

Title of Report:	Customer Service Performance
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	3 August 2010

Purpose of Report: To receive the additional information requested regarding performance within Customer Services

Recommended Action: To note the information.

Portfolio Member Details	
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Executive Report

1. Introduction

- 1.1 At the Overview and Scrutiny Management Commission held on 29 June 2010, additional information was requested to supplement that provided regarding performance within Customer Services.
- 1.2 The requested breakdown of quarter 4 performance (January to March 2010) is:

Service	No. of calls answered	Average wait time *	Longest wait time *
Streetcare	13784	13 seconds	5 minutes 29 seconds
Planning	8646	12.5 seconds	5 minutes 9 seconds
Environmental Health	823	13 seconds	4 minutes 39 seconds
Property Helpdesk	803	17.5 seconds	3 minutes 5 seconds
Council Tax/Business Rates	11589	1 minute 8.5 seconds	10 minutes 51 seconds
Housing/Council Tax Benefits	4395	1 minute 5.5 seconds	13 minutes 8 seconds
Community Care	2307	17.5 seconds	6 minutes 13 seconds
Concessionary Fares	689	17 seconds	6 minutes 26 seconds
Children's Services	4377	17 seconds	6 minutes 4 seconds

* N.B. wait time data only available for February and March 2010

- 1.3 Actions taken to improve performance have included increased monitoring of available resources and greater cross-skilling of Customer Services Advisors to cover peaks in demand.
- 1.4 Switchboard calls are not included in the reported performance. Switchboard performance for quarter 4 (January to March 2010) is as follows:

No. of calls answered	No. answered within 15 seconds
52,122	48,175 (92.4%)

Appendices

There are no Appendices to this report.

Consultees

Officers Consulted: Contact Centre Operations Manager and Customer Information Manager