Report to the Resources Select Committee

Date of meeting: 12 April 2016



Portfolio:	Technology	and Support Service	S	
Subject:	Telephone M	Ionitoring 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:

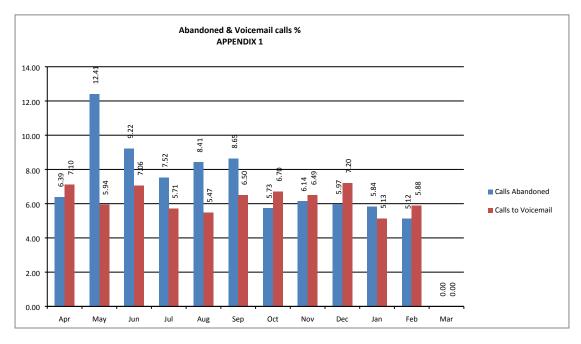
RSC minutes 13 October 2015

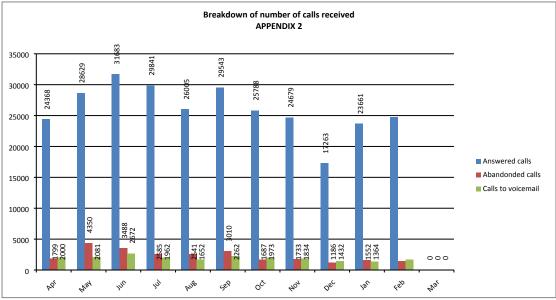
Due Regard Record

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.





	ue Summary Report - February 2016			APPENDIX 3		
Workgroup names	Abandoned	Handled by WG Voicemail	Total calls		% Abandoned	% Voicem
Communities Booking Line (X2983)	6	0	61	Com	10	0
Communities Booking Line (X2983)	0	0	103	Com	0	0
	2	0		-		
Communities Finance			42	Com	5	0
nunities information and tenant involvement	2	0	25	Com	8	0
Community Saftey 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
ousing Homelessness Assessment (x4027)	49	0	239	Com	21	0
Housing Maintenance x4199(x1988)	298	0	1961	Com	15	0
Housing Maintenance x4133(x1366)				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	-	7	20
Waltham Abbey Museum (x4992)	4	4	137	Com Com	3	3
				COIII		
СОМ	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
	2	6	19	_		
Fraud Hotline (x4444)				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
				AL-1		
Emergency Planning	1	0	1	Nei	100	0
Emergency Planning Engineering, Drainange & Water x2967	<u>1</u> 0	0 0	<u>1</u> 1	Nei	100 0	0
Emergency Planning	1 0 0	0 0 1	1 1 3	-	100	0
Emergency Planning Engineering, Drainange & Water x2967 Enviro & Neighbourhoods x2968 Licensing (x4721)	<u>1</u> 0	0 0	<u>1</u> 1	Nei	100 0	0
Emergency Planning Engineering, Drainange & Water x2967 Enviro & Neighbourhoods x2968	1 0 0	0 0 1	1 1 3	Nei Nei	100 0 0	0 0 33
Emergency Planning Engineering, Drainange & Water x2967 Enviro & Neighbourhoods x2968 Licensing (x4721)	1 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 1 3 134	Nei Nei Nei	100 0 0 0	0 0 33 12
Emergency Planning Engineering, Drainange & Water x2967 Enviro & Neighbourhoods x2968 Licensing (x4721) Neighbourhoods Parks (x2720)	1 0 0 0 0 0	0 0 1 16 4	1 1 3 134 5	Nei Nei Nei	100 0 0 0 0	0 0 33 12 80
Emergency Planning Engineering, Drainange & Water x2967 Enviro & Neighbourhoods x2968 Licensing (x4721) Neighbourhoods Parks (x2720) Neighbourhoods Waste (x2721)	1 0 0 0 0 0 0	0 0 1 16 4 0	1 1 3 134 5 1	Nei Nei Nei Nei	100 0 0 0 0 0	0 0 33 12 80 0
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Emergency Planning Engineering, Drainange & Water x2967 Enviro & Neighbourhoods x2968 Licensing (x4721) Neighbourhoods Parks (x2720) Neighbourhoods Waste (x2721) North Weald Gate House (x4200) Trees and Landscapes Team (x2814) CONTACT CENTRE Benefits A-L (X2081) Benefits A-L (X2081) Benefits A-L (X2082) Cash Office (X4258) Cash Office (X4349)	1 0 0 0 13 4 94 112 49 46 46 4 85	0 0 1 1 6 4 0 22 12 2 2 57 57 2 2 2 2 35 481	1 1 3 134 5 1 402 66 2776 3389 843 577 70 760	Nei Nei Nei Nei Nei Nei Rei Res Res Res Res Res Res Res	100 0 0 0 3 6 3 3 6 8 6 8 6 11	0 0 33 12 80 0 5 18 0 0 2 2 0 0 0 50 63
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