



Customer Access Update

Calls to the Contact Centre

	Calls Offered	% Calls Answered	% Calls Abandoned	Average Wait Time	Average Call Length
YTD April-May 2022/2023	38,566	67.4%	32.6%	5 mins 58 secs	4 mins 47 secs
2021/2022	215,196	67.60%	32.4%	6 mins 58 secs	4 mins 50 secs
2020/2021	225,580	68.90%	31.1%	5 mins 53 secs	3 mins 53 secs

What is Affecting These Statistics?

Average call length has increased due to customers experiencing far more complex issues than before such as financial hardship, social isolation, mental health problems.

Because contact is more challenging and takes longer to deal it means customers are waiting longer than we would like to be answered.

Advisers have left or are on maternity leave, leaving the team with gaps in experience and skills – recruitment and training has been challenging, something which Council's across the country are experiencing.

Resource is often diverted to support initiatives such as Household Support Fund, Pension Credit applications, Council Tax Energy Rebate Scheme.

A specialist team has been created to provide early intervention and support for customers identified as being particularly vulnerable. These can often be lengthy calls and often require referrals to partner agencies and follow up to ensure the customer's circumstances have improved or are stable.

Other Contact Demand

YTD April-May	Emails	Face to Face in Libraries
YTD 2022/23 April and May	7745	149
2021/2022	56,536	1942
2020/2021	49,337	0

Online Most of the Time – 201/22 Overview

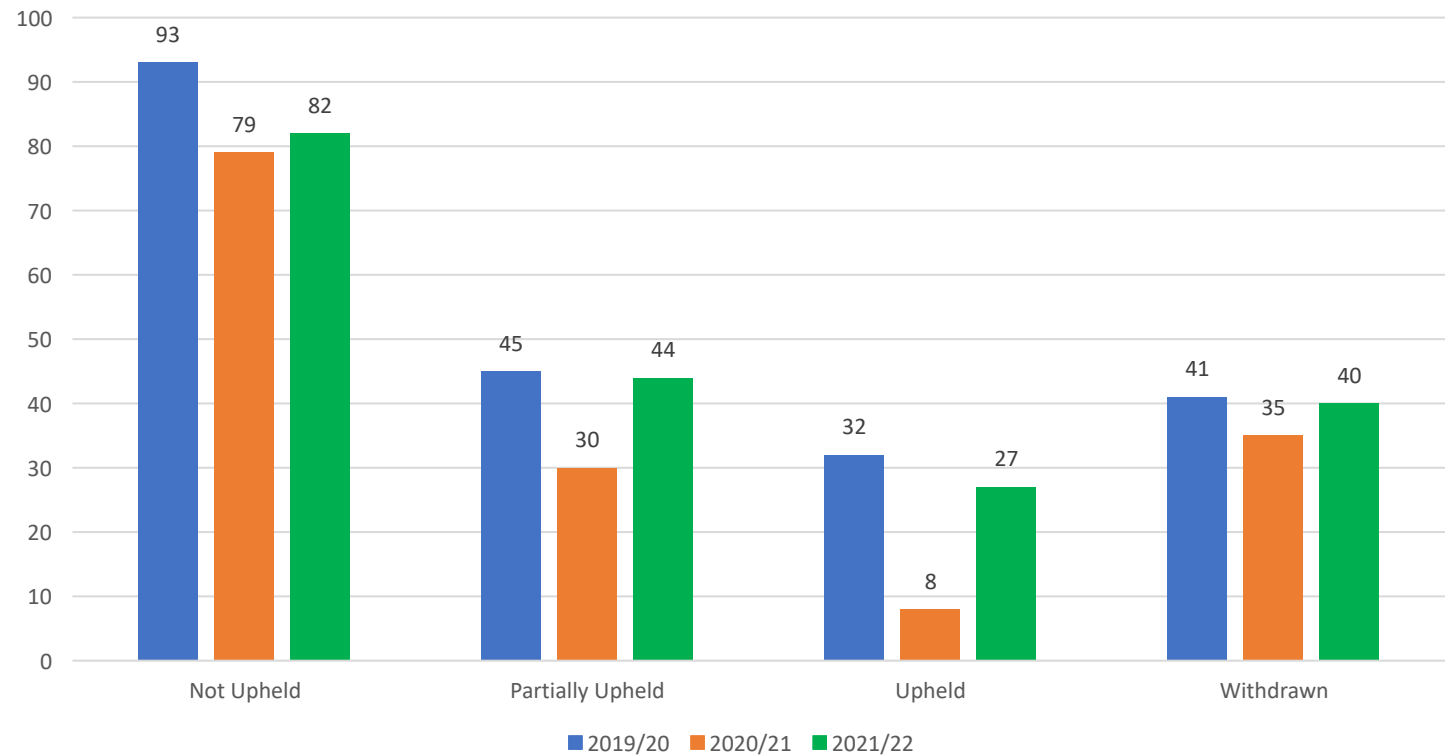
- 58% of customers transact with the Council using E Forms.
- Almost 7 million views of our web pages – up 39% on the previous year.
- £12.5 million payments made online.
- 35,000 customers signed up for waste email reminders
- 20% of customers signed up for paperless billing.
- 65% of customers paying by direct debit.
- 14,000 customers contacted us using Chat.

Early Intervention and Support.

- Supporting customers who are having difficulties with financial hardship, debt and money management and mental health issue.
- Customers contact the team directly or are referred internally or through external partners.
- Contact has increased due to the Cost of Living crisis with a significant shift in customers experiencing fuel poverty.
- The team proactively contact customers in arrears with their Council Tax to prevent the escalation of debt problems.
- Autonomy to agree realistic and sustainable payment arrangements with customers.
- Also ensure the customer is claiming all benefits and financial support that they are entitled to.

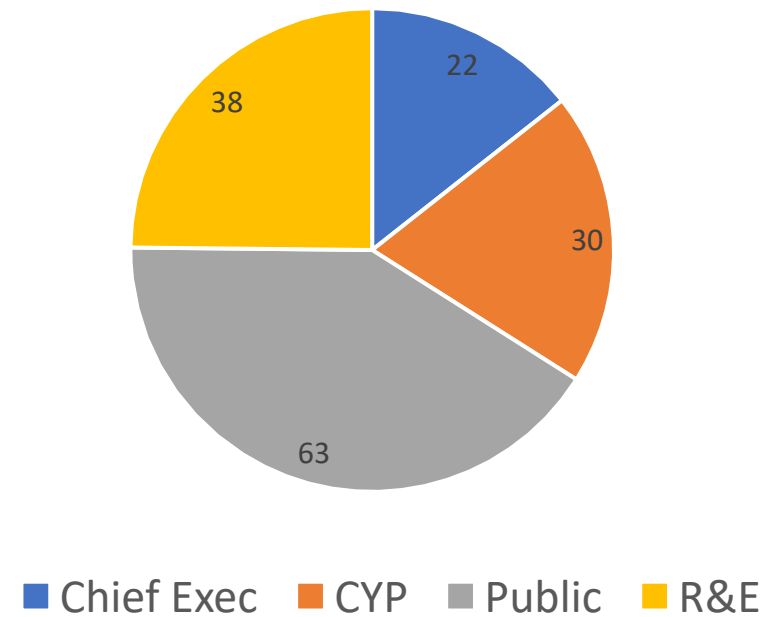
Number of 'Formal' Corporate Complaints Received.

Year	2019/20	2020/21	2021/22
Corporate	211	152	193



Formal Complaints by Directorate

Corporate Complaints by Directorate 21/22



Customer Access Priorities

Take Ownership

Take ownership of residents issues, resolving at the first point of contact where we can.

Easy to access

Do business easily, however you wish to contact the Council we will deliver great services.

Update and communicate

Simple and clear communication to keep residents informed using their preferred method of contact.

Learn from feedback

Trust us to put things right and actively seek feedback to improve and adapt our services.

Treat everyone fairly, equally and with respect

Ensure that anyone contacting the Council feels that they have been valued and have had a positive experience.



THANKS FOR LISTENING
– QUESTIONS?