

Report to the Resources Select Committee

Date of meeting: 12 April 2016



SCRUTINY

 Epping Forest District Council

Portfolio: Technology and Support Services

Subject: Telephone Monitoring Statistics

Responsible Officer: David Newton (01992 564580).

Democratic Services Officer: Adrian Hendry (01992 564246).

Recommendations/Decisions Required:

To note the telephone monitoring statistics covering the period April 2015 to February 2016

Executive Summary:

The Resources Select Committee agreed at the meeting on 10 March 2015 that new reporting definitions on call handling should relate to;

- i) The percentage of abandoned calls; and
- ii) The number of calls sent directly to the voicemail system.

The Committee requested that these statistics be reported on a quarterly basis.

Reasons for Proposed Decision:

The Resources Select Committee have requested an update on the progress made with regard to monitoring the telephone statistics.

Other Options for Action:

None.

Report:

1. To assist in identifying trends in call handling, Appendix 1 shows the monthly breakdown of abandoned & voicemail calls as a percentage in a graphical format. Appendix 2 is a graphical representation of total calls answered, abandoned and sent to voicemail.

2. ICT have been working with all directorates to assist in identifying best working practices using the Shoretel system. The statistics below highlight that with an average of 28,000 calls each month the abandoned call rate is now down to 5% and calls to voicemail at 6%

3. These statistics are regularly reported to Management Board. Operational managers are aware of these figures and are working to improve them further where possible.

Consultation Undertaken:

None required.

Background Papers:

RSC minutes 13 October 2015

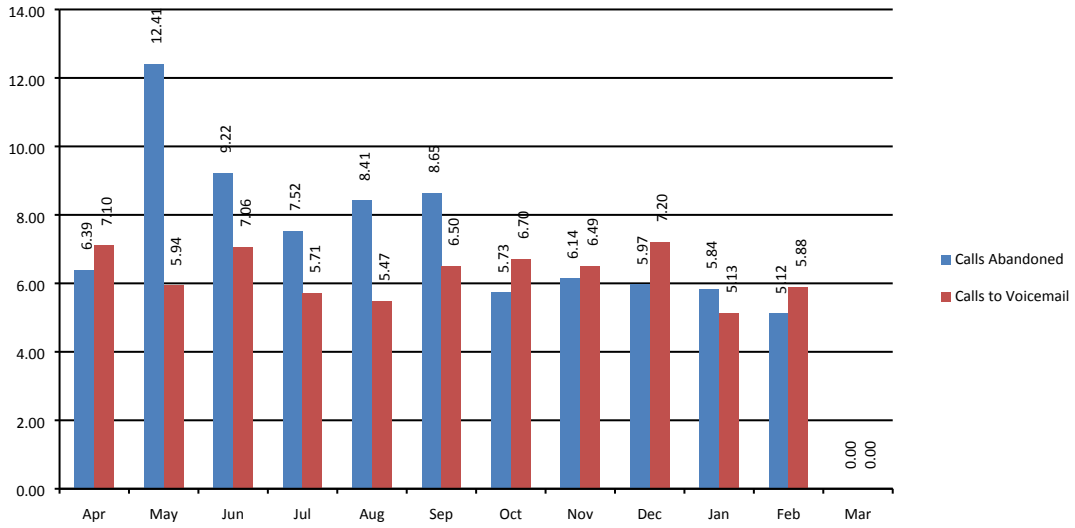
Due Regard Record

This page shows **which groups of people are affected** by the subject of this report. It sets out **how they are affected** and how any **unlawful discrimination** they experience can be eliminated. It also includes information about how **access to the service(s)** subject to this report can be improved for the different groups of people; and how they can be assisted to **understand each other better** as a result of the subject of this report.

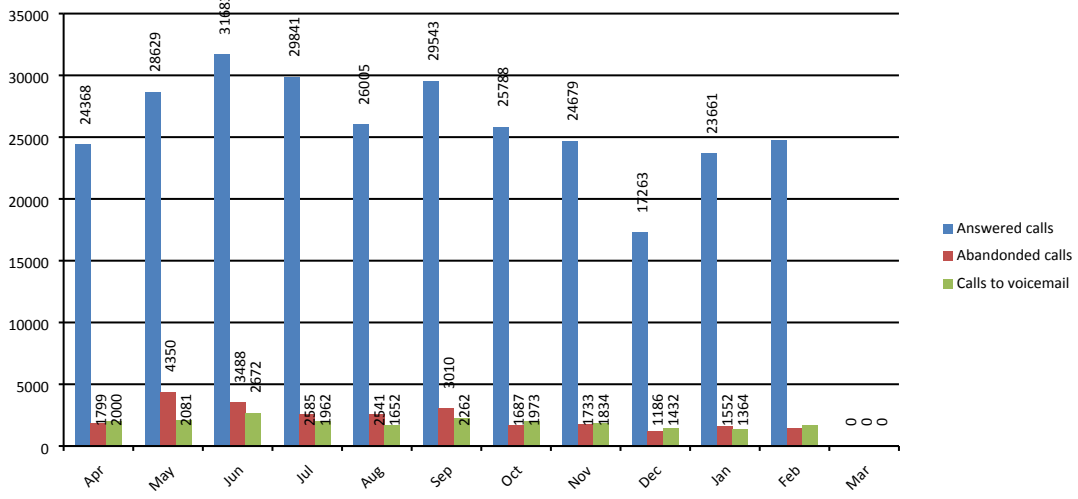
S149 Equality Act 2010 requires that due regard must be paid to this information when considering the subject of this report.

Date / Name	Summary of equality analysis
21/03/16 David Newton	The process of producing performance statistics will have no impact on any equality issues.

Abandoned & Voicemail calls %
APPENDIX 1



Breakdown of number of calls received
APPENDIX 2



Workgroup & CC Queue Summary Report - February 2016
APPENDIX 3

Workgroup names	Abandoned	Handled by WG Voicemail	Total calls		% Abandoned	% Voicemail
Communities Booking Line (X2983)	6	0	61	Com	10	0
Communities Booking Line (X4226)	0	0	103	Com	0	0
Communities Finance	2	0	42	Com	5	0
Communities information and tenant involvement	2	0	25	Com	8	0
Community Safety Team (x2736)	0	1	12	Com	0	8
Home Ownership Team (x4428)	5	42	201	Com	2	21
Housing Allocations (x4716)	36	0	930	Com	4	0
Housing Assets (x2727)	4	46	319	Com	1	14
Housing CARE Agency (x4086)	5	56	169	Com	3	33
Housing Grants (x2728)	0	0	4	Com	0	0
Housing Homelessness Assessment (x4027)	49	0	239	Com	21	0
Housing Maintenance x4199(x1988)	298	0	1961	Com	15	0
Housing Management North (x4545)	25	12	703	Com	4	2
Housing Management South (x2726)	27	28	434	Com	6	6
Housing Prevention (x4165)	74	0	984	Com	8	0
Limes Centre Housing staff (x2826)	0	1	5	Com	0	20
Private Sector Housing (x4348)	10	32	137	Com	7	23
Waltham Abbey Museum (x4992)	4	4	137	Com	3	3
COM	547	222	6466		8	3
Admin Registration Team (x4584)	64	120	980	Gov	7	12
Building Control Surveyors (x4286)	11	67	133	Gov	8	50
Civic Reception Info Desk (x2500)	3	0	61	Gov	5	0
Civic Reception Info Desk (x4288)	0	0	64	Gov	0	0
Democratic Services (x4243)	0	0	69	Gov	0	0
Fraud Hotline (x4444)	2	6	19	Gov	11	32
Local Land Charges (x2739)	3	0	158	Gov	2	0
Planning Building Control (x2047)	49	417	1252	Gov	4	33
Planning Enforcement Team (x2800)	1	0	1	Gov	100	0
Planning Policy Hotline (x4517)	3	2	52	Gov	6	4
Planning Reception (x2792)	3	149	324	Gov	1	46
Public Relations (x4140)	3	0	20	Gov	15	0
Tom Carne (x4039)	7	0	37	Gov	19	0
GOV	149	761	3170		5	24
Emergency Planning	1	0	1	Nei	100	0
Engineering, Drainage & Water x2967	0	0	1	Nei	0	0
Enviro & Neighbourhoods x2968	0	1	3	Nei	0	33
Licensing (x4721)	0	16	134	Nei	0	12
Neighbourhoods Parks (x2720)	0	4	5	Nei	0	80
Neighbourhoods Waste (x2721)	0	0	1		0	0
North Weald Gate House (x4200)	13	22	402	Nei	3	5
Trees and Landscapes Team (x2814)	4	12	66	Nei	6	18
CONTACT CENTRE	94	2	2776	Nei	3	0
NEI	112	57	3389		3	2
Benefits A-L (X2081)	49	2	843	Res	6	0
Benefits M-Z (X2082)	46	2	577	Res	8	0
Cash Office (X4258)	4	35	70	Res	6	50
Cash Office (X4349)	85	481	760	Res	11	63
Council Tax Business rates 4064 (X1305)	1	0	225	Res	0	0
Council Tax Recovery 4030 (X1300)	4	0	421	Res	1	0
Facilities Management (x4760)	0	0	1	Res	0	0
Helpdesk 4888 (x1310)	10	2	73	Res	14	3
Print - Reprographics (x4388)	2	11	75	Res	3	15
Superintendents (x4619)	11	7	54	Res	20	13
Switchboard (x2000)	328	0	7889	Res	4	0
CONTACT CENTRE	70	0	3619	Res	2	0
RES	610	540	14607		4	4
Overall Total	1418	1580	27632		5	6