

# Tabled Paper

## Recent Customer Access Activities – October 2017 Compiled by Helen Austin Customer Experience Manager

### Information Bulletin.

Update following discussion on Community Engagement at BDC O&S of 18 September 2017.

### Customer Access Points

- Successfully completed the move to Stowmarket CAP on 11<sup>th</sup> September
- Up and running on the 'phones by 10am with customers being seen face to face from opening at 9am. We answered the second highest volume of calls on our opening day up to that date in September.
- Sudbury CAP opened providing an enhanced service for customers compared to what they offered before. Previously, mainly benefit documents being copied and any other more involved query had to be 'phoned through to Customer Access. Staff now completed training so they can access legacy systems, for example, setting up Direct Debits for Council Tax, checking Benefit and rent account amounts without having to refer to us. See also Planning below.
- Both sites are aiming for a mainly assisted self-service approach – i.e. supporting and demonstrating to customers how to complete their requests via our website/telephone, rather than simply actioning the request for them. The support provided is tailored to the individuals need.
- Regular surgeries at set times are being held in the public interview rooms by both Licensing and Homelessness Teams. This helps to manage the resource and gives customers definite times they can see an officer.
- Planning reception at Hadleigh has now completely shut and Planning colleagues have provided training to Sudbury town council staff so they can assist customers to view applications etc. via our website.
- Prior to opening, an analysis of telephone and face to face traffic was conducted to study peaks and troughs of demand throughout the day. The data was used to revise opening times which in turn helped with resourcing issues.

### Telephone Performance

Further to the last meeting when the discussions were around response time and unanswered calls, the figures are showing an improvement.

	April	May	June	July	August	September	October	November
Average Time to Answer Calls	00:03:00	00:03:09	00:02:19	00:01:43	00:01:27	00:03:56	00:02:38	00:01:42
% of Received Calls Abandoned	26	25	18	12	10	25	17	10