

Customer Satisfaction Q3 Performance Update

27th January 2020

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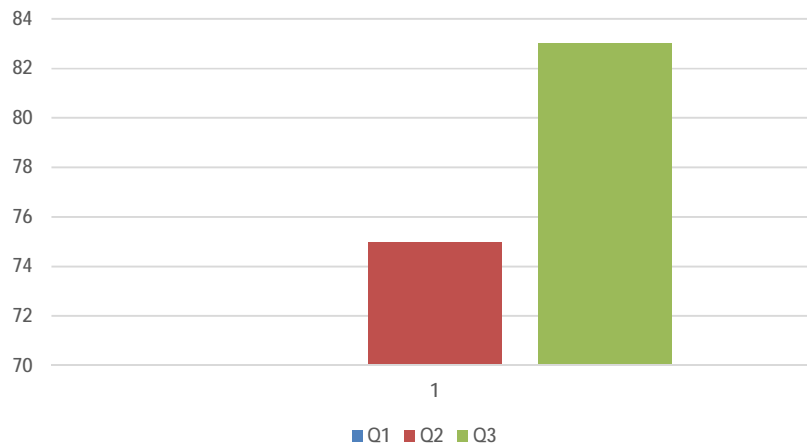
Introduction

This report provides an update on:

- Our Quarter 3 customer satisfaction performance
- Feedback on what our customers are telling us

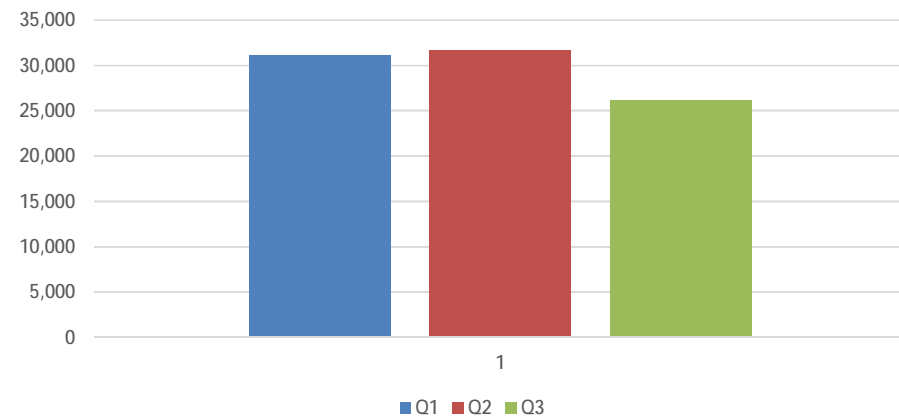
Current Performance

Overall Customer Satisfaction % (Target 80%)



Q1 = n/a, Q2 = 75%, Q3 = 83%

Total Number of Calls Received



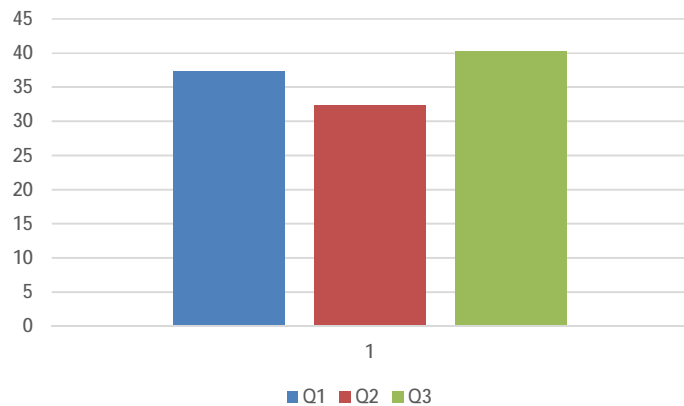
Q1 = 31,167, Q2 = 31,674 Q3 = 26,216

- Measure based on Gov Metric customer satisfaction survey – for phone calls, emails, letters, website
- No quarterly result available for Q1 as measure was changed from annual to quarterly

First point resolution

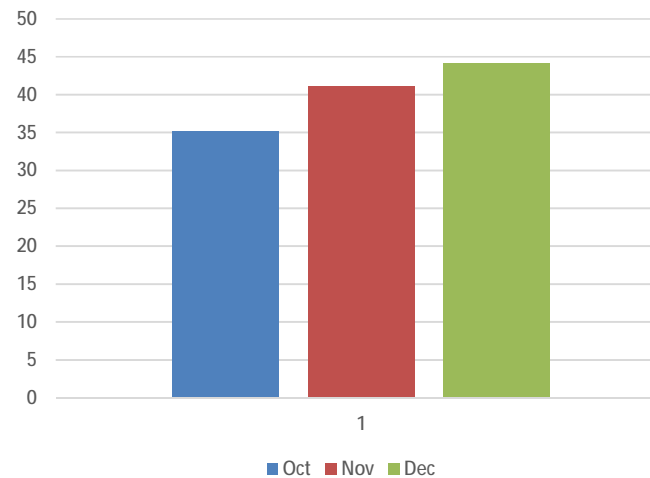
(customer contact resolved by contact centre)

First Point Resolution (Target 45%)



Q1 = 37.31%, Q2 = 34.71% (potentially as no team leaders)
Q3 = 40.17%

First Point Resolution by month (%)



Oct 2019 = 35.22%, Nov 2019 = 41.15%, Dec 2019 = 44.13%

Upward trend in first point resolution over past three months with transition of other services (planning, parking)

Call causation codes

- Call causation codes implemented in November 2019
- Enabling drill down to identify why customers are calling us
- Of 16,861 calls received in Nov & Dec, a causation code was recorded for 5,000 calls
(Officer has to manually enter code)
- Analysis is being carried out to understand why no code was used for 100% of calls and Team Managers are ensuring completion going forwards

Why are customers calling us

These service areas received the highest number of calls;

Housing: 1395 total calls (not yet transitioned to contact centre)

Housing Repairs 686 calls – transferred for an appointment

Housing Management 449 calls – transferred to team

Planning: 934 total calls (transitioned to contact centre)

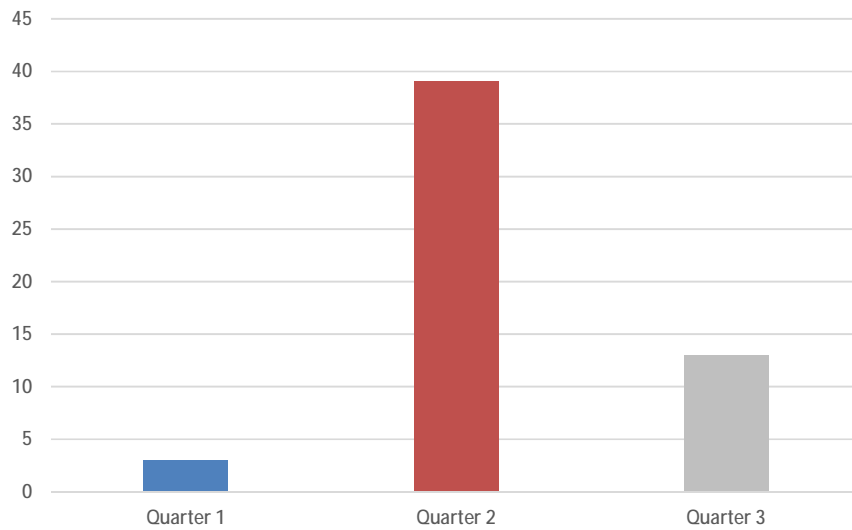
Application enquiries 398 calls dealt with by contact centre, rest were technical

Waste: 1030 total calls (transitioned to contact centre)

Bin delivery requests equate for the highest volume 336, however all Waste calls are dealt with by contact centre – forms are now online so we are channel shifting customers

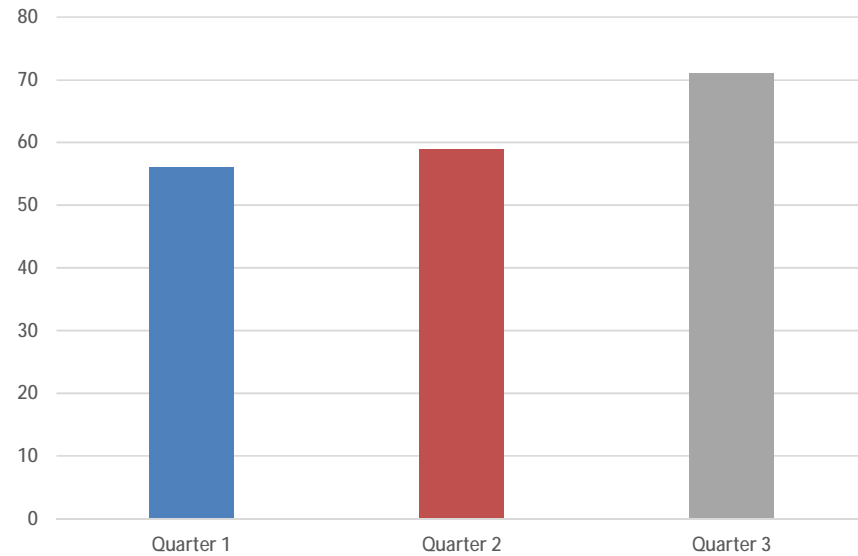
Compliments & Complaints Received

Compliments Total Received



Q1 = 3, Q2 = 39 – CHW following external event
Q3 = 13 – 12 for Contact Centre staff, 1 for Housing thanking staff for good service

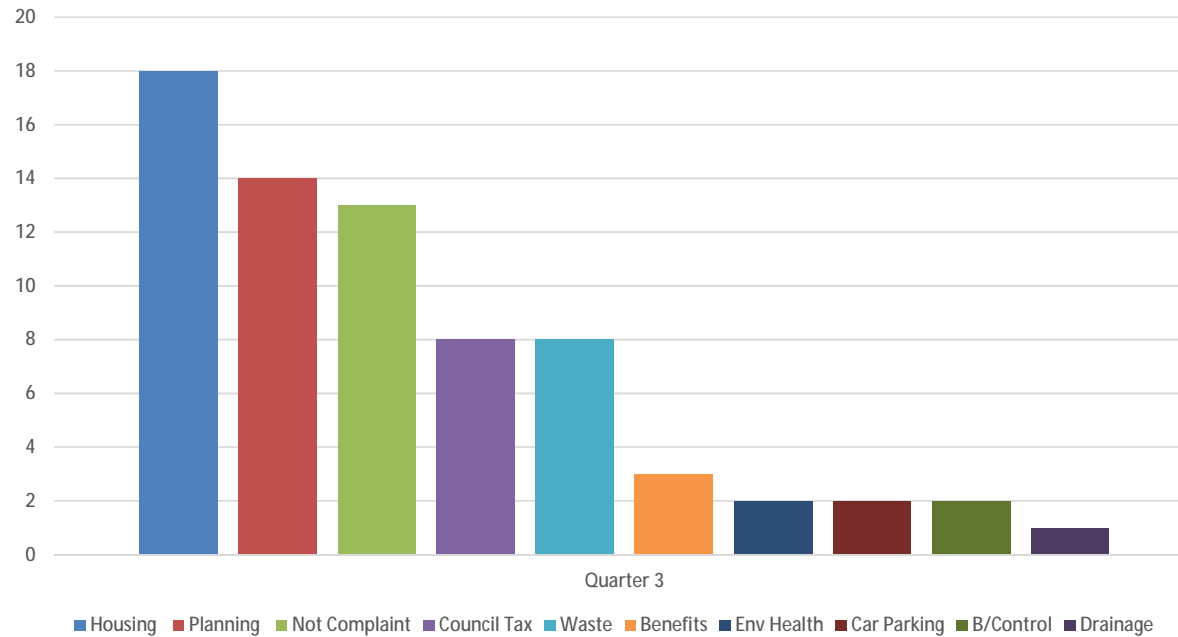
Complaints Total Received



Q1 = 56, Q2 = 59, Q3 = 71

Complaints Received Breakdown by Area

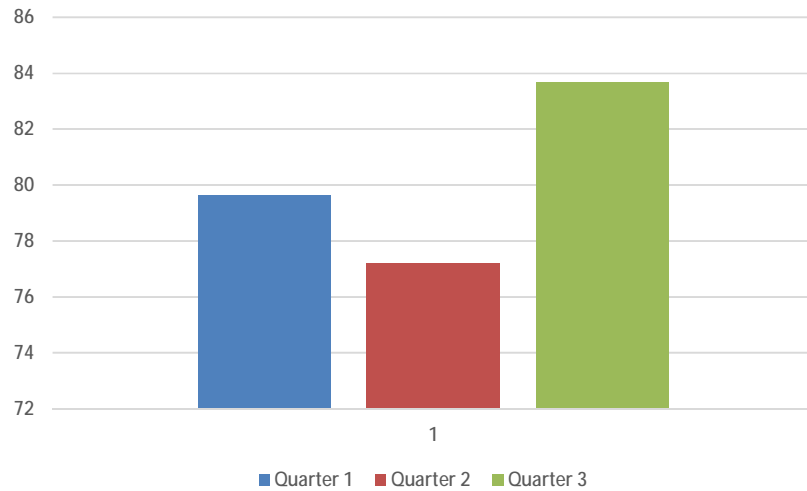
Complaints Received Breakdown



Service Area	Quarter 3
Housing	18
Planning	14
Not Complaint	13
Council Tax	8
Waste	8
Benefits	3
Env Health	2
Car Parking	2
B/Control	2
Drainage	1

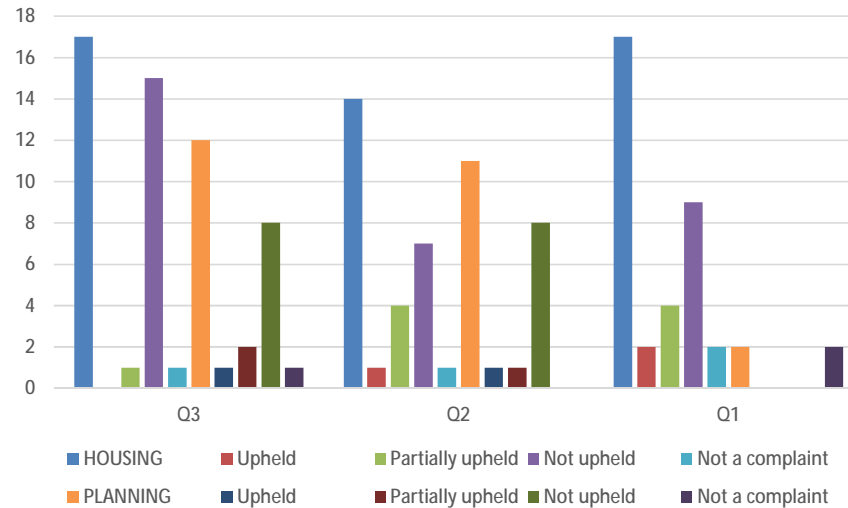
Complaints Resolved

Complaints Resolved within SLA (Target 75%)



Q1 = 79, Q2 = 77.22, Q3 = 83.67

Complaints Status



	Q3	Q2	Q1
HOUSING	17	14	17
Upheld	0	1	2
Partially upheld	1	4	4
Not upheld	15	7	9
PLANNING	12	11	2
Upheld	1	1	0
Partially upheld	2	1	0
Not upheld	8	8	0
Not a complaint	1	0	2

What are customers telling us

Planning

- They are unhappy that although they can see a Duty Planner - for which very positive feedback has been received – they are unhappy that they cannot see their allocated Planner without an appointment – the Planning team are on the case and re-designing the service

Waste collections

- Side waste not being collected – additional rubbish left on top of or to the side of the waste bin. Our contract doesn't include collection of this side waste for budgetary reasons - each 'lift' costs £1.30
- Special collections ie. furniture – the Operatives cannot enter the customers house to collect it for Health & Safety and Insurance reasons – causes issues if customers cannot lift and carry outside

What are customers telling us

Customers paying by cheque

Customers still paying by cheques mainly due to an issue of habit and trust. We are promoting all available payment methods through as many communication channels as possible, staff are continuing to talk to customers and educating them to encourage channel shift

Call secure

Customers have fed back issues with the performance of Callsecure impacting usage and customer experience - our Payments Team are reviewing and working on improvements required