

Quarterly Customer Service report for the period October to December 2011

Information about Demand

- Employee satisfaction survey completed in December/January, showing a satisfaction level of 97% at both the Call Centre and Customer Service centre, exceeding 75% target.
- Customer Satisfaction has remained high, averaging 97.5% over the quarter at the Call Centre despite strains on our service level.
- The customer service centres achieved a high satisfaction score, with also 97.5% of customers surveyed being satisfied or very satisfied with the service.
- The Call Centre missed its speed of answer target by 4% during the quarter largely due to staff vacancies, sickness, new starter training, covering the satellite CSCs and holidays.
- Over the Quarter, the Call Centre lost 6.2% of contracted hours to sickness, 4.1% to vacancies and 11.2% to holiday.
- The Huntingdon CSC exceeded service level over the quarter as a whole, but on occasions had customers waiting over an hour and missed service level on 14 individual days.
- Over the Quarter the CSC lost 88.5 days to sickness and 68.5 days leave. The CSC also has a 2.5 FTE vacancy.
- The Yaxley and Ramsey CSCs were on reduced opening times for much of the quarter due to the dedicated CSC advisor leaving HDC. Both CSCs have tended to be open 1 day a week at each office, as the Call Centre is not able to provide cover for four days a week.

Information about achieving our priorities

- Staff vacancies have been filled at the Call Centre, and a senior advisor will return to the Call Centre from the Huntingdon CSC at the end of January 2012.
- Vacancies at CSC have been advertised and the recruitment process started
- Automated payments may help take the pressure off peak payment days, due to go live February 2012.
- Continually reviewing staff sickness in line with HDC sickness absence policy.
- Continue to work with back office services to improve communication and to identify potential call/visit peaks.
- The vacancy at the satellite office has been advertised and the recruitment process started

Risks

- There is continued risk at the Call Centre due to average call lengths above 150sec which has had a significant impact on the number of calls waiting to be answered which increases the pressure within the call centre.
- Staff morale may decline due to HDC pay negotiations, any increase in sickness & willingness to work additional hours will impact the both the call centres and CSC performance.

Budget Position – 2011/12

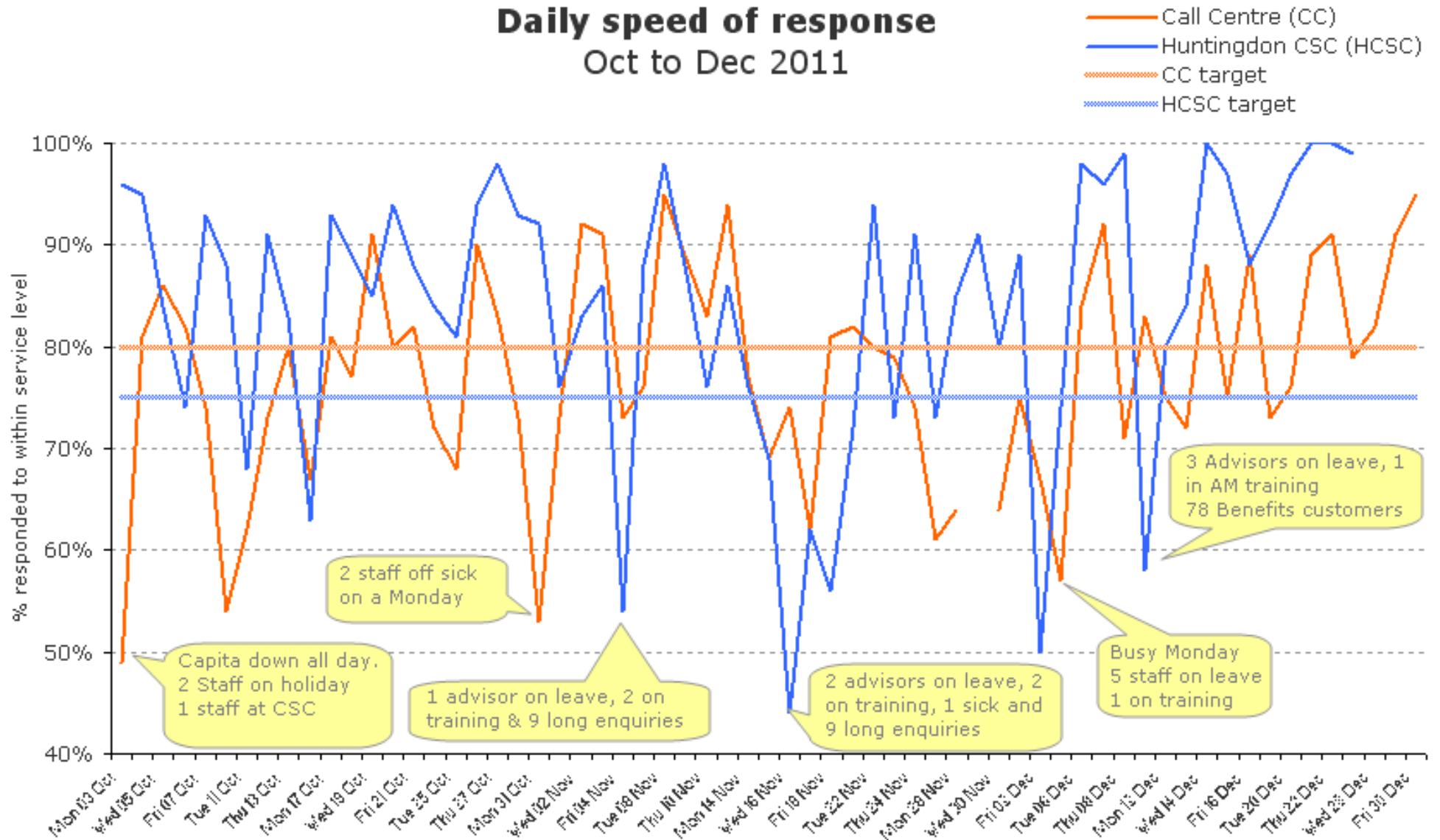
Customer Service budgets are as a whole on target with efficiencies highlighted with the accountant on a monthly basis and being used for unplanned expenditure.

Notes

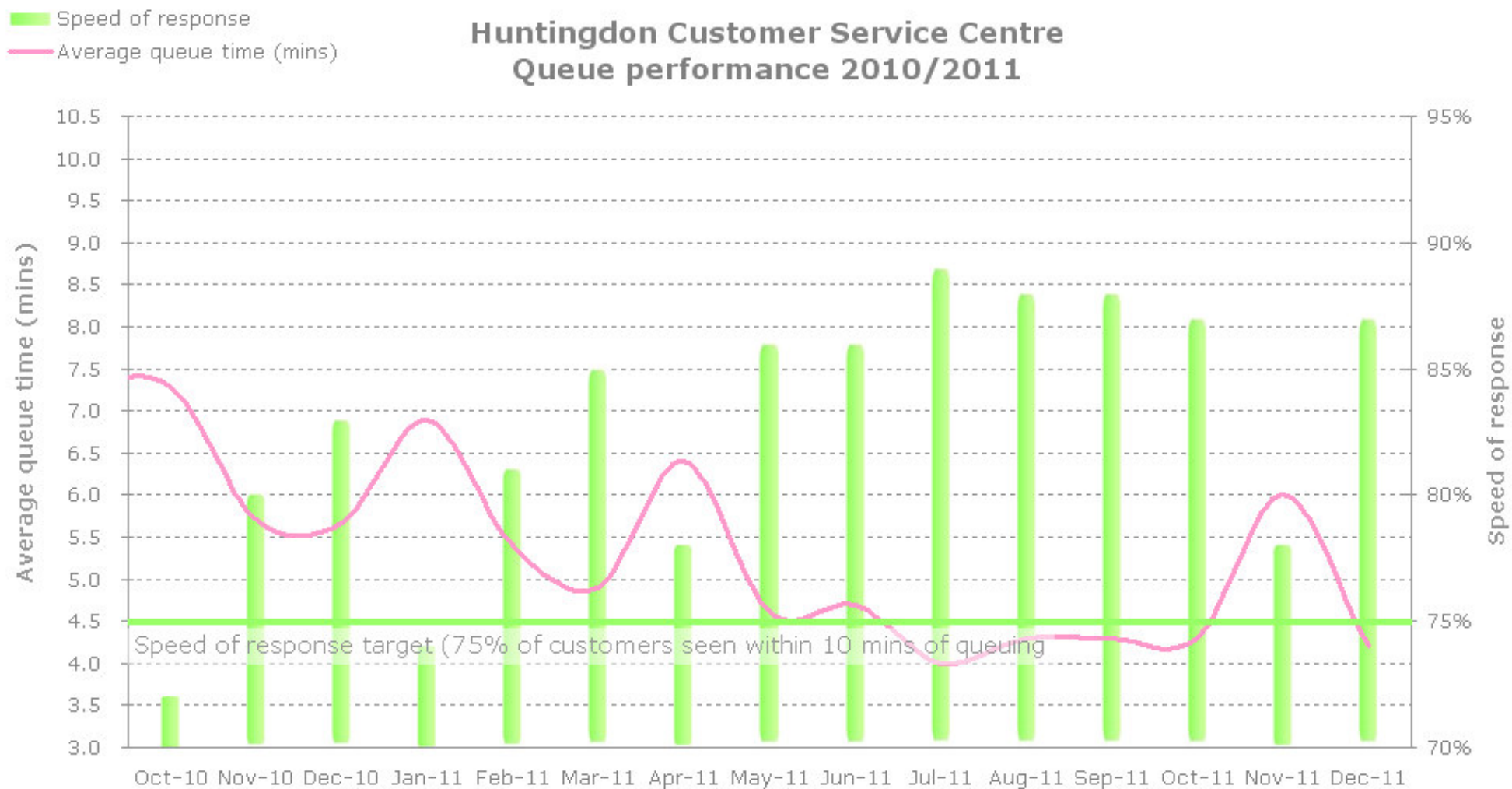
I can verify the accuracy of the data used in the compilation of the performance report and the data has been collected in accordance with the procedures identified in our data measure template, where appropriate.

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.

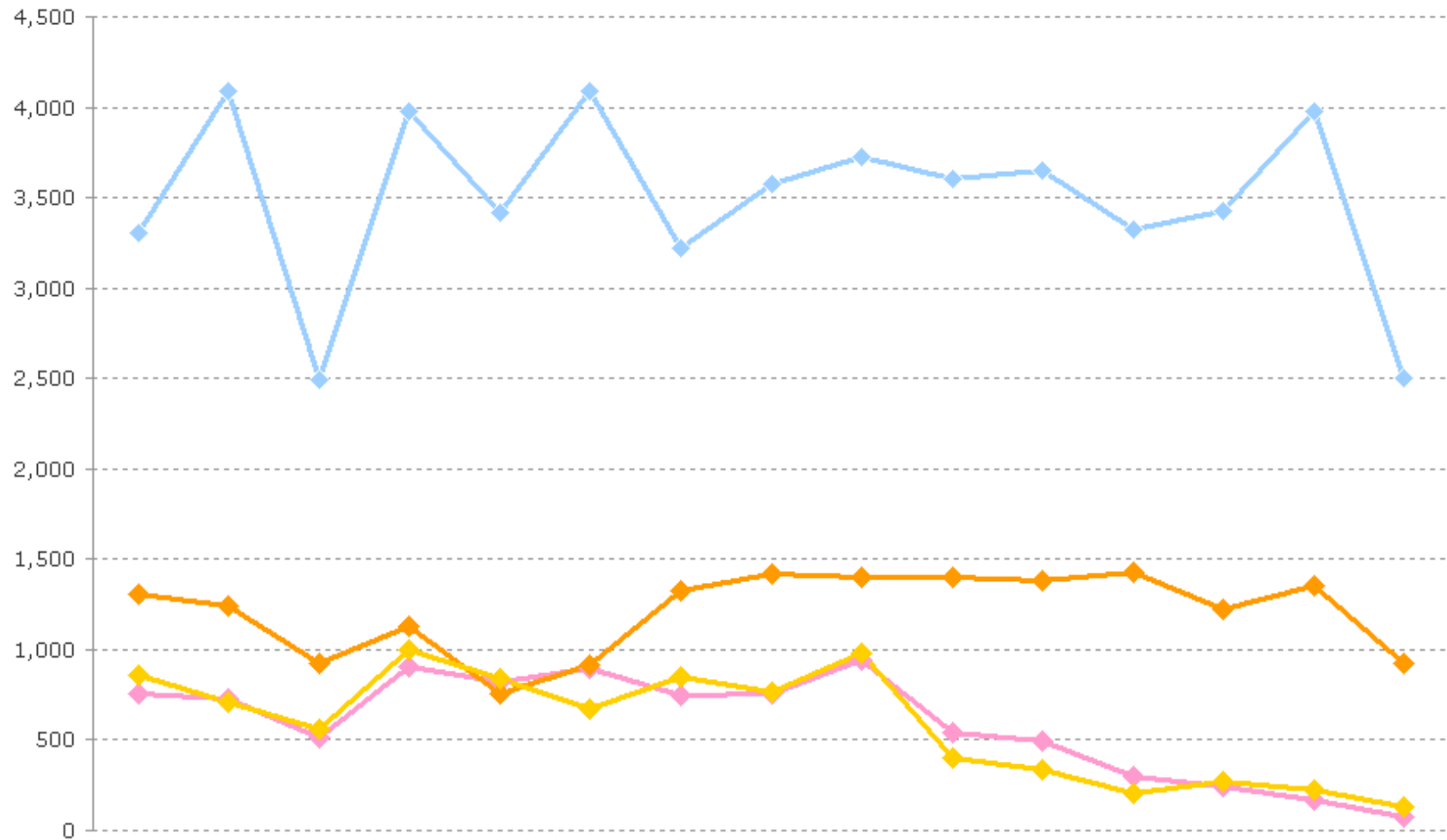
Daily speed of response Oct to Dec 2011



Huntingdon Customer Service Centre Queue performance 2010/2011



Customer Service Centres' enquiries per month



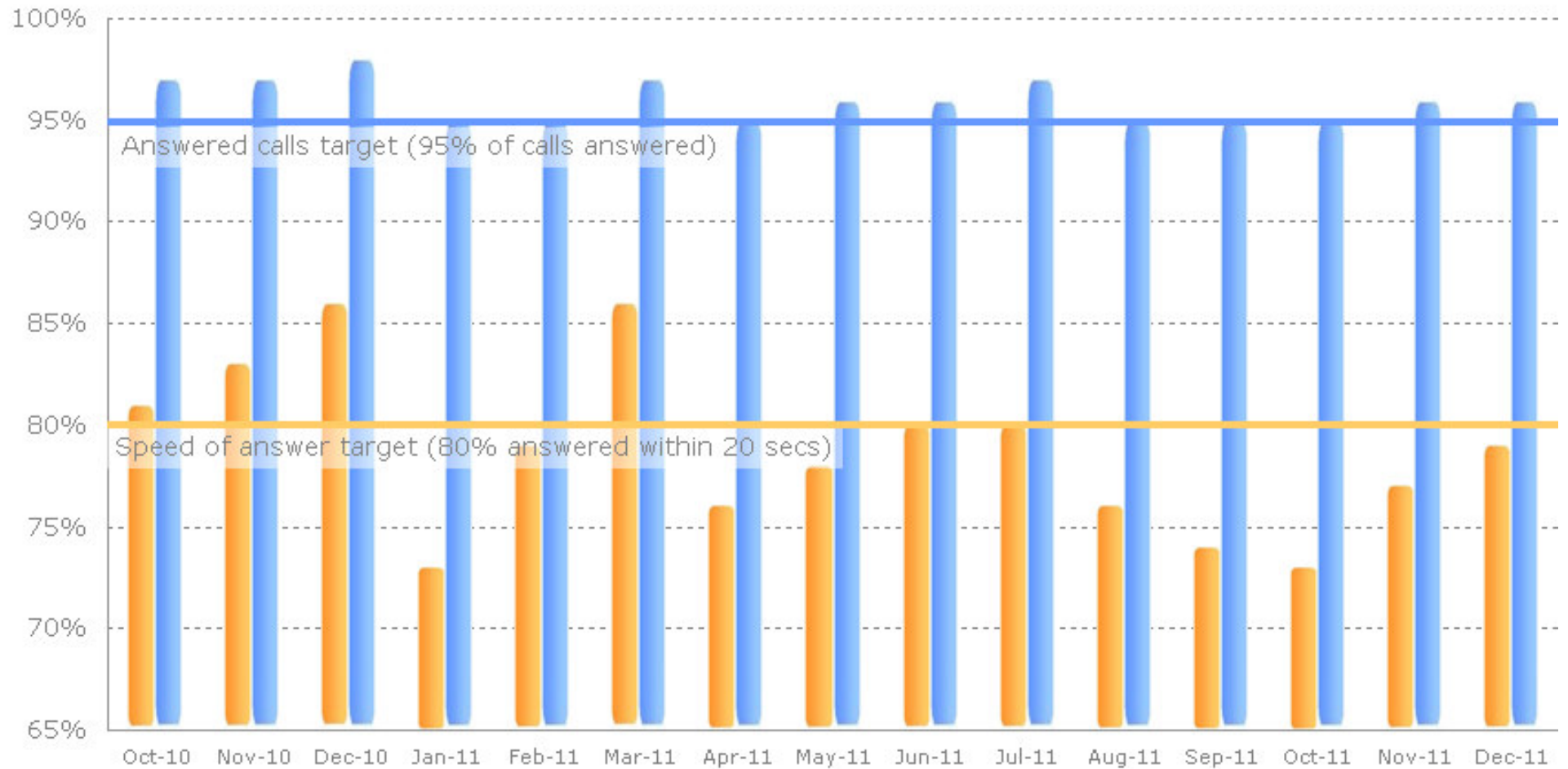
	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
—●— Huntingdon CSC	3308	4,090	2491	3,980	3,420	4,092	3,225	3,578	3,723	3,607	3,654	3,319	3,428	3,975	2,506
—●— Ramsey CIC	760	728	509	907	822	892	743	754	939	546	496	298	240	169	72
—●— St Neots CSC	1309	1,245	923	1,127	758	916	1,325	1,418	1,402	1,404	1,384	1,431	1,226	1,355	927
—●— Yaxley CIC	857	705	562	996	839	668	852	763	979	403	334	204	271	225	134

Customer Service Centre Enquiries

Service	Enquiry type	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Benefits	Casual caller	29	21	16	22	29	48	12	9	8	24	4	4	2	6	4	4
	Customer handled	2,212	2,091	2,261	1,529	2,210	2,218	2,596	2,170	2,218	2,309	2,191	2,384	2,218	2,082	2,267	1,590
	Unspecified																
Payment Debt	Casual caller	40	23	42	52	65	11	7	28	59	17	4	6	3	4	7	2
	Customer handled	1,510	1,422	1,610	1,252	1,589	540	422	1,495	1,515	1,101	1,004	863	909	1,004	1,085	726
	Unspecified																
Housing	Casual caller	95	56	59	57	71	63	44	57	56	79	33	44	27	22	4	5
	Customer handled	1,019	867	946	551	1,012	916	1,043	816	900	987	897	881	820	785	826	519
	Unspecified																
Other Enquiry	Casual caller	37	30	20	18	35	19	11	22	14	29	11	12	1	5	0	6
	Customer handled	510	475	695	373	521	573	778	416	552	490	431	373	269	290	356	264
	Unspecified																
Council Tax	Casual caller	1	1	0	3	5	2	1	2	1	1	2	4	0	1	2	
	Customer handled	477	468	449	217	434	288	320	344	343	287	264	277	291	283	446	179
	Unspecified																
Planning	Casual caller					20	29	15		1							
	Customer handled	151	154	179	80	176	148	231	127	142	190	219	263	220	213	173	94
	Unspecified																
Equipment use	Casual caller	438	401	353	255	399	383	347	380	399	480	214	98	44	34	37	28
	Customer handled	221	152	162	116	166	138	128	137	139	146	137	148	80	112	107	31
	Unspecified																
Partner External	Casual caller	163	194	103	101	133	149	114	102	151	214	52	40	18	14	76	39
	Customer handled	113	79	92	74	117	85	143	99	119	98	76	72	62	70	69	20
	Unspecified																
Public transport	Casual caller	36	30	38	20	33	19	42	101	40	31	9	25	12	6	4	1
	Customer handled	266	273	282	203	334	278	305	192	200	167	160	157	108	85	111	50
	Unspecified																
Vehicle	Casual caller		2			1	1	3	1				2	4	1	1	1
	Customer handled	105	65	72	55	102	92	69	62	84	59	79	53	74	73	60	44
	Unspecified																
Streetscene	Casual caller	67	52	49	61	60	46	32	30	23	7	4	1	2	1	0	0
	Customer handled	207	217	205	128	189	174	195	142	159	77	43	36	48	20	27	11
	Unspecified																
Employment	Casual caller	42	29	14	12	44	26	17	18	25	40	17	13	2	0	1	1
	Customer handled	76	41	55	25	58	61	40	61	42	72	47	51	19	10	17	6
	Unspecified																
Tourism	Casual caller	15	11	9	10	8	12	14	6	10	13	6	5	0		3	
	Customer handled	85	51	55	31	48	49	54	42	54	51	23	31	2	23	20	7
	Unspecified																
Older Person	Casual caller				1			1									
	Customer handled	16	25	33	25	44	22	22	20	20	35	17	7	3	6	16	6
	Unspecified																
Younger Person	Casual caller	4	2					1							2		
	Customer handled	23	12	6	6	25	21	18	16	11	24	10	12	4	5	2	4
	Unspecified																
Leisure	Casual caller	4	2	0	1	11	2	2		3			1	1	2		
	Customer handled	22	9	14	3	23	13	11	14	12	15	6	5	8	6	3	1
	Unspecified																
Grand Total	Casual caller	971	854	703	613	914	810	663	756	790	935	356	255	116	98	139	87
	Customer handled	7,013	6,401	7,116	4,668	7,048	5,616	6,375	6,153	6,510	6,108	5,604	5,613	5,135	5,067	5,585	3,552
	Unspecified																
	HCSC Back Office Processes								5,765	7,180	7,094	6,452	6,605	6,647	6,902	6,819	5,123

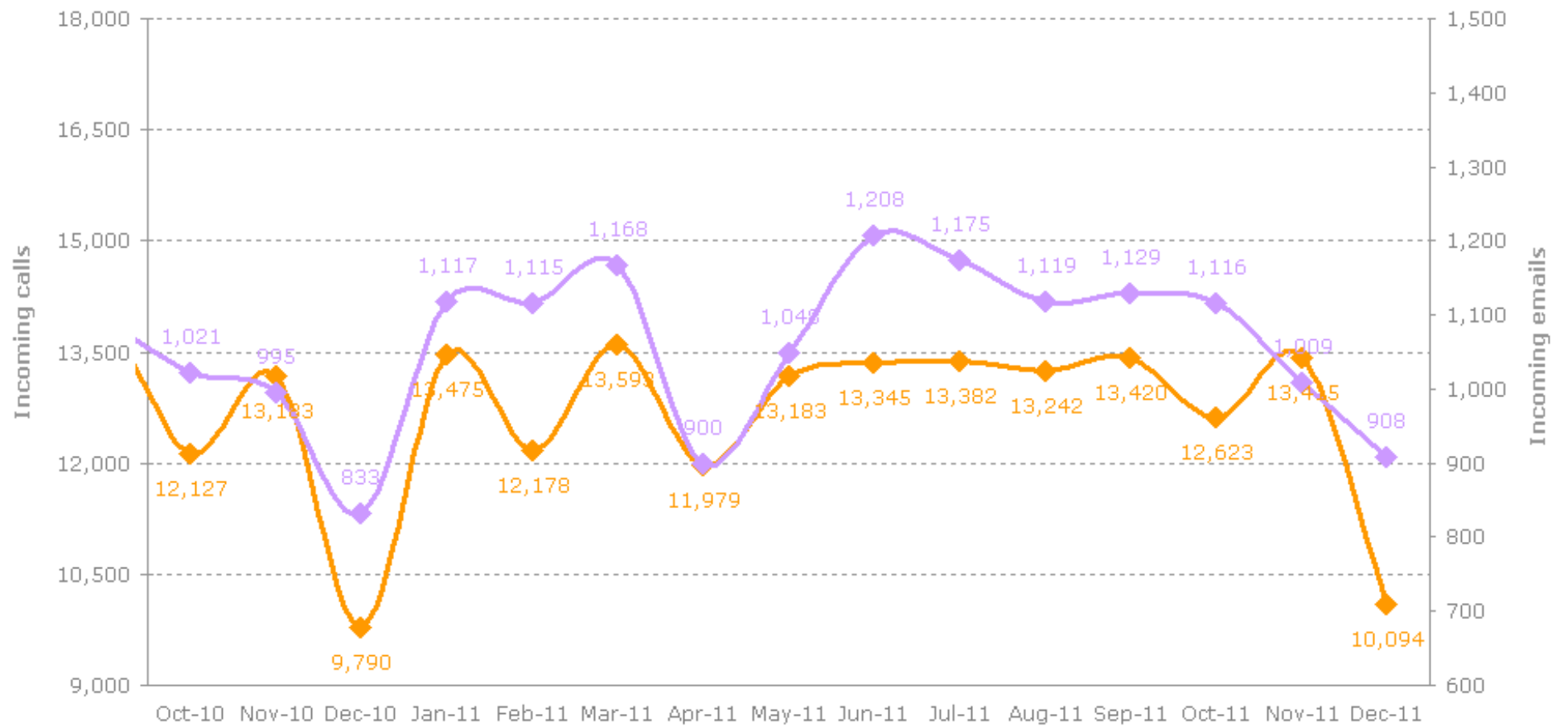
Call Centre Call performance 2010/2011

Speed of answer
Answered calls



Call Centre Incoming calls & emails 2010/2011

◆ Incoming calls
◆ Emails



Call Centre Enquiries

Complaints	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Last 12 mths	
Streetscene	34	24	28	33	28	14	26	33	15	23	25	21	20	20	19	4	4	2	212	
Other Enquiry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Formal Complaint	4	4	7	7	4	4	2	3	2	3	1	2	5	2	5	19	19	18	81	
Total	38	28	35	40	32	18	28	36	17	26	26	23	25	22	24	23	23	20	293	

Information requests	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Last 12 mths
Streetscene	618	493	633	532	493	568	644	496	635	857	688	711	567	488	527	541	624	844	7,622
Other Enquiry	1,106	850	961	938	923	749	917	1,057	1,221	944	976	913	938	952	1,009	952	998	648	11,525
Housing	457	367	490	449	388	252	437	455	484	451	467	503	444	444	410	429	395	224	5,143
Council Tax	227	141	235	149	317	176	376	306	450	270	399	323	457	267	379	348	329	173	4,077
Benefits	124	118	115	91	106	106	85	77	102	101	118	138	174	158	165	226	168	109	1,621
Planning	189	169	200	153	175	97	156	160	241	186	242	210	169	189	255	223	216	104	2,351
Electoral registration	34	101	253	286	215	49	85	79	301	351	198	52	34	169	155	209	228	63	1,924
Payment Debt	58	48	62	74	107	47	78	71	91	79	85	66	67	67	81	80	66	55	886
Environmental health	252	163	93	94	75	48	67	54	92	87	142	193	195	181	95	83	61	38	1,288
Energy efficiency	24	12	26	15	19	16	11	11	16	12	10	32	14	12	17	21	7	6	169
Tourism	41	59	39	36	56	19	25	22	19	21	33	25	14	22	26	20	3	2	232
Public transport	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Change of details	0	4	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Formal Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	3,130	2,525	3,107	2,817	2,876	2,127	2,881	2,788	3,652	3,359	3,358	3,166	3,073	2,949	3,119	3,132	3,095	2,266	36,838

Service requests	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Last 12 mths
Payment Debt	1,985	1,664	2,003	1,701	2,179	1,616	2,060	1,111	1,173	1,708	2,196	1,947	2,217	1,920	2,264	1,961	2,152	1,803	22,512
Streetscene	1,398	1,230	1,332	1,015	1,013	922	1,245	1,089	1,255	1,020	1,130	1,204	1,190	1,265	1,161	1,061	1,017	947	13,584
Change of details	158	152	153	148	158	224	246	267	333	267	334	348	336	385	375	372	345	266	3,874
Housing	139	115	130	93	83	45	161	132	121	96	121	121	121	90	104	92	98	60	1,317
Council Tax	73	40	70	55	107	34	89	34	70	88	133	68	109	56	82	56	75	51	911
Environmental health	303	220	106	85	87	56	55	48	65	45	54	165	215	163	64	54	42	36	1,006
Electoral registration	42	18	2	17	23	16	19	13	116	80	28	17	8	74	38	25	137	17	572
Planning	24	14	14	9	6	3	15	18	28	19	20	24	40	42	41	38	26	15	326
Other Enquiry	27	49	32	36	47	36	55	32	22	7	6	6	15	7	6	2	0	1	159
Tourism	21	20	13	11	7	3	22	15	8	0	0	0	0	0	0	0	0	0	45
Formal Complaint	0	0	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	0	0
Total	4,170	3,522	3,855	3,170	3,710	2,955	3,967	2,759	3,191	3,330	4,022	3,900	4,251	4,002	4,135	3,661	3,892	3,196	44,306
Grand total	7,338	6,075	6,997	6,027	6,618	5,100	6,876	5,583	6,860	6,715	7,406	7,089	7,349	6,973	7,278	6,816	7,010	5,482	81,437