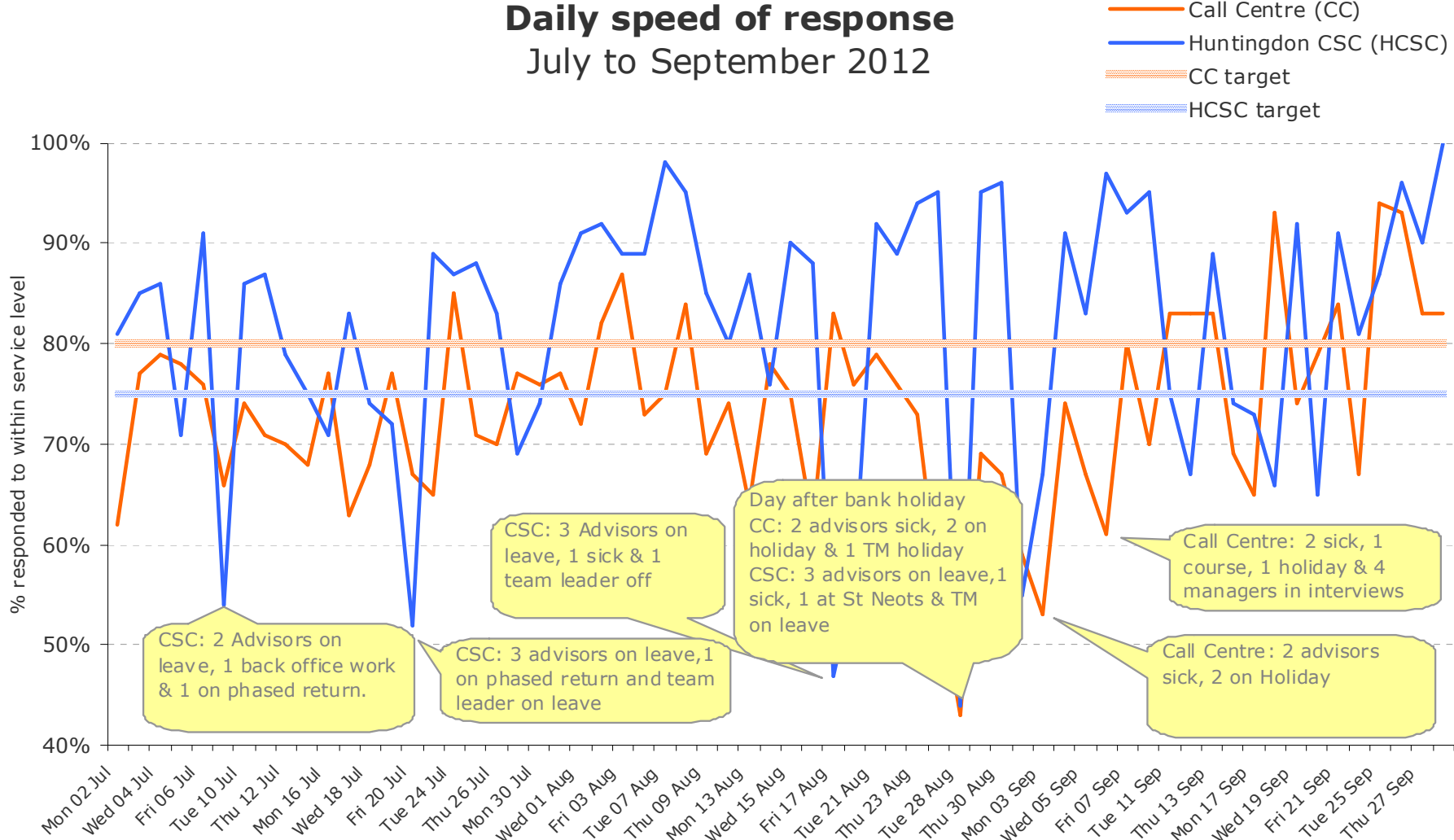
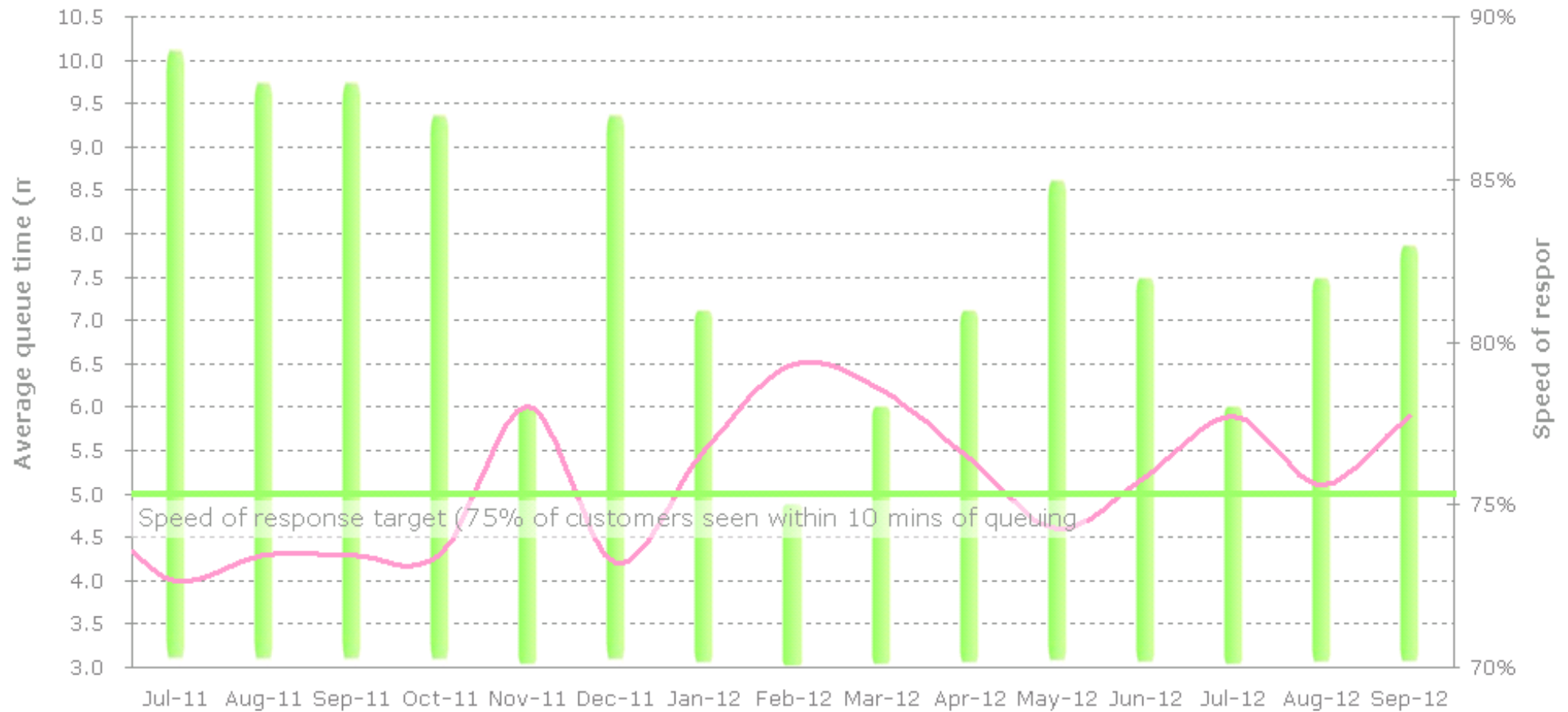


# Daily speed of response July to September 2012

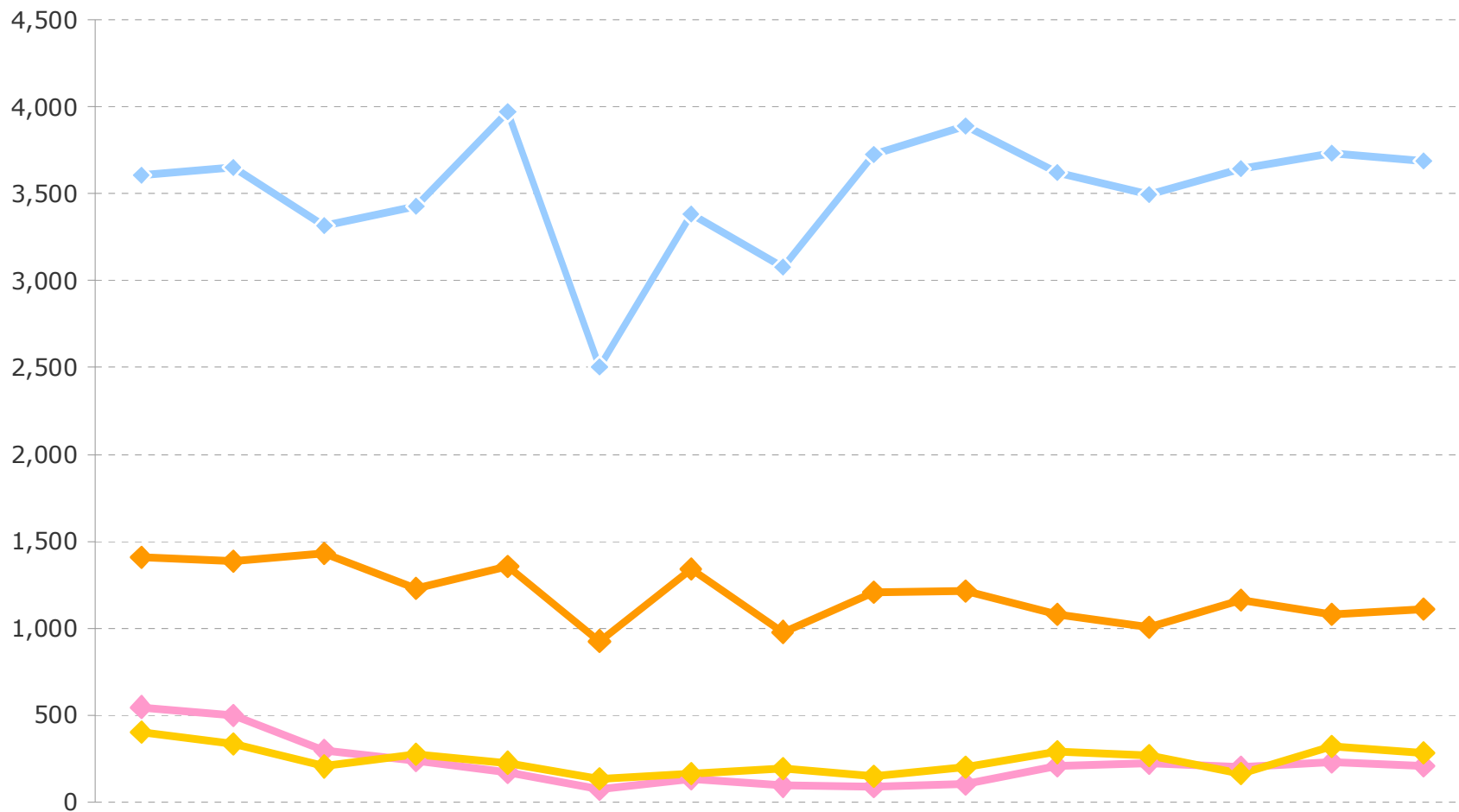


■ Speed of response  
— Average queue time (mins)

### Huntingdon Customer Service Centre Queue performance 2011/2012



## Customer Service Centres' enquiries per month



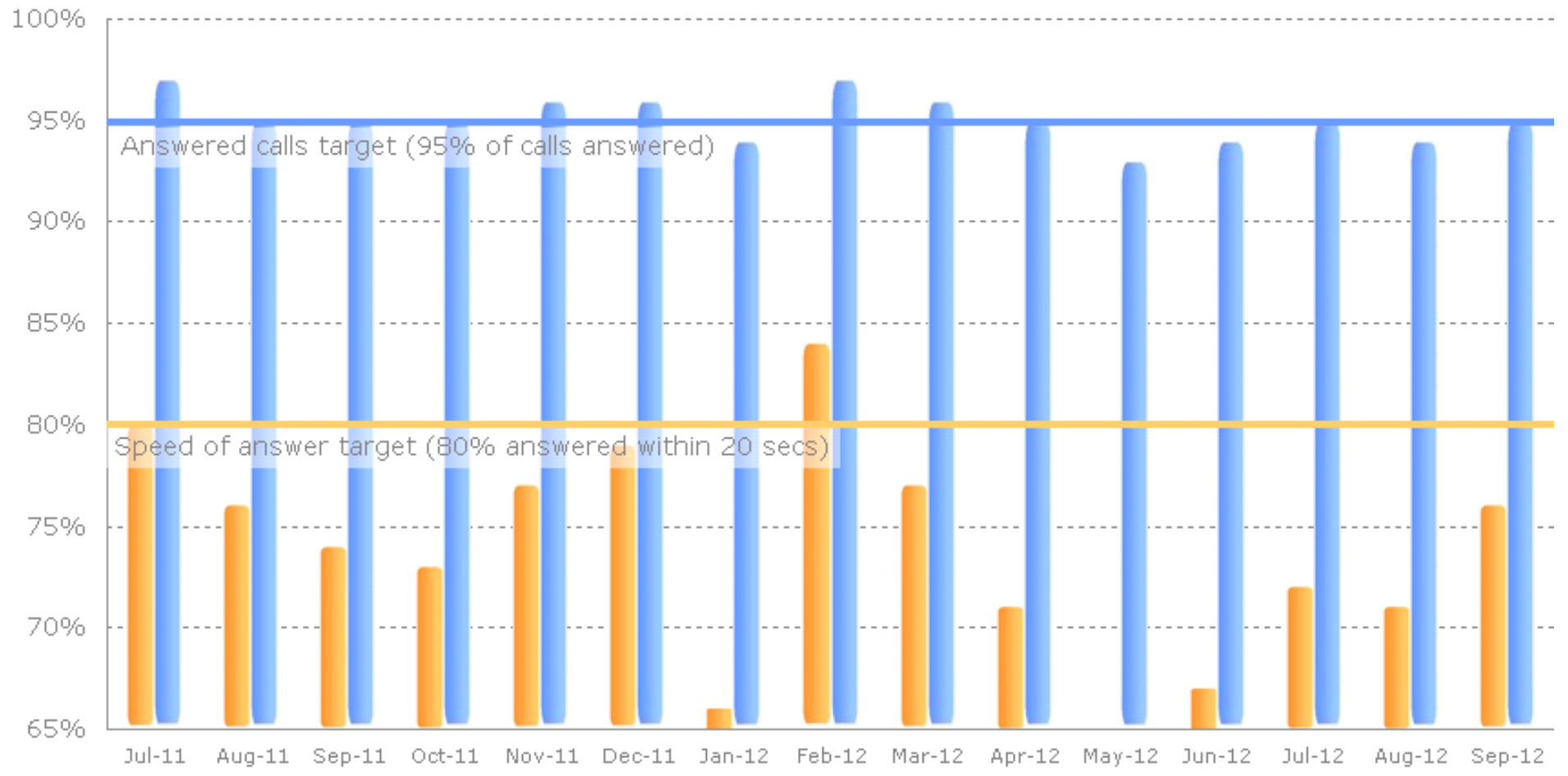
	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
Huntingdon CSC	3,607	3,654	3,319	3,428	3,975	2,506	3,385	3,080	3,723	3,893	3,622	3,493	3,642	3,736	3,691
Ramsey CIC	546	496	298	240	169	72	131	91	90	100	205	226	198	228	208
St Neots CSC	1,404	1,384	1,431	1,226	1,355	927	1,338	978	1,206	1,216	1,083	1,005	1,160	1,079	1,108
Yaxley CIC	403	334	204	271	225	134	159	194	145	201	285	265	162	319	280

## Customer Service Centre Enquiries

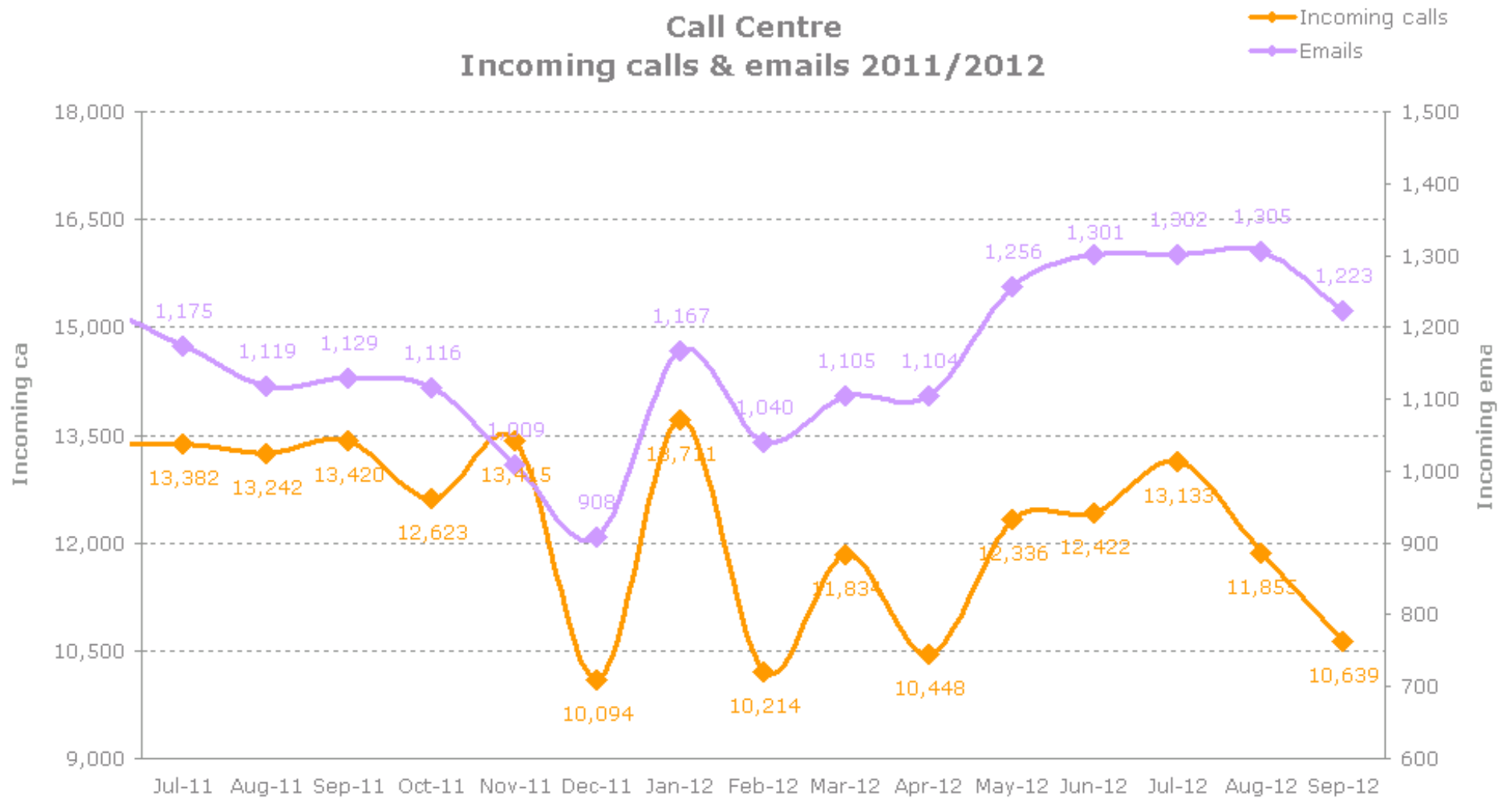
Service	Enquiry type	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
Benefits	Casual caller	24	4	4	2	6	4	4	10	11	13	9	7	7	1		9
	Customer handled	2,309	2,191	2,384	2,218	2,082	2,267	1,590	2,262	2,195	2,707	2,211	2,143	1,855	2,093	2,241	1,930
	Unspecified																
Payment Debt	Casual caller	17	4	6	3	4	7	2	7	6	2	3	5	6	7	5	11
	Customer handled	1,101	1,004	863	909	1,004	1,085	726	767	375	358	1,108	1,032	1,016	956	969	1,045
	Unspecified																
Housing	Casual caller	79	33	44	27	22	4	5	5	9	10	4	7	4	5	5	7
	Customer handled	987	897	881	820	785	826	519	917	808	817	734	828	743	807	832	777
	Unspecified																
Other Enquiry	Casual caller	29	11	12	1	5		6	7	3	2	14	44	11	3	19	12
	Customer handled	490	431	373	269	290	356	264	217	245	376	446	324	423	335	345	586
	Unspecified																
Council Tax	Casual caller	1	2	4	0	1	2	0	0	1	5	5	4	1	5	1	12
	Customer handled	287	264	277	291	283	446	179	342	203	274	283	209	206	260	190	264
	Unspecified																
Equipment use	Casual caller	480	214	98	44	34	37	28	19	24	16	20	19	1	2	2	1
	Customer handled	146	137	148	80	112	107	31	54	58	92	116	76	179	127	216	184
	Unspecified																
Partner External	Casual caller	214	52	40	18	14	76	39	27	49	87	19	100	58	68	81	72
	Customer handled	98	76	72	62	70	69	20	55	47	55	74	59	91	105	98	110
	Unspecified																
Planning	Casual caller								1				1				
	Customer handled	190	219	263	220	213	173	94	128	145	149	138	173	126	182	132	97
	Unspecified																
Public transport	Casual caller	31	9	25	12	6	4	1	6	4	10	14	21	7	9	14	6
	Customer handled	167	160	157	108	85	111	50	99	67	110	110	78	148	125	100	71
	Unspecified																
Vehicle	Casual caller			2	4	1	1	1				1				2	
	Customer handled	59	79	53	74	73	60	44	37	39	38	55	35	40	43	53	44
	Unspecified																
Streetscene	Casual caller	7	4	1	2	1			1	1	1		1	1			
	Customer handled	77	43	36	48	20	27	11	21	22	22	21	18	40	21	36	34
	Unspecified																
Employment	Casual caller	40	17	13	2		1	1		1							
	Customer handled	72	47	51	19	10	17	6	5	6	7	13	7	17	3	15	8
	Unspecified																
Older Person	Casual caller									1							
	Customer handled	35	17	7	3	6	16	6	7	5	3	3	0	4	2	2	4
	Unspecified																
Tourism	Casual caller	13	6	5			3		1	6	1	1					1
	Customer handled	51	23	31	2	23	20	7	16	10	5	8	4	5	1	3	1
	Unspecified																
Younger Person	Casual caller				1	2											
	Customer handled	24	10	12	4	5	2	4	1	2	4				2		1
	Unspecified																
Leisure	Casual caller			1	1	2											
	Customer handled	15	6	5	8	6	3	1	1							1	
	Unspecified																
<b>Grand Total</b>	Casual caller	935	356	255	117	98	139	87	84	116	147	90	209	96	100	129	131
	Customer handled	6,108	5,604	5,613	5,135	5,067	5,585	3,552	4,929	4,227	5,017	5,320	4,986	4,893	5,062	5,233	5,156
	Unspecified																
	HCSC Back Office F	7,094	6,452	6,605	6,647	6,902	6,819	5,123	6,977	4,402	4,780	5,894	7,023	5,520	6,259	6,023	5,804

## Call Centre Call performance 2011/2012

Speed of answer  
Answered calls



## Call Centre Incoming calls & emails 2011/2012



## Call Centre Enquiries

<b>Complaints</b>	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Last 12 mths
Streetscene	23	25	21	20	20	19	19	19	18	14	26	27	20	37	27	22	23	25	277
Other Enquiry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Formal Complaint	3	1	2	5	2	5	4	4	2	0	2	3	5	8	7	14	4	6	59
<b>Total</b>	<b>26</b>	<b>26</b>	<b>23</b>	<b>25</b>	<b>22</b>	<b>24</b>	<b>23</b>	<b>23</b>	<b>20</b>	<b>14</b>	<b>28</b>	<b>30</b>	<b>25</b>	<b>45</b>	<b>34</b>	<b>36</b>	<b>27</b>	<b>31</b>	<b>336</b>

<b>Information requests</b>	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Last 12 mths
Other Enquiry	944	976	913	938	952	1,009	952	998	648	1,080	989	1,061	958	1,084	994	1,224	1,126	1,228	12,342
Streetscene	857	688	711	567	488	527	541	624	844	701	555	542	609	895	886	712	673	532	8,114
Benefits	101	118	138	174	158	165	226	168	109	221	136	216	213	167	143	157	216	160	2,132
Planning	186	242	210	169	189	255	223	216	104	201	198	219	203	210	178	187	174	216	2,329
Housing	451	467	503	444	444	410	429	395	224	519	453	414	401	456	391	367	463	465	4,977
Council Tax	270	399	323	457	267	379	348	329	173	428	272	269	164	168	134	215	184	255	2,939
Environmental health	87	142	193	195	181	95	83	61	38	30	34	43	37	98	74	53	78	89	718
Electoral registration	351	198	52	34	169	155	209	228	63	98	73	138	227	121	221	200	117	145	1,840
Payment Debt	79	85	66	67	67	81	80	66	55	47	20	22	15	30	20	29	45	21	450
Tourism	21	33	25	14	22	26	20	3	2	2	4	4	2	1	2	1	2	2	45
Energy efficiency	12	10	32	14	12	17	21	7	6	12	20	11	1	8	6	6	6	15	119
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	0	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
<b>Total</b>	<b>3,359</b>	<b>3,358</b>	<b>3,166</b>	<b>3,073</b>	<b>2,949</b>	<b>3,119</b>	<b>3,132</b>	<b>3,095</b>	<b>2,266</b>	<b>3,339</b>	<b>2,754</b>	<b>2,939</b>	<b>2,830</b>	<b>3,238</b>	<b>3,049</b>	<b>3,151</b>	<b>3,084</b>	<b>3,128</b>	<b>36,005</b>

<b>Service requests</b>	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Last 12 mths
Payment Debt	1,708	2,196	1,947	2,217	1,920	2,264	1,961	2,152	1,803	2,293	461	355	448	569	454	375	338	393	11,602
Streetscene	1,020	1,130	1,204	1,190	1,265	1,161	1,061	1,017	947	1,212	1,062	1,176	1,066	1,475	1,453	1,534	1,374	1,121	14,498
Environmental health	45	54	165	215	163	64	54	42	36	21	19	31	35	81	34	56	69	84	562
Change of details	267	334	348	336	385	375	372	345	266	301	271	259	261	309	308	354	354	311	3,711
Housing	96	121	121	121	90	104	92	98	60	162	131	103	96	93	76	123	96	89	1,219
Electoral registration	80	28	17	8	74	38	25	137	17	19	10	89	66	29	76	38	27	31	564
Tourism	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Enquiry	7	6	6	15	7	6	2	0	1	6	4	9	6	13	16	14	15	11	97
Planning	19	20	24	40	42	41	38	26	15	33	23	26	21	28	34	42	29	32	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	88	133	68	109	56	82	56	75	51	82	38	45	73	72	43	65	60	63	723
<b>Total</b>	<b>3,330</b>	<b>4,022</b>	<b>3,900</b>	<b>4,251</b>	<b>4,002</b>	<b>4,135</b>	<b>3,661</b>	<b>3,892</b>	<b>3,196</b>	<b>4,129</b>	<b>2,019</b>	<b>2,093</b>	<b>2,072</b>	<b>2,669</b>	<b>2,494</b>	<b>2,601</b>	<b>2,362</b>	<b>2,135</b>	<b>33,323</b>
<b>Grand total</b>	<b>6,715</b>	<b>7,406</b>	<b>7,089</b>	<b>7,349</b>	<b>6,973</b>	<b>7,278</b>	<b>6,816</b>	<b>7,010</b>	<b>5,482</b>	<b>7,482</b>	<b>4,801</b>	<b>5,062</b>	<b>4,927</b>	<b>5,952</b>	<b>5,577</b>	<b>5,788</b>	<b>5,473</b>	<b>5,294</b>	<b>69,664</b>