

Customer Services Assistant Director Sara Wilcock The Customer Services teams work to provide all our customers with flexible and efficient access to services, ensure our most vulnerable customers receive additional support to meet their needs, and drive business improvement across the organisation through tracking performance, utilising insight and intelligence and raising project management standards.				
	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	<ul style="list-style-type: none"> ♦ Average telephone wait times this quarter 1 min 42s compared to 3 mins for the same period last year. ♦ In April we answered on average 83% of calls, increasing to 86% in May and June. ♦ Continuing with our programme of staff development. The Customer Service team have trained First Aiders, Fire Wardens and a Health and Safety representative on the Health and Safety board. ♦ Piloting a customer satisfaction survey for our in person customers. Initial results are promising with (of those completing the survey), 94% of customers seen within 5 minutes or less, and 100% customers rating us either good, very good or excellent in respect of our staff and their helpfulness, information and advice provided, and taking time to listen and understand their query. ♦ Further development of the performance reporting has now enabled collection and reporting of performance information to Cabinet on a quarterly basis, this is the first of such reports. 			
Impact on communities / the way we work	<ul style="list-style-type: none"> ♦ Increased calls answered leading to less abandoned phone calls by customers ♦ Cross skilling our team enabling them to answer different types of call enquiries leading to improved resilience. ♦ Learning from the pilot will help us develop a telephony satisfaction survey also. 			

Key for trend graph:

- 2015/16
- 2016/17
- 2017/18
- 2018/19
- target

Key:

- n/a not applicable
- n/av not available
- highlighted measure, further detail in main report

Customer Services Managers Helen Austin & Claire White						
Performance measure	Period	Data	Target	Council	Trend	Comments
CS01 Average number of daily visitors to joint website Cabinet Member: Derek Davis Data Owner: John Broadwater	2017/18		Increase - No target set as establishing benchmark	Both		The average is 20% higher than the same period in 2017-18, clearly indicating continued steady growth in use of the website. It also confirms that the sharp increase in the previous three months average was driven by use of the website during periods of severe weather.
	Qtr.1	2310				
	Qtr. 2	2397				
	Qtr.3	2432				
	Qtr.4	3147				
	2018/19					
	Qtr.1	2762				
	Qtr. 2					
	Qtr.3					
	Qtr.4					
Performance measure	Period	Data	Target	Council	Trend	Comments
CS02 No: of daily transactions completed via website NEW MEASURE Cabinet Member: Derek Davis Data Owner: John Broadwater	2018/19		Increase - No target set as establishing benchmark	Both		This includes all online forms completed directly from the Council's website. It does not include eforms completed from linked websites such as Shared Revenue Partnership and Planning Portal.
	Qtr.1	174				
	Qtr. 2					
	Qtr.3					
	Qtr.4					
Performance measure	Period	Data	Target	Council	Trend	Comments
CS03 No: of payments collected digitally (automated telephony, web payment) NEW MEASURE Cabinet Member: Derek Davis Data Owner: Marie Fletcher	2018/19		Increase - No target set as establishing benchmark	Both		Q1 figure will need reviewing once further data validation has taken place. Measure includes all Direct Debit, Automated Telephony and Online form payments
	Qtr.1	237,068				
	Qtr. 2					
	Qtr.3					
	Qtr.4					

Performance measure	Period	Data	Target	Council	Trend	Comments
CS04 No: of face to face visitors to customer access point (Sudbury) NEW MEASURE Cabinet Member: Derek Davis Data Owner: Helen Austin	2018/19 Qtr.1 Qtr. 2 Qtr.3 Qtr.4	1219	Decrease No target set as establishing benchmark	BDC		Recording system is manual so some customers may not be captured.
Performance measure	Period	Data	Target	Council	Trend	Comments
CS05 No: of calls answered NEW MEASURE Cabinet Member: Derek Davis Data Owner: Helen Austin	2018/19 Qtr.1 Qtr. 2 Qtr.3 Qtr.4	35014	No target to be set as establishing benchmark	Both		Q1 - covers the busiest time as beginning of the financial year.
Performance measure	Period	Data	Target	Council	Trend	Comments
CS06 Average time taken to answer calls (mins) Cabinet Member: Derek Davis Data Owner: Helen Austin	2017/18 Qtr.1 Qtr. 2 Qtr.3 Qtr.4 2018/19 Qtr.1 Qtr. 2 Qtr.3 Qtr.4	2.49 2.08 2.19 1.38 1.42	1m 0s 1m 45s	Both		Q1 - covers the busiest time as beginning of the financial year. We are continuously working on improving our efficiencies.
Performance measure	Period	Data	Target	Council	Trend	Comments
CS07 % of overall calls abandoned Cabinet Member: Derek Davis Data Owner: Helen Austin	2017/18 Qtr.1 Qtr. 2 Qtr.3 Qtr.4 2018/19 Qtr.1 Qtr. 2 Qtr.3 Qtr.4	22.33% 15.33% 15.81% 10.96% 14.31%	10%	Both		Q1 - covers the busiest time as beginning of the financial year. We are continuously working on improving our efficiencies. Although over the target for this quarter, there is significant improvemetn from the same quarter last year.

Performance measure	Period	Data	Target	Council	Trend	Comments
CS08 Customer Satisfaction rate, of those measured achieve good, very good or excellent NEW MEASURE Cabinet Member: Derek Davis Data Owner: Helen Austin	2018/19 Qtr.1 Qtr. 2 Qtr.3 Qtr.4	100%	85%	Both		Q1 - represents face to face customers only and not a full quarter as only started in June.
Performance measure	Period	Data	Target	Council	Trend	Comments
CS09 No: of complaints to Ombudsman where Council is at fault NEW MEASURE Cabinet Member: Derek Davis Data Owner: Helen Austin	2018/19 Qtr.1 Qtr. 2 Qtr.3 Qtr.4	0	n/a	BDC		No Comment