

Customer Services Monthly Performance Report

May 2016

Brilliant performance across the team in May, particularly when viewed in context with the position we were in this time last year.

In May, despite receiving almost 3,000 more calls than May the previous year, our abandoned call rate fell from 37.7% to 11.8%. Over 95% of calls were answered in less than 10 minutes.

In May, the Benefit Assessment Team joined the Customer Contact Centre and began taking calls and enquiries from Benefit Customers. The aim is to process as many benefit transactions as possible during the phone call to reduce double handling and the need for customers to have to make a second contact. Where possible we are encouraging customers to use self-serve and online forms to resolve their enquiry without the need to speak to a call handler.

Lee Higgins – Customer, Benefits and Library Services Manager

Incoming Calls Performance

	Same month last year	Year to date this time last year	This month	Year to date
Number of Calls Received	24,656	52,242	27,403	57,385
Number of Calls Answered	15,343	33,622	24,149	49,259
Abandonment Rate	37.7%	35.6%	11.8%	14.2%

Calls Abandoned – Target <10%

	No. Of Calls Offered	Abandonment Rate	Longest Waiting Live Call	Longest Waiting Call Back	No. Of Call Backs
Overall	27,403	11.8%	55 mins 59 secs	38 mins 44 secs	1,315
Neighbourhood Services	5,650	16.8%	37 mins 43 secs	24 mins 38 secs	341
Revenues	7,588	16.6%	55 mins 59 secs	38 mins 44 secs	781

Benefits	2,501	2.7%	29 mins 18 secs	17 mins 08 secs	50
Switchboard	8,027	3.9%	6 mins 28 secs	11 mins 28 secs	1
Other Services	3,637	18.3%	44 mins 54 secs	22 mins 44 secs	142

Call Waiting Times – Target <10 minutes (Live calls only)

Time taken to answer call	Neighbourhood Services	Revenues	Benefits	Switchboard	Other Services	% of calls answered within that time
Up to 10 Mins	3881	4,977	2,349	7,695	2,826	95.2%
Over 10 Mins	329	299	25	21	68	3.2%
Over 15 Mins	112	108	7	0	29	1.1%
Over 20 Mins	29	41	1	0	11	0.4%
Over 25 Mins	6	8	1	0	1	.07%
Over 30 Mins	1	6	0	0	1	.02%
Over 45 Mins	0	2	0	0	0	.01%
Total Calls Answered	4,358	5,441	2,383	7,716	2,936	22,834(excl1315 call backs)

Southwater Visitors

	Same month last year	Year to date this time last year	This month	Year to date
Benefits	1,305	2,565	1,103	2,302
Customer Services	1,487	3,072	405	890

	Maximum Wait Time this month last year	Average Wait Time this month last year	Maximum Wait Time this month	Average Wait Time this month
Benefits	1 hr 14 mins	15 mins 10 secs	1hr 4 mins	10 mins 52 secs
Customer Services	1hr 18 mins	20 mins 21 secs	Appt Only	Appt only