

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.

Successfully Opening the Customer Access Points

- Successfully completed the move to Stowmarket CAP on 11th September
- Up and running on the 'phones by 10am with customers being seen face to face from opening at 9am. We took the second highest amount 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
- Both sites are aiming for a mainly assisted service – showing customers how to complete their requests via our website/telephone rather than the traditional sit behind a desk way of working.
- Both the Licensing and Homelessness Teams are utilising their booked slots in the public interview rooms
- Planning reception at Hadleigh has now completely shut and Planning have provided training to Sudbury staff so they may assist customers to view applications etc. via our website.
- Analysis of telephone and face to face traffic governed revised opening times adjustment helping with resourcing issues.

Telephone Performance

Further to the last meeting when the discussions were around response time and unanswered calls, October's figures are showing an improvement on the previous month.

Statistic	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	1st to 18 Oct
AvgTimeAns	00:03:00	00:03:09	00:02:19	00:01:43	00:01:27	00:03:56	00:02:33

Statistic	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	1st to 18 Oct
Abandon	3805	4158	2686	1543	1388	3663	1465 forecast = 2685

Staff have been/are unsettled and anxious about the move leading to lower performance. There have been numerous corporate meetings regarding the moves which have impacted on staff availability at times. Influx of new staff starters in October which could lead to a slight dip in performance as officers are shadowed.