

Background:

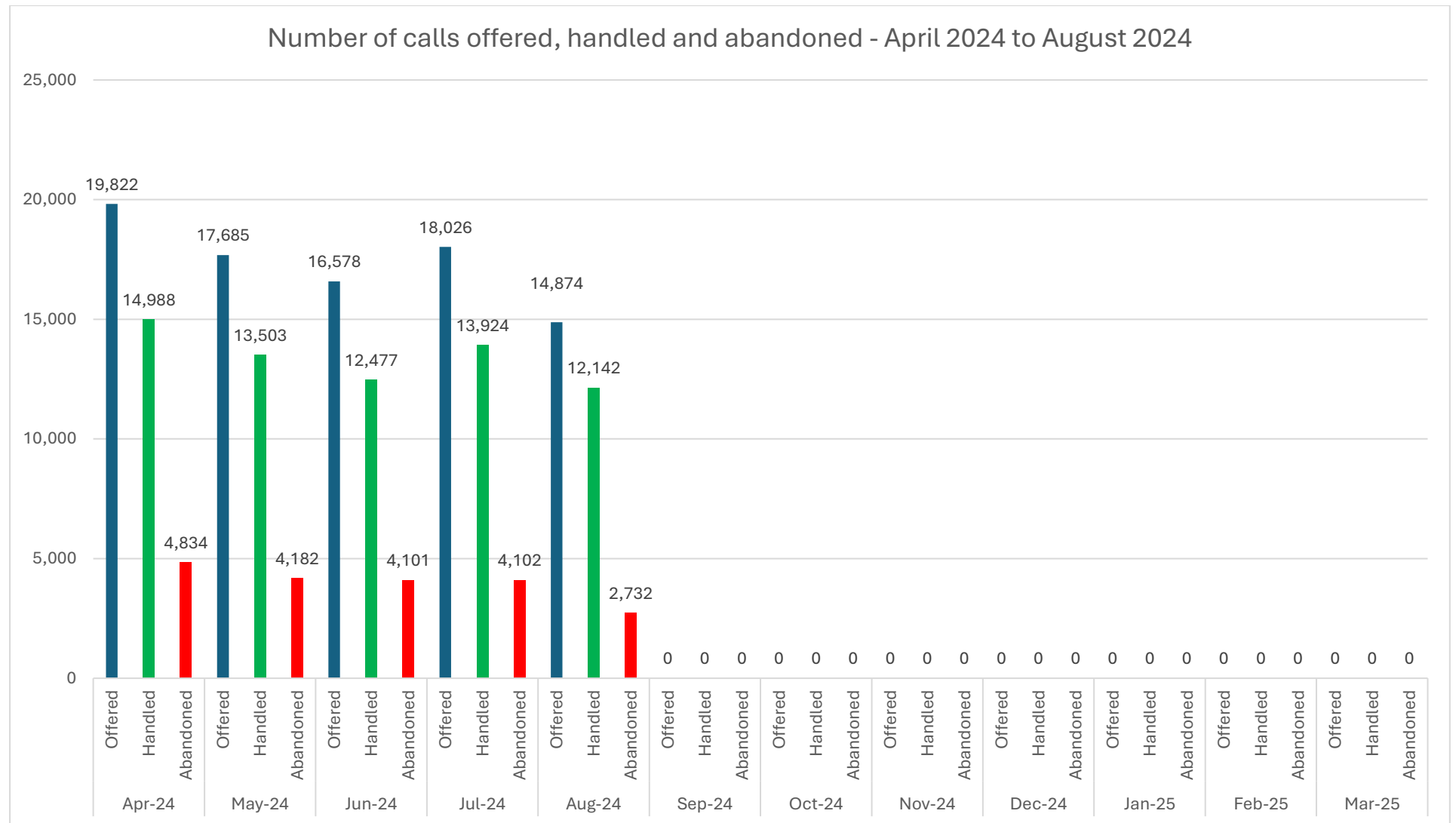
- Statistics are produced and issued by the Customer Service Performance and Change Improvement Lead on a monthly basis to the relevant service areas. The information includes number of calls offered, handled, abandoned and average speed of answer.
- These statistics are calls which are received through the Ignite system. This is a combination of calls which would use the traditional IRV (Press 1, Press 2) and the Virtual Operator, which are routed to the high level service area queues.
- These statistics do not include calls which have reached the service area by direct dial.
- Where performance concerns are raised, performance clinics with service areas are continuing on a monthly basis which enable both the Customer Service Team and service area to have a platform to be able to advise of pressure points and upcoming changes which may impact customer interactions.
- The Customer Service Management Team are reactive to call queues. Where there is a high volume of calls for a particular queue, Customer Service Advisers will be moved to cover that queue. Currently, this is challenging as we have seven new staff who are learning the 17 service areas.
- The Customer Service Team is budgeted for 14.3 FTE and currently have 20 staff (with one vacancy). Of those 20 staff, all have varying levels of skills and knowledge to enable them to handle calls. Therefore, at any time, it is very likely not all staff can take any call from the 17 different service areas.
- The data includes calls handled by Customer Service and individual service areas as detailed below:
- Calls handled by Customer Service:
 - Arts (Box Office Ticket Bookings);

- Benefits (inc overpayments);
- Business Rates;
- Council Tax Billing;
- Enforcement (Revenues);
- Environmental Health & Neighbourhoods;
- Green Waste;
- Homelessness;
- Land Charges;
- Licensing;
- Payments;
- Planning;
- Rents (Income Recovery);
- Street Scene;
- Switchboard;
- Tenancy Services – Housing Management (Estates);
- Waste.

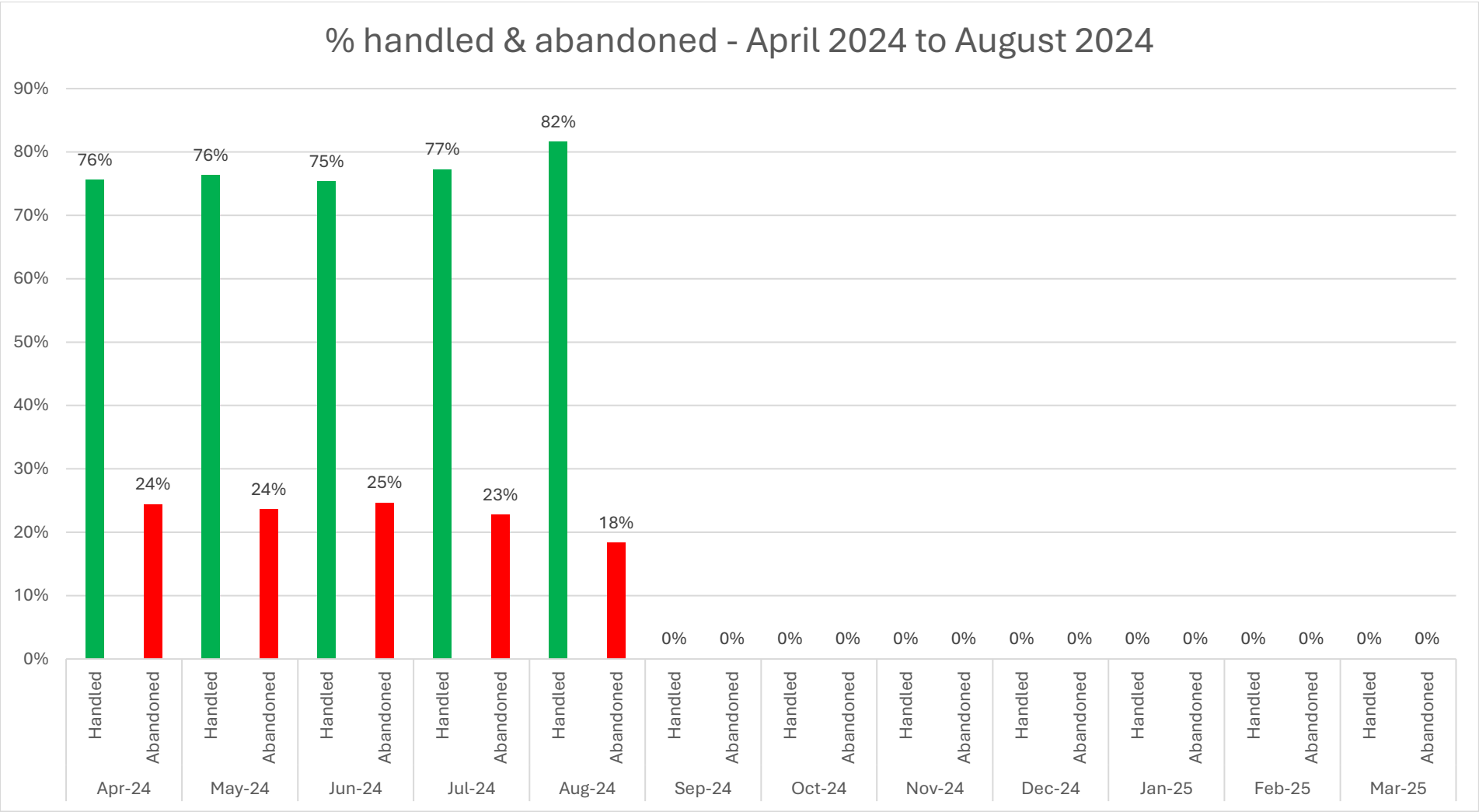
Calls handled by Service area:

- Allocations & Tenancy Services (Lettings);
- Elections;
- Housing Improvements and Repairs;
- Rents.

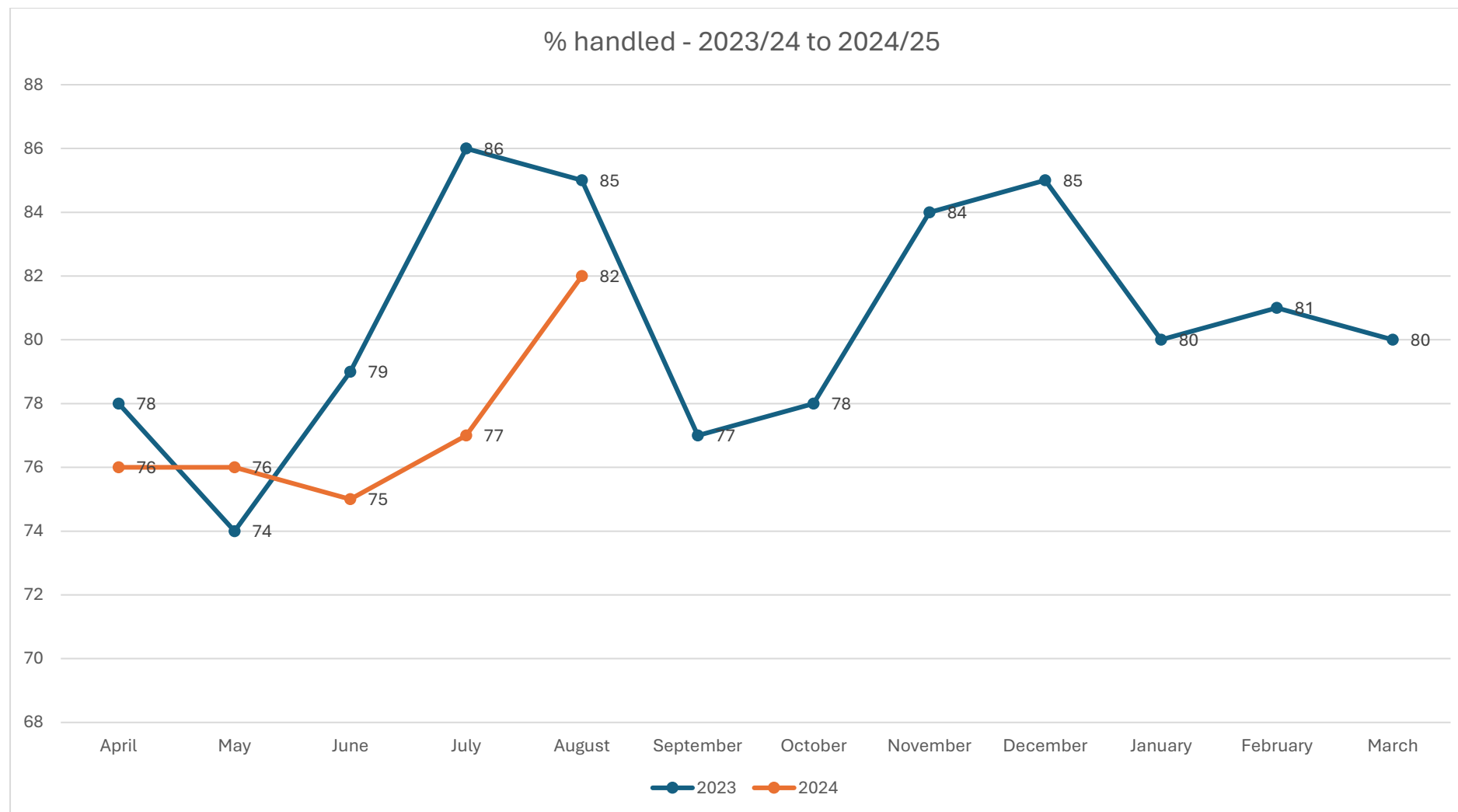
Calls offered, handled, and abandoned (volume) – April 2024 to August 2024



Calls handled and abandoned (%) – April 2024 to August 2024



% Calls handled – comparison 2023/24 to 2024/25



% Calls abandoned – comparison 2023/24 to 2024/25

