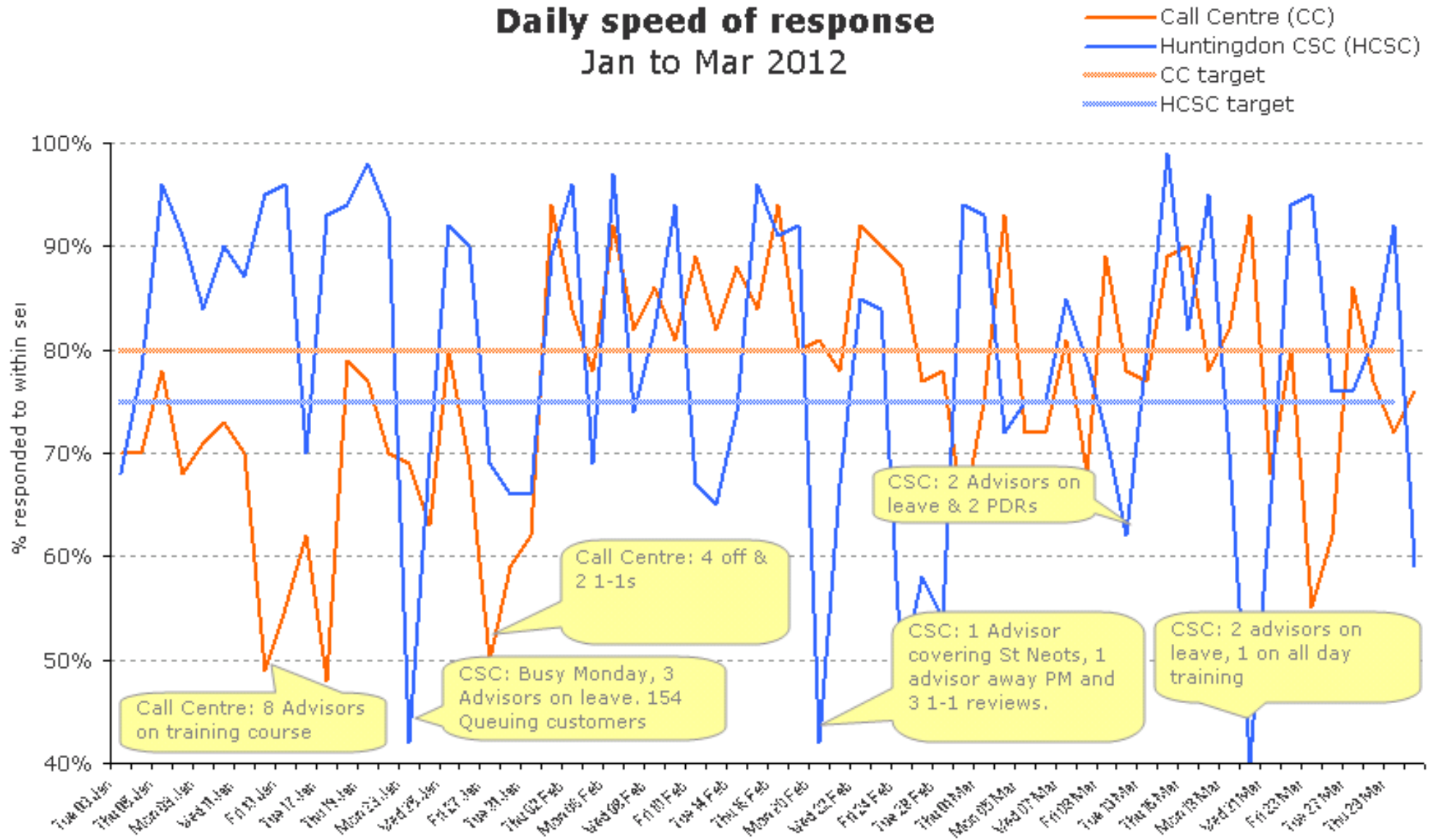
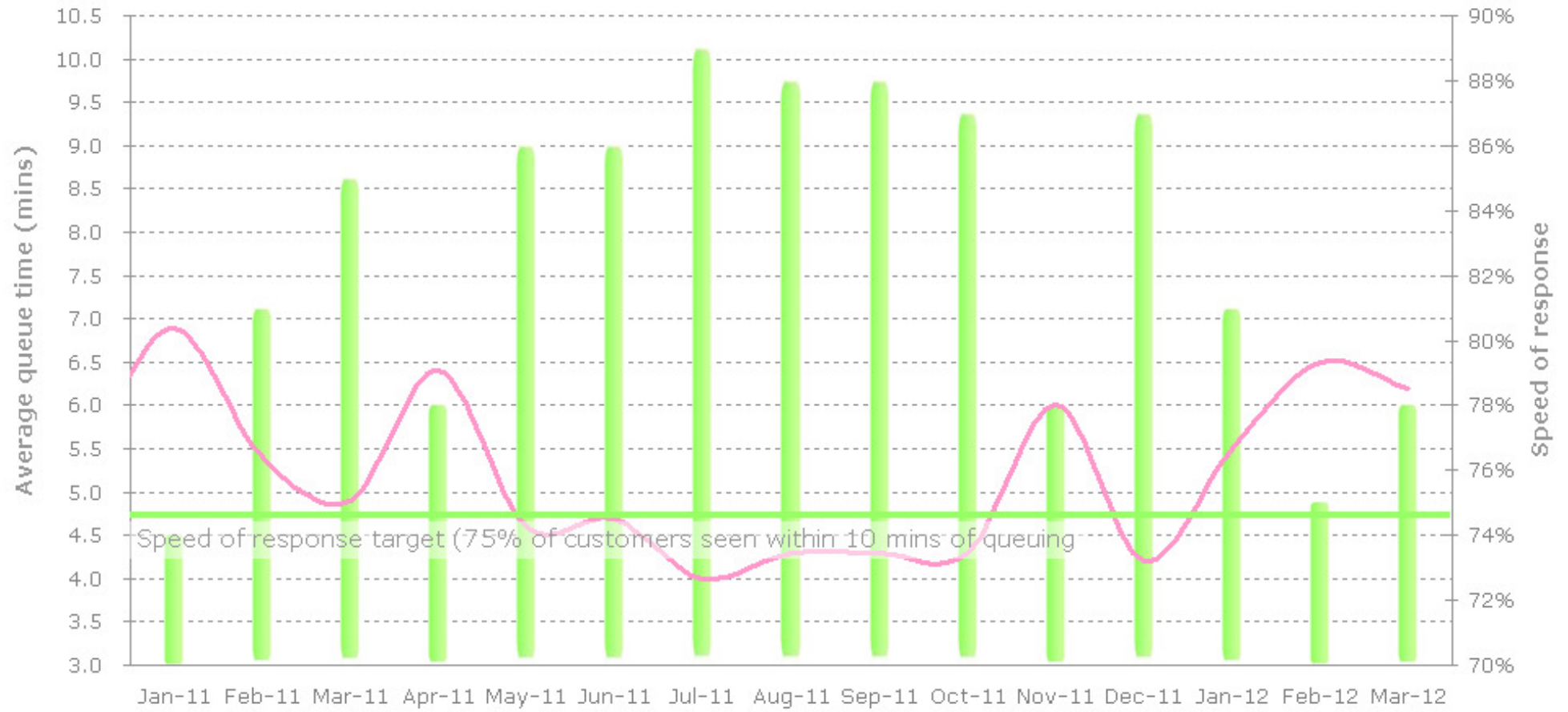


Daily speed of response Jan to Mar 2012

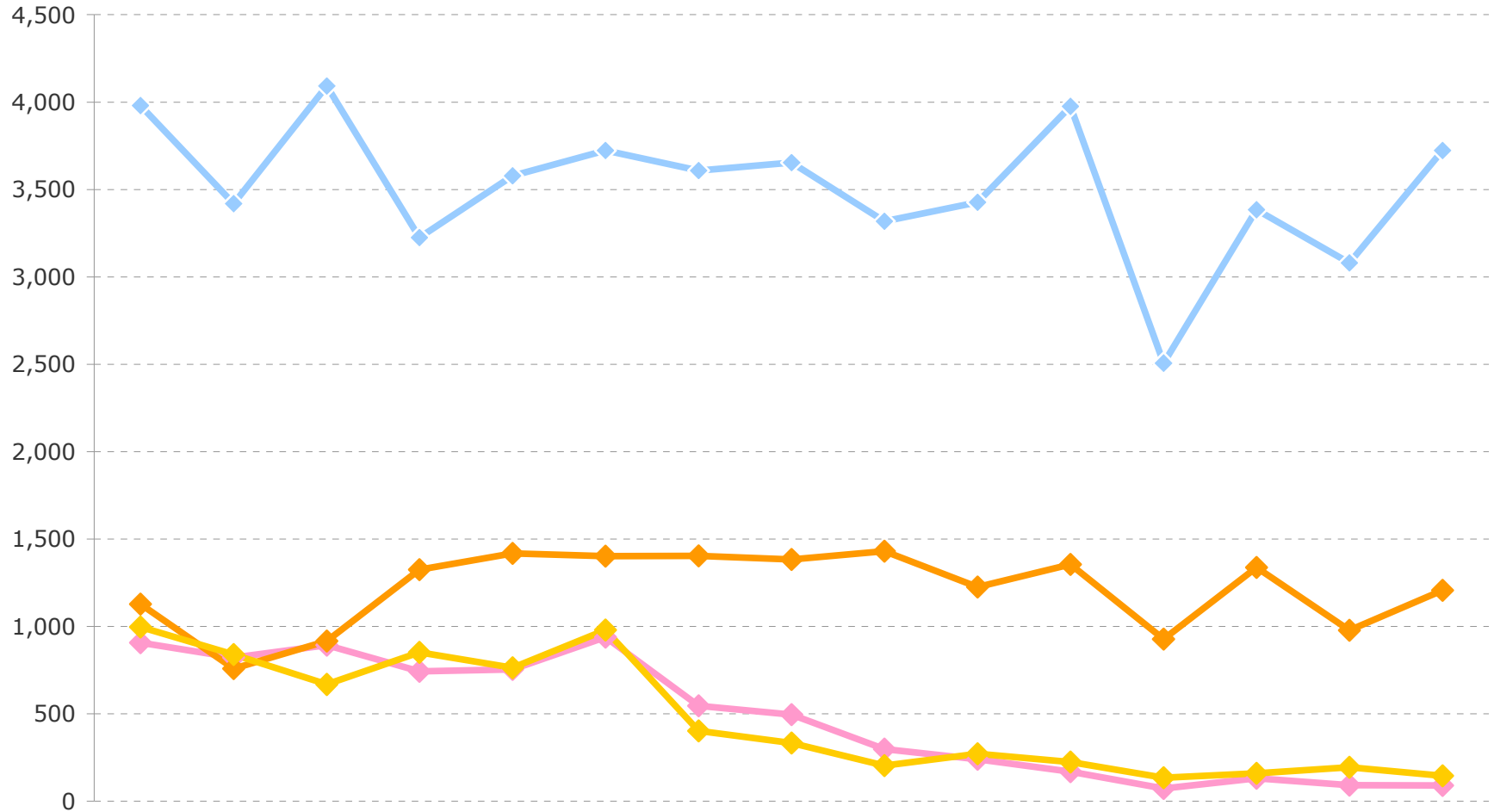


■ Speed of response
— Average queue time (mins)

Huntingdon Customer Service Centre Queue performance 2011/2012



Customer Service Centres' enquiries per month



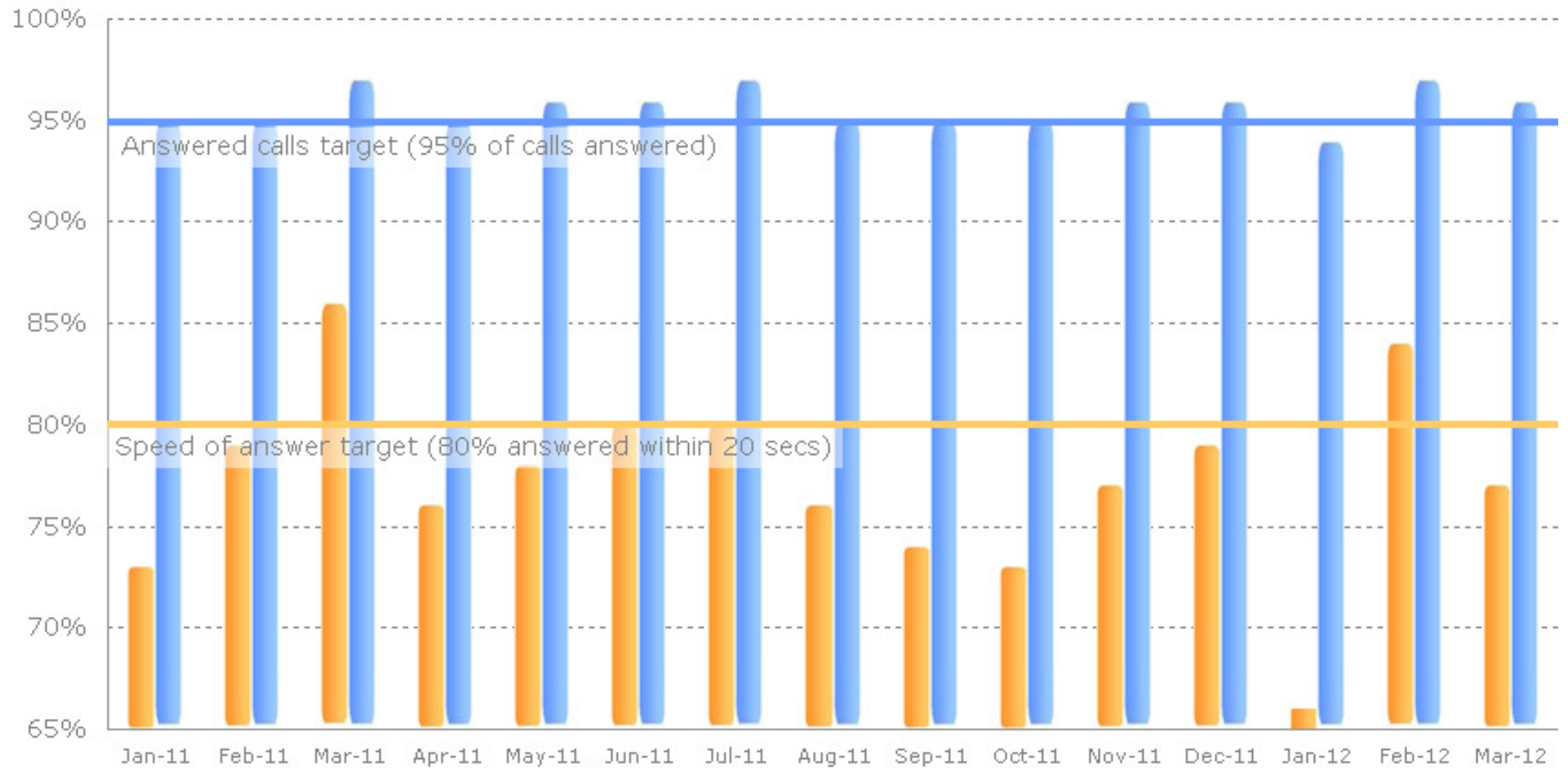
	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
◆ Huntingdon CSC	3,980	3,420	4,092	3,225	3,578	3,723	3,607	3,654	3,319	3,428	3,975	2,506	3,385	3,080	3,723
◆ Ramsey CIC	907	822	892	743	754	939	546	496	298	240	169	72	131	91	90
◆ St Neots CSC	1,127	758	916	1,325	1,418	1,402	1,404	1,384	1,431	1,226	1,355	927	1,338	978	1,206
◆ Yaxley CIC	996	839	668	852	763	979	403	334	204	271	225	134	159	194	145

Customer Service Centre Enquiries

Service	Enquiry type	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	Jan-12	Feb-12	Mar-12
Benefits	Casual caller	22	29	48	12	9	8	24	4	4	2	6	4	4	10	11	13
	Customer handled	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	2,262	2,195	2,707
	Unspecified																
Housing	Casual caller	57	71	63	44	57	56	79	33	44	27	22	4	5	5	9	10
	Customer handled	551	1,012	916	1,043	816	900	987	897	881	820	785	826	519	917	808	817
	Unspecified																
Other Enquiry	Casual caller	18	35	19	11	22	14	29	11	12	1	5	0	6	7	3	2
	Customer handled	373	521	573	778	416	552	490	431	373	269	290	356	264	217	245	376
	Unspecified																
Payment Debt	Casual caller	52	65	11	7	28	59	17	4	6	3	4	7	2	7	6	2
	Customer handled	1,252	1,589	540	422	1,495	1,515	1,101	1,004	863	909	1,004	1,085	726	767	375	358
	Unspecified																
Council Tax	Casual caller	3	5	2	1	2	1	1	2	4	0	1	2	0	0	1	5
	Customer handled	217	434	288	320	344	343	287	264	277	291	283	446	179	342	203	274
	Unspecified																
Planning	Casual caller	0	20	29	15	0	1								1		
	Customer handled	80	176	148	231	127	142	190	219	263	220	213	173	94	128	145	149
	Unspecified																
Partner External	Casual caller	101	133	149	114	102	151	214	52	40	18	14	76	39	27	49	87
	Customer handled	74	117	85	143	99	119	98	76	72	62	70	69	20	55	47	55
	Unspecified																
Public transport	Casual caller	20	33	19	42	101	40	31	9	25	12	6	4	1	6	4	10
	Customer handled	203	334	278	305	192	200	167	160	157	108	85	111	50	99	67	110
	Unspecified																
Equipment use	Casual caller	255	399	383	347	380	399	480	214	98	44	34	37	28	19	24	16
	Customer handled	116	166	138	128	137	139	146	137	148	80	112	107	31	54	58	92
	Unspecified																
Vehicle	Casual caller		1	1	3	1				2	4	1	1	1			
	Customer handled	55	102	92	69	62	84	59	79	53	74	73	60	44	37	39	38
	Unspecified																
Streetscene	Casual caller	61	60	46	32	30	23	7	4	1	2	1			1	1	1
	Customer handled	128	189	174	195	142	159	77	43	36	48	20	27	11	21	22	22
	Unspecified																
Employment	Casual caller	12	44	26	17	18	25	40	17	13	2		1	1		1	
	Customer handled	25	58	61	40	61	42	72	47	51	19	10	17	6	5	6	7
	Unspecified																
Tourism	Casual caller	10	8	12	14	6	10	13	6	5			3	0	1	6	1
	Customer handled	31	48	49	54	42	54	51	23	31	2	23	20	7	16	10	5
	Unspecified																
Younger Person	Casual caller				1						1	2					
	Customer handled	6	25	21	18	16	11	24	10	12	4	5	2	4	1	2	4
	Unspecified																
Older Person	Casual caller	1			1											1	
	Customer handled	25	44	22	22	20	20	35	17	7	3	6	16	6	7	5	3
	Unspecified																
Leisure	Casual caller	1	11	2	2		3			1	1	2					
	Customer handled	3	23	13	11	14	12	15	6	5	8	6	3	1	1		
	Unspecified																
Grand Total	Casual caller	613	914	810	663	756	790	935	356	255	117	98	139	87	84	116	147
	Customer handled	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	4,929	4,227	5,017
	Unspecified																
	HCSC Back Office Processes					5,765	7,180	7,094	6,452	6,605	6,647	6,902	6,819	5,123	6,977	4,402	4,780

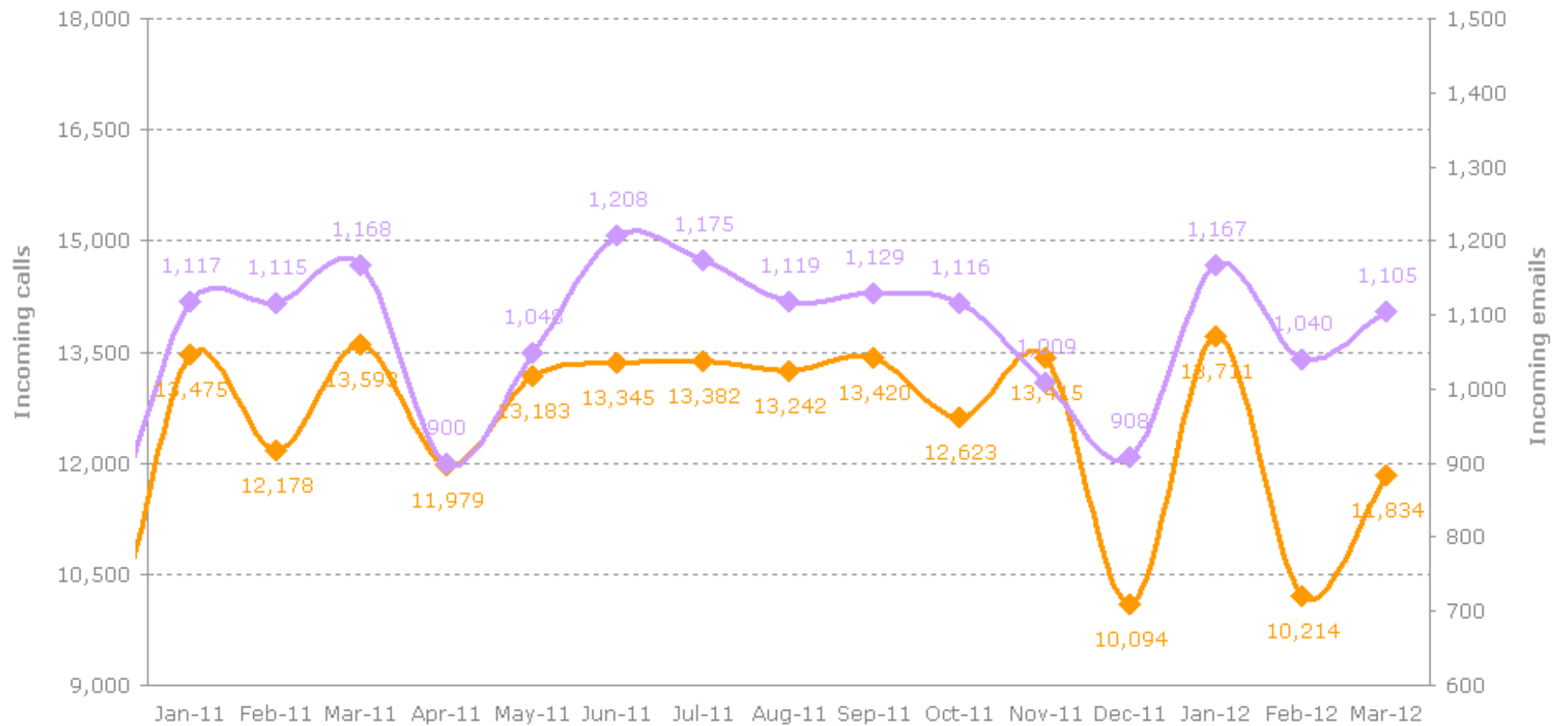
Call Centre Call performance 2011/2012

Speed of answer
Answered calls



Call Centre Incoming calls & emails 2011/2012

◆ Incoming calls
◆ Emails



Call Centre Enquiries

Complaints	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	Jan-12	Feb-12	Mar-12	Last 12 mths
Streetscene	33	28	14	26	33	15	23	25	21	20	20	19	19	19	18	13	25	25	247
Other Enquiry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Formal Complaint	7	4	4	2	3	2	3	1	2	5	2	5	4	4	2	0	2	3	33
Total	40	32	18	28	36	17	26	26	23	25	22	24	23	23	20	13	27	28	280

Information requests	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	Jan-12	Feb-12	Mar-12	Last 12 mths
Other Enquiry	938	923	749	917	1,057	1,221	944	976	913	938	952	1,009	952	998	648	1,080	989	1,061	11,460
Streetscene	532	493	568	644	496	635	857	688	711	567	488	527	541	624	844	701	555	542	7,645
Benefits	91	106	106	85	77	102	101	118	138	174	158	165	226	168	109	221	136	216	1,930
Planning	153	175	97	156	160	241	186	242	210	169	189	255	223	216	104	201	198	219	2,412
Housing	449	388	252	437	455	484	451	467	503	444	444	410	429	395	224	519	453	414	5,153
Council Tax	149	317	176	376	306	450	270	399	323	457	267	379	348	329	173	428	272	269	3,914
Environmental health	94	75	48	67	54	92	87	142	193	195	181	95	83	61	38	30	34	43	1,182
Electoral registration	286	215	49	85	79	301	351	198	52	34	169	155	209	228	63	98	73	138	1,768
Payment Debt	74	107	47	78	71	91	79	85	66	67	67	81	80	66	55	47	20	22	735
Tourism	36	56	19	25	22	19	21	33	25	14	22	26	20	3	2	2	4	4	176
Energy efficiency	15	19	16	11	11	16	12	10	32	14	12	17	21	7	6	12	20	11	174
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	2	0	0	0	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	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	3,339	2,754	2,939	36,549

Service requests	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	Jan-12	Feb-12	Mar-12	Last 12 mths
Payment Debt	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	2,293	461	355	21,277
Streetscene	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	1,213	1,063	1,178	13,449
Environmental health	85	87	56	55	48	65	45	54	165	215	163	64	54	42	36	21	19	31	909
Change of details	148	158	224	246	267	333	267	334	348	336	385	375	372	345	266	301	271	259	3,859
Housing	93	83	45	161	132	121	96	121	121	121	90	104	92	98	60	162	131	103	1,299
Electoral registration	17	23	16	19	13	116	80	28	17	8	74	38	25	137	17	19	10	89	542
Tourism	11	7	3	22	15	8	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Enquiry	36	47	36	55	32	22	7	6	6	15	7	6	2	0	1	6	4	9	69
Planning	9	6	3	15	18	28	19	20	24	40	42	41	38	26	15	33	23	26	347
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
Council Tax	55	107	34	89	34	70	88	133	68	109	56	82	56	75	51	82	38	45	883
Total	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	4,130	2,020	2,095	42,634
Grand total	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	7,482	4,801	5,062	79,463