

COMT

23 JANUARY 2012

OVERVIEW & SCRUTINY (ECONOMIC WELL BEING) 2 FEBRUARY 2012

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 the 12 months to December 2011. The latest quarterly report (sent to COMT) is at Appendix A.

2 Significant issues since last report

2.1 We have continued the redundancy and redeployment exercise for staffing at Ramsey & Yaxley and continued to develop services as part of the Council's budgetary review. As a result we have;

- Agreed two further redundancies
- Renewed the cash handling contract following a procurement exercise
- Progressed the Automated Telephone Payments procurement and testing.

2.2 As expected, we have seen a reduction in service level at all our sites. Details can be seen in the graphs at Appendix A. However, customer satisfaction remains high, but is showing a slight downward trend.

2.3 Cabinet and this Panel considered the future of the Call Centre at their September 2011 meetings. As a result, the following were agreed;

- Call Centre staff continue to be employed by HDC
- The contract for the Call Centre software (Avaya) be renewed
- A procurement exercise be undertaken to consider the replacement of the Call Centre Customer Relationship Management (CRM) software
- A further report be submitted to consider the Call Centre location.

2.4 DWP have announced funding of £84k for 2012/13. This is to be split between Housing Benefits and Customer Services.

2.5 Employee satisfaction survey shows satisfaction level of 97%.

3 Forthcoming issues

3.1 Following the ending of the recruitment freeze, we have several new staff who need to be trained. This can take between three and six months, and will impact on service levels, but in the long term will lead to service improvements.

3.2 The Automated Telephone Payments system is due to go live in February 2012. This will free up advisor time to handle more complex queries at the call centre

4 Statistics

4.1 Customer numbers for the past 12 months

The Call Centre was offered 153,929 calls and 13,462 emails.
The Customer Service Centres processed 68,366 enquiries.

4.2 Customer Satisfaction levels

Call Centre Customer Satisfaction for was 97.5%, down from 98.1%.
Customer Service Centre satisfaction was 97.5%, down from 98.8%.

5 Recommendation

The Panel is asked to note the contents of this report

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Appendix A – customer services quarterly report October – December 2011