

**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 January 2012 to March 2012. The latest quarterly report is at Appendix A.

2 Significant issues since last report

- 2.1 The automated telephone payments system has successfully gone live in February, and is taking the pressure off the call centre on peak payment days. This project has made time available to handle more Council Tax enquiries that can be dealt with at the Call Centre without the need to transfer to the back office.
- 2.2 Retained the prestigious Customer Service Excellence Award in February for the whole Customer Service Team with the assessor using HDC Customer Service Department as an example of best practice.
- 2.3 We had some serious disruption to the Call Centre's phone system over two weeks in March. This resulted in delays with calls coming in and transferring out of the Call Centre and also abandoned calls, we had to evoke our Disaster Recovery plan to move to Pathfinder House for a day.
- 2.4 The St Neots office now has two staff working on a Monday to deal with increased footfall.
- 2.5 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 one day a week at each office, as the Call Centre is not able to provide cover for four days a week. We have now filled this vacancy, and from the beginning of April Ramsey and Yaxley are opening two days a week at each location.

3 Forthcoming issues

- 3.1 A payment IT system review has started to take place.

- 3.2 We're working on introducing a new CRM system into the Call Centre which will require training for the whole team towards the end of the year.
- 3.3 The route optimisation project for bin rounds will impact on the service level at the Call Centre due to the high call volumes that are expected. We plan to take on temporary extra resources to help with demand at the time.

4 Statistics

4.1 Customer numbers for January 2012 to March 2012

The Call Centre was offered 35,759 calls and 3,312 emails
The Customer Service Centres processed 16,159 enquiries

4.2 Customer satisfaction levels

Call Centre Customer Satisfaction was 97.5%
Customer Service Centre satisfaction was 98.5%

Recommendation

The Panel is asked to note the contents of this report

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