	3,980	3750	3,663	3308	4,090	2491	3,980	3,420	4,092
Ramsey CIC	936	1119	863	742	690	838	716	697	1,030	760	728	509	907	822	892
St Ives CSC	1,100	650	719	1039	1,005	874	1,082	952	1,057	1021	1,051	796	952	587	470
St Neots CSC	1,744	1070	1,046	1389	1,372	1636	1,266	1242	1,198	1309	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

Customer Service Centre Enquiries

Service	Enquiry type	Dec-09	Jan-10				May-10			Aug-10		Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Benefits	Casual caller	26	4	9	18	22	17	16	15	31	29	21	16	22	29	48	12
e en lorreo	Customer handled	1,437	2,090	1.909	2.415	2,053	1.834	2,235	2,070	2.105	2.212	2.091	2,261	1,529	2.210	2.218	2,596
	Unspecified	1,107		1,505	2, 110	2,000	1,001	2,200		2,100	<u> </u>	2,001	2,201	1,020	2,210	2,210	2,000
Council Tax	Casual caller	32	1	1	3	4	3	1	2	0	1	1	0	3	5	2	1
	Customer handled	204	420	276	338	322	253	296	341	311	477	468	449	217	434	288	320
	Unspecified			2.0		022		230	0.11			100					020
Employment	Casual caller	19	13	24	21	21	20	28	25	25	42	29	14	12	44	26	17
	Customer handled	30	24	51	26	27	19	52	50	50	76	41	55	25	58	61	40
	Unspecified																
Equipment use	Casual caller	340	292	345	407	391	321	334	330	347	438	401	353	255	399	383	347
	Customer handled	79	199	140	202	152	109	114	241	177	221	152	162	116	166	138	128
	Unspecified																
Housing	Casual caller	77	120	101	71	105	98	79	63	56	95	56	59	57	71	63	44
	Customer handled	586	1,101	1,014	1,079	901	800	934	960	945	1,019	867	946	551	1,012	916	1,043
	Unspecified																
Leisure	Casual caller	2	3	1	7	1	4	3	2	3	4	2	0	1	11	2	2
	Customer handled	3	28	15	5	12	14	11	20	16	22	9	14	3	23	13	11
	Unspecified																
Older Person	Casual caller	0	0	0	2	0	0	0	1	0	0	0	0	1	0	0	1
	Customer handled	22	43	43	26	25	19	21	30	31	16	25	33	25	44	22	22
	Unspecified																
Other Enquiry	Casual caller	279	137	86	61	346	189	278	28	29	37	30	20	18	35	19	11
	Customer handled	128	319	266	448	361	264	461	587	441	510	475	695	373	521	573	778
	Unspecified																
Partner External	Casual caller	192	1,334	207	150	83	132	144	119	95	163	194	103	101	133	149	114
	Customer handled	115	163	152	92	67	95	138	73	70	113	79	92	74	117	85	143
	Unspecified																
Payment Debt	Casual caller	473	20	7	7	60	106	58	67	54	40	23	42	52	65	11	7
	Customer handled	1,028	1,952	629	671	1,768	1,574	1,614	1,727	1,571	1,510	1,422	1,610	1,252	1,589	540	422
	Unspecified																
Planning	Casual caller	15	14	5	19	1	0	162	268	0	0	0	0	0	20	29	15
	Customer handled	113	158	110	147	172	125	195	168	141	151	154	179	80	176	148	231
	Unspecified																
Public transport	Casual caller	120	62	182	88	93	44	41	56	36	36	30	38	20	33	19	42
	Customer handled	171	460	444	411	347	313	428	408	353	266	273	282	203	334	278	305
	Unspecified																
Streetscene	Casual caller	99	69	50	57	44	54	57	61	55	67	52	49	61	60	46	32
	Customer handled	144	239	225	227	255	217	257	259	218	207	217	205	128	189	174	195
	Unspecified																
Tourism	Casual caller	5	14	9	24	13	20	17	20	26	15	11	9	10	8	12	14
	Customer handled	79	115	116	60	74	92	136	85	71	85	51	55	31	48	49	54
	Unspecified																
Vehicle	Casual caller	43	0		0	0	0	0	0		0	2	0	0	1	1	3
	Customer handled	18	88	42	62	86	62	90	95	98	105	65	72	55	102	92	69
	Unspecified																
Younger Person		4	2	0	0	1	1	1	15	7	4	2	0	0	0	0	1
	Customer handled	0	17	13	11	12	13	7	20	14	23	12	6	6	25	21	18
	Unspecified																
Grand Total	Casual caller	1,726	2,085	1,029	935	1,185	1,009	1,219	1,072	764	971	854	703	613	914	810	663
	Customer handled	4,157	7,416	5,445	6,220	6,634	5,803	6,989	7,134	6,612	7,013	6,401	7,116	4,668	7,048	5,616	6,375
	Unspecified																





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		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
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Change of details	0	0	0	0	0	0	~	0	4		¥		~	~	0	0	6
Formal Complaint	0	Ő	Ō	Ū	0	Ŭ	Ŭ	Ŭ	O	0	Ŭ	0	Ŭ	Ŭ	Ō	0	ь О
	~	Ŭ				~	~		•		¥		~	~			0 36,219
Formal Complaint Total	0 2,341	0 3,208	0 2,749	0 3,203	0 4,182	0 2,774	0 3,360	0 3,130	0 2,525	0 3,107	0 2,817	0 2,876	0 2,127	0 2,881	0 2,788	0 3,652	
Formal Complaint Total Service requests	0 2,341 Dec-09	0 3,208 Jan-10	0 2,749 Feb-10	0 3,203 Mar-10	0 4,182 Apr-10	0 2,774 May-10	0 3,360 Jun-10	0 3,130 Jul-10	0 2,525 Aug-10	0 3,107 Sep-10	0 2,817 Oct-10	0 2,876 Nov-10	0 2,127 Dec-10	0 2,881 Jan-11	0 2,788 Feb-11	0 3,652 Mar-11	Last 12 mths
Formal Complaint Total Service requests Payment Debt	0 2,341 Dec-09 1,397	0 3,208 Jan-10 1,708	0 2,749 Feb-10 1,039	0 3,203 Mar-10 1,186	0 4,182 Apr-10 1,524	0 2,774 May-10 1,835	0 3,360 Jun-10 1,756	0 3,130 Jul-10 1,985	0 2,525 Aug-10 1,664	0 3,107 Sep-10 2,003	0 2,817 Oct-10 1,701	0 2,876 Nov-10 2,179	0 2,127 Dec-10 1,616	0 2,881 Jan-11 2,060	0 2,788 Feb-11 1,111	0 3,652 Mar-11 1,173	Last 12 mths 20,607
Formal Complaint Total Service requests Payment Debt Streetscene	0 2,341 Dec-09 1,397 1,134	0 3,208 Jan-10 1,708 1,230	0 2,749 Feb-10 1,039 1,036	0 3,203 Mar-10 1,186 1,512	0 4,182 Apr-10 1,524 1,314	0 2,774 May-10 1,835 1,129	0 3,360 Jun-10 1,756 1,380	0 3,130 Jul-10 1,985 1,398	0 2,525 Aug-10 1,664 1,230	0 3,107 Sep-10 2,003 1,332	0 2,817 Oct-10 1,701 1,015	0 2,876 Nov-10 2,179 1,013	0 2,127 Dec-10 1,616 922	0 2,881 Jan-11 2,060 1,245	0 2,788 Feb-11 1,111 1,089	0 3,652 Mar-11 1,173 1,255	Last 12 mths 20,607 14,322
Formal Complaint Total Service requests Payment Debt Streetscene Environmental health	0 2,341 Dec-09 1,397 1,134 44	0 3,208 Jan-10 1,708 1,230 68	0 2,749 Feb-10 1,039 1,036 60	0 3,203 Mar-10 1,186 1,512 54	0 4,182 Apr-10 1,524 1,314 94	0 2,774 May-10 1,835 1,129 63	0 3,360 Jun-10 1,756 1,380 154	0 3,130 Jul-10 1,985 1,398 303	0 2,525 Aug-10 1,664 1,230 220	0 3,107 Sep-10 2,003 1,332 106	0 2,817 Oct-10 1,701 1,015 85	0 2,876 Nov-10 2,179 1,013 87	0 2,127 Dec-10 1,616 922 56	0 2,881 Jan-11 2,060 1,245 55	0 2,788 Feb-11 1,111 1,089 48	0 3,652 Mar-11 1,173 1,255 65	Last 12 mths 20,607 14,322 1,336
Formal Complaint Total Service requests Payment Debt Streetscene Environmental health Change of details	0 2,341 Dec-09 1,397 1,134 44 123	0 3,208 Jan-10 1,708 1,230 68 84	0 2,749 Feb-10 1,039 1,036 60 117	0 3,203 Mar-10 1,186 1,512 54 144	0 4,182 Apr-10 1,524 1,314 94 118	0 2,774 May-10 1,835 1,129 63 127	0 3,360 Jun-10 1,756 1,380 154 111	0 3,130 Jul-10 1,985 1,398 303 158	0 2,525 Aug-10 1,664 1,230 220 152	0 3,107 Sep-10 2,003 1,332 106 153	0 2,817 Oct-10 1,701 1,015 85 148	0 2,876 Nov-10 2,179 1,013 87 158	0 2,127 Dec-10 1,616 922 56 224	0 2,881 Jan-11 2,060 1,245 55 246	0 2,788 Feb-11 1,111 1,089 48 267	0 3,652 Mar-11 1,173 1,255 65 333	Last 12 mths 20,607 14,322 1,336 2,195
Formal Complaint Total Service requests Payment Debt Streetscene Environmental health Change of details Housing	0 2,341 Dec-09 1,397 1,134 44 123 93	0 3,208 Jan-10 1,708 1,230 68 84 147	0 2,749 Feb-10 1,039 1,036 60 117 145	0 3,203 Mar-10 1,186 1,512 54 144 136	0 4,182 Apr-10 1,524 1,314 94 118 130	0 2,774 May-10 1,835 1,129 63 127 134	0 3,360 Jun-10 1,756 1,380 154 111 129	0 3,130 Jul-10 1,985 1,398 303 158 139	0 2,525 Aug-10 1,664 1,230 220 152 115	0 3,107 Sep-10 2,003 1,332 106 153 130	0 2,817 Oct-10 1,701 1,015 85 148 93	0 2,876 Nov-10 2,179 1,013 87 158 83	0 2,127 Dec-10 1,616 922 56 224 45	0 2,881 Jan-11 2,060 1,245 55 246 161	0 2,788 Feb-11 1,111 1,089 48 267 132	0 3,652 Mar-11 1,173 1,255 65 333 121	Last 12 mths 20,607 14,322 1,336 2,195 1,412
Formal Complaint Total Service requests Payment Debt Streetscene Environmental health Change of details Housing Electoral registration	0 2,341 Dec-09 1,397 1,134 44 123 93 34	0 3,208 Jan-10 1,708 1,230 68 84 147 45	0 2,749 Feb-10 1,039 1,036 60 117 145 44	0 3,203 Mar-10 1,186 1,512 54 144 136 104	0 4,182 Apr-10 1,524 1,314 94 118 130 219	0 2,774 May-10 1,835 1,129 63 127 134 60	0 3,360 1,756 1,380 154 111 129 50	0 3,130 Jul-10 1,985 1,398 303 158 139 42	0 2,525 Aug-10 1,664 1,230 220 152 115 18	0 3,107 2,003 1,332 106 153 130 2	0 2,817 0ct-10 1,701 1,015 85 148 93 17	0 2,876 Nov-10 2,179 1,013 87 158 83 23	0 2,127 Dec-10 1,616 922 56 224 45 16	0 2,881 Jan-11 2,060 1,245 55 246 161 19	0 2,788 Feb-11 1,111 1,089 48 267 132 13	0 3,652 Mar-11 1,173 1,255 65 333 121 116	Last 12 mths 20,607 14,322 1,336 2,195 1,412 595
Formal Complaint Total Service requests Payment Debt Streetscene Environmental health Change of details Housing Electoral registration Tourism	0 2,341 Dec-09 1,397 1,134 44 123 93 34 7	0 3,208 Jan-10 1,708 1,230 68 84 147 45 28	0 2,749 Feb-10 1,039 1,036 60 117 145 44 25	0 3,203 Mar-10 1,186 1,512 54 144 136 104 41	0 4,182 Apr-10 1,524 1,314 94 118 130 219 15	0 2,774 May-10 1,835 1,129 63 127 134 60 15	0 3,360 Jun-10 1,756 1,380 154 111 129 50 20	0 3,130 Jul-10 1,985 1,398 303 158 139 42 21	0 2,525 Aug-10 1,664 1,230 220 152 115 115 18 20	0 3,107 2,003 1,332 106 153 130 2 13	0 2,817 0ct-10 1,701 1,015 85 148 93 17 11	0 2,876 Nov-10 2,179 1,013 87 158 83 23 7	0 2,127 Dec-10 1,616 922 56 224 45 16 3	0 2,881 2,060 1,245 55 246 161 19 22	0 2,788 Feb-11 1,111 1,089 48 267 132 13 13	0 3,652 Mar-11 1,173 1,255 65 333 121 116 8	Last 12 mths 20,607 14,322 1,336 2,195 1,412 595 170
Formal Complaint Total Service requests Payment Debt Streetscene Environmental health Change of details Housing Electoral registration Tourism Other Enquiry	0 2,341 Dec-09 1,397 1,134 44 123 93 34 7 13	0 3,208 Jan-10 1,708 1,230 68 84 147 45 28 11	0 2,749 Feb-10 1,039 1,036 60 117 145 44 25 6	0 3,203 Mar-10 1,186 1,512 54 144 136 104 41 12	0 4,182 Apr-10 1,524 1,314 94 118 130 219 15 7	0 2,774 May-10 1,835 1,129 63 127 134 60	0 3,360 Jun-10 1,756 1,380 154 111 129 50 20 20 10	0 3,130 Jul-10 1,985 1,398 303 158 139 42 21 27	0 2,525 Aug-10 1,664 1,230 220 152 115 18 20 49	0 3,107 Sep-10 2,003 1,332 106 153 130 2 13 32	0 2,817 0ct-10 1,701 1,015 85 148 93 17 11 36	0 2,876 Nov-10 2,179 1,013 87 158 83 23 7 47	0 2,127 Dec-10 1,616 922 56 224 45 16 3 3 36	0 2,881 Jan-11 2,060 1,245 55 246 161 19 22 55	0 2,788 Feb-11 1,111 1,089 48 267 132 13 13 15 32	0 3,652 Mar-11 1,173 1,255 65 333 121 116 8 22	Last 12 mths 20,607 14,322 1,336 2,195 1,412 595 170 360
Formal Complaint Total Service requests Payment Debt Streetscene Environmental health Change of details Housing Electoral registration Tourism Other Enquiry Planning	0 2,341 Dec-09 1,397 1,134 44 123 93 34 7	0 3,208 1,708 1,230 68 84 147 45 28 11 12	0 2,749 Feb-10 1,039 1,036 60 117 145 44 25 6 12	0 3,203 Mar-10 1,186 1,512 54 144 136 104 41 12 16	0 4,182 Apr-10 1,524 1,314 94 118 130 219 15 7 12	0 2,774 May-10 1,835 1,129 63 127 134 60 15 7 6	0 3,360 1,756 1,380 154 111 129 50 20 10 10 18	0 3,130 1,985 1,398 303 158 139 42 21 27 24	0 2,525 Aug-10 1,664 1,230 220 152 115 18 20 49 14	0 3,107 Sep-10 2,003 1,332 106 153 130 2 13 32 13 32 14	0 2,817 0ct-10 1,701 1,015 85 148 93 17 11 36 9	0 2,876 Nov-10 2,179 1,013 87 158 83 23 7 47 47 6	0 2,127 Dec-10 1,616 922 56 224 45 16 3 36 36 3	0 2,881 Jan-11 2,060 1,245 55 246 161 19 22 55 15	0 2,788 Feb-11 1,111 1,089 48 267 132 13 15 32 18	0 3,652 Mar-11 1,173 1,255 65 333 121 116 8 22 28	Last 12 mths 20,607 14,322 1,336 2,195 1,412 595 170
Formal Complaint Total Service requests Payment Debt Streetscene Environmental health Change of details Housing Electoral registration Tourism Other Enquiry Planning Formal Complaint	0 2,341 Dec-09 1,397 1,134 44 123 93 34 7 13	0 3,208 Jan-10 1,708 1,230 68 84 147 45 28 11	0 2,749 Feb-10 1,039 1,036 60 117 145 44 25 6	0 3,203 Mar-10 1,186 1,512 54 144 136 104 41 12	0 4,182 Apr-10 1,524 1,314 94 118 130 219 15 7	0 2,774 May-10 1,835 1,129 63 127 134 60 15 7	0 3,360 Jun-10 1,756 1,380 154 111 129 50 20 20 10	0 3,130 Jul-10 1,985 1,398 303 158 139 42 21 27	0 2,525 Aug-10 1,664 1,230 220 152 115 18 20 49 14 0	0 3,107 2,003 1,332 106 153 130 2 13 32 13 32 14 0	0 2,817 0ct-10 1,701 1,015 85 148 93 17 11 36	0 2,876 Nov-10 2,179 1,013 87 158 83 23 7 47	0 2,127 Dec-10 1,616 922 56 224 45 16 3 3 36	0 2,881 Jan-11 2,060 1,245 55 246 161 19 22 55	0 2,788 Feb-11 1,111 1,089 48 267 132 13 13 15 32	0 3,652 Mar-11 1,173 1,255 65 333 121 116 8 22 28 0	Last 12 mths 20,607 14,322 1,336 2,195 1,412 595 170 360
Formal Complaint Total Service requests Payment Debt Streetscene Environmental health Change of details Housing Electoral registration Tourism Other Enquiry Planning	0 2,341 Dec-09 1,397 1,134 44 123 93 34 7 33 4 7 13 7	0 3,208 1,708 1,230 68 84 147 45 28 11 12	0 2,749 Feb-10 1,039 1,036 60 117 145 44 25 6 12	0 3,203 Mar-10 1,186 1,512 54 144 136 104 41 12 16	0 4,182 Apr-10 1,524 1,314 94 118 130 219 15 7 12	0 2,774 May-10 1,835 1,129 63 127 134 60 15 7 6	0 3,360 1,756 1,380 154 111 129 50 20 10 10 18	0 3,130 1,985 1,398 303 158 139 42 21 27 24	0 2,525 Aug-10 1,664 1,230 220 152 115 18 20 49 14	0 3,107 Sep-10 2,003 1,332 106 153 130 2 13 32 13 32 14	0 2,817 0ct-10 1,701 1,015 85 148 93 17 11 36 9	0 2,876 Nov-10 2,179 1,013 87 158 83 23 7 47 47 6	0 2,127 Dec-10 1,616 922 56 224 45 16 3 36 36 3	0 2,881 Jan-11 2,060 1,245 55 246 161 19 22 55 15	0 2,788 Feb-11 1,111 1,089 48 267 132 13 15 32 18	0 3,652 Mar-11 1,173 1,255 65 333 121 116 8 22 28	Last 12 mths 20,607 14,322 1,336 2,195 1,412 595 170 360 167

3,522

6,075

3,855

6,997

3,170

6,027

3,710

6,618

2,955

5,100

3,967

6,876

2,759

5,583

3,191

6,860

2,852

5,235

3,333

6,580

Total

Grand total

3,205

6,446

3,433

7,638

2,484

5,275

3,379

6,184

3,680

7,064

4,170

7,338

41,791

78,360