

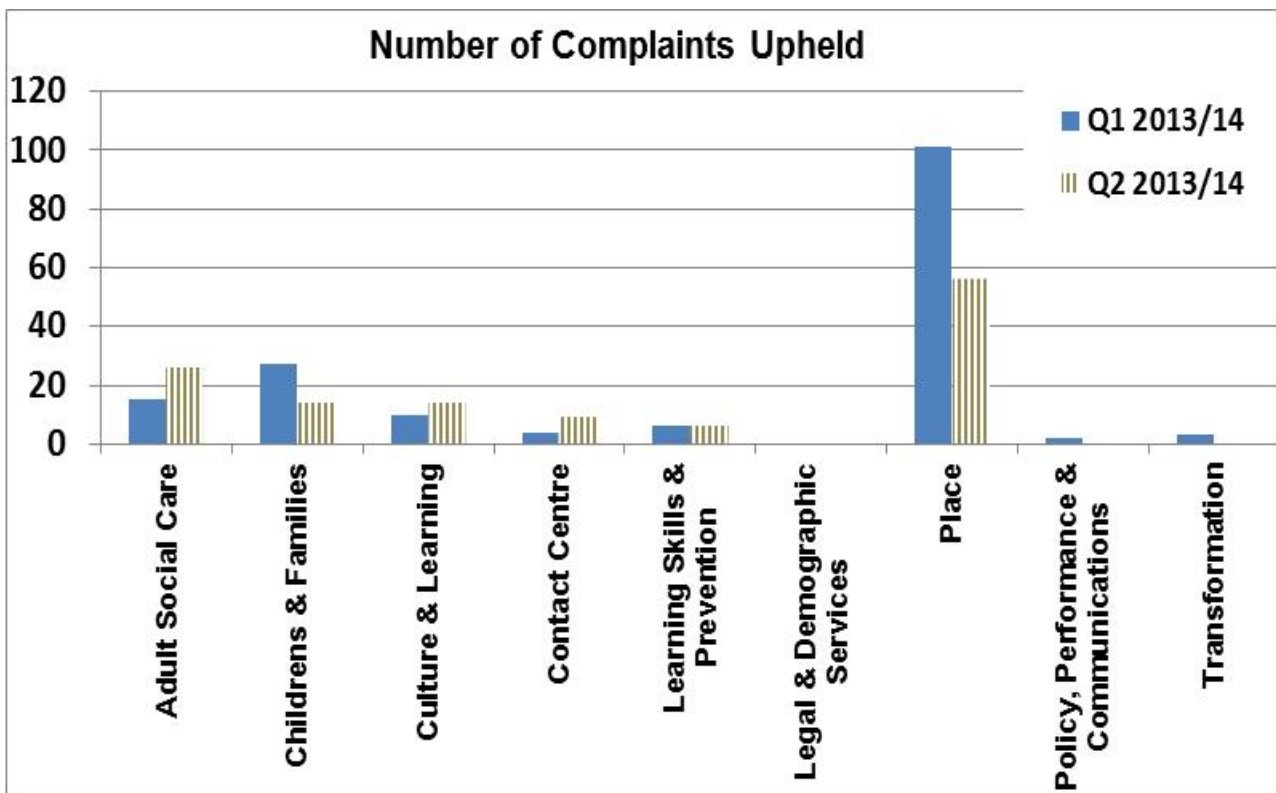
Service to customer indicators – scorecard quadrant 3

Corporate Complaints – stage 1 and stage 2

Complaints about the council are dealt with by the corporate complaints team. There is a corporate standard to deal with stage 1 and 2 complaints within 28 days. However, adult social care complaints are dealt with differently using only a 1 stage process.

Numbers of complaints are detailed below for those Service Areas where a complaint was received during Quarter 1 and Quarter 2 2013-14.

Total upheld complaints received during 2013/14¹

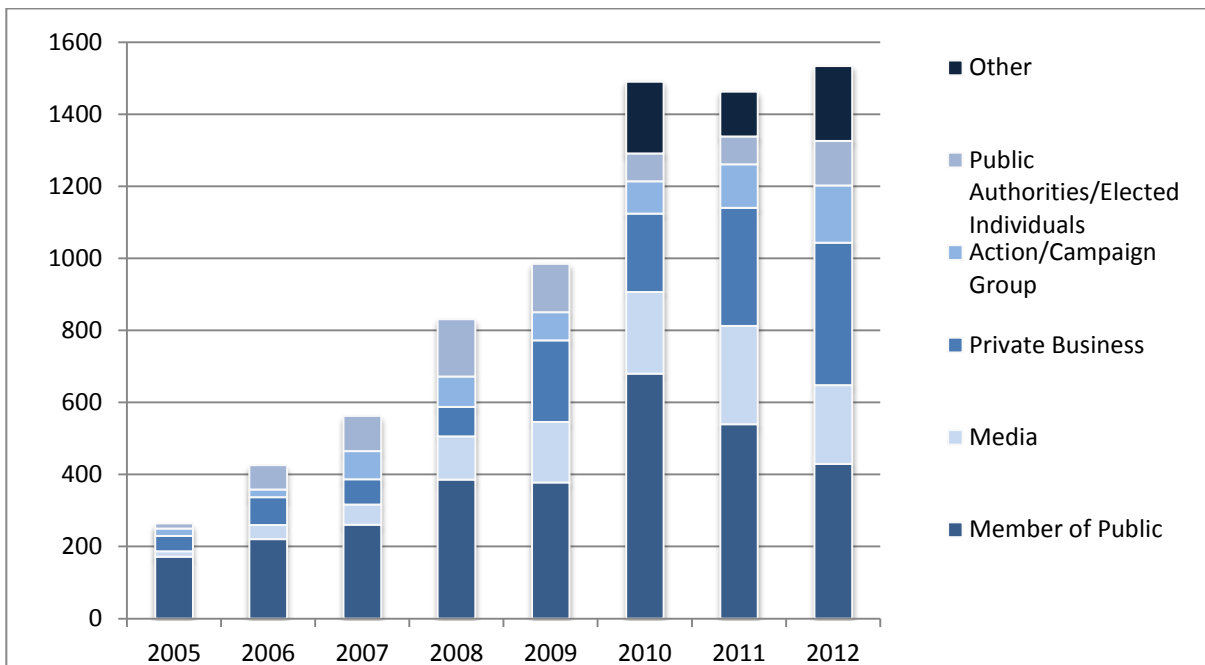


¹ Includes complaints where the outcome is not recorded

FREEDOM OF INFORMATION 2012 SUMMARY

Buckinghamshire County Council received 1534 requests for information under the Data Protection Act 1998, Environmental Information Regulations 2004 and Freedom of Information Act 2000 in 2012.

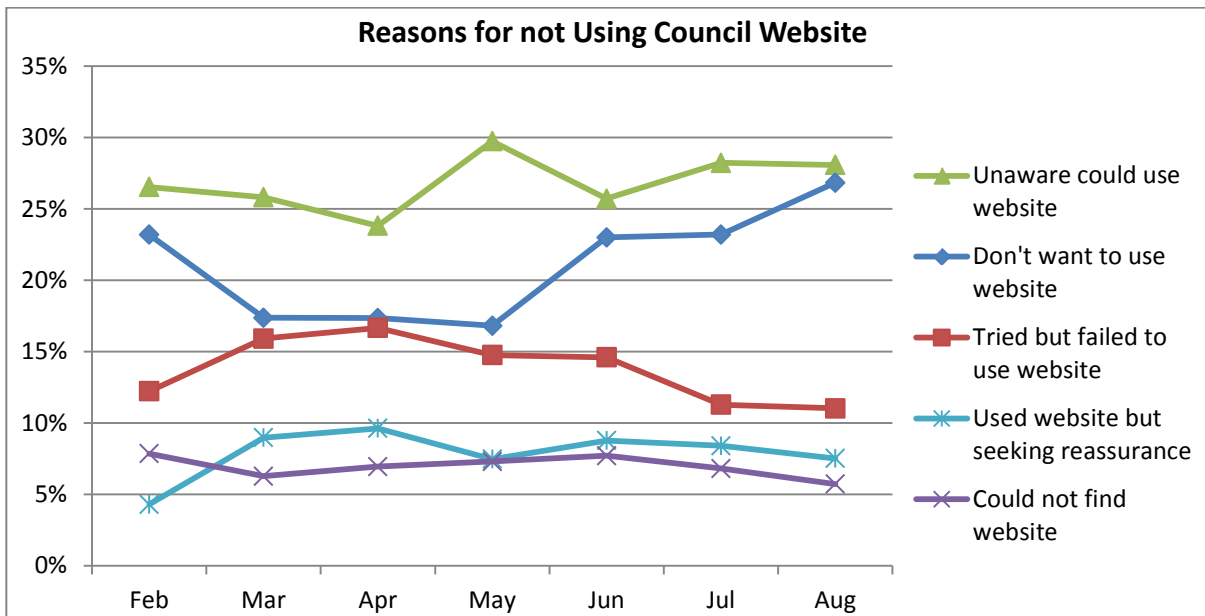
The graph below illustrates the annual number of requests since 2005 and shows that, after steady and rapid growth initially, the total volume of requests has levelled off. This is mainly due to a fall in the number of requests from the general public being counter-balanced by increasing requests from the media and private businesses.



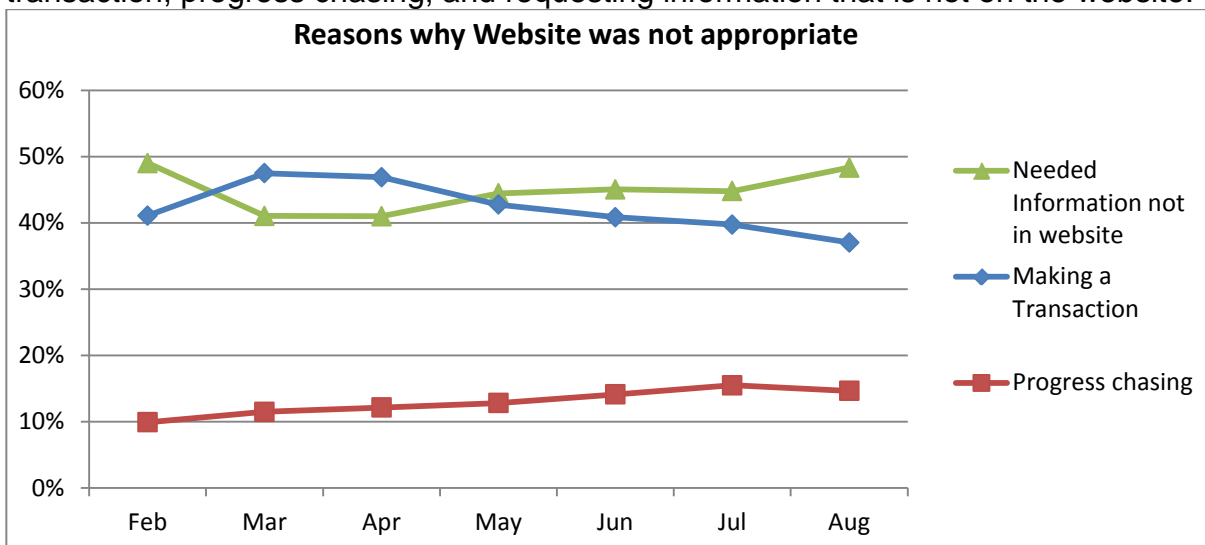
INSIGHT 360

All customers of the Contact Centre are given an opportunity to answer a couple of questions around whether they could have used the Council's website as an alternative (self-served). Approximately half of all customers do respond. The responses can be split in to 2 parts: those who could have self-served but didn't, and those whose query could not have been resolved via the website.

For part 1, the main reasons for people not self-serving are that they were either unaware that they could, or they specifically didn't want to use the website for their query. From the graph below it is noticeable that all the reasons related to the usability of the website are showing a downward trend in recent months.



Those who could not have self-served can be split in to 3 categories: those that were making a transaction, progress chasing, and requesting information that is not on the website.

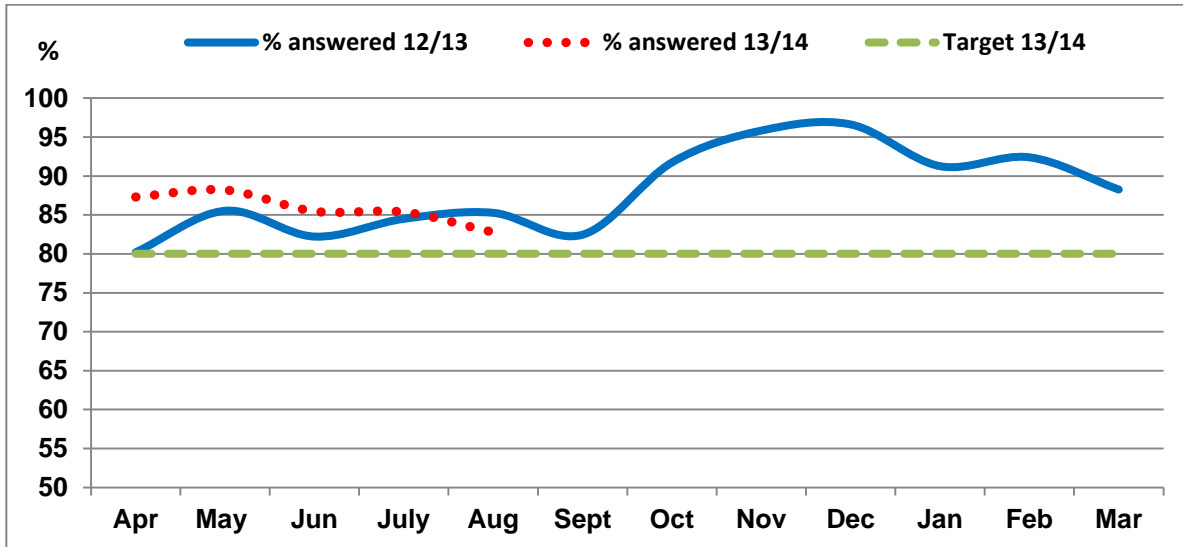


The graph above shows a definite downward trend in people making a transaction, with a steady increase in the proportion of people who are progress chasing.

CONTACT CENTRE

Percentage of Incoming Calls Answered²

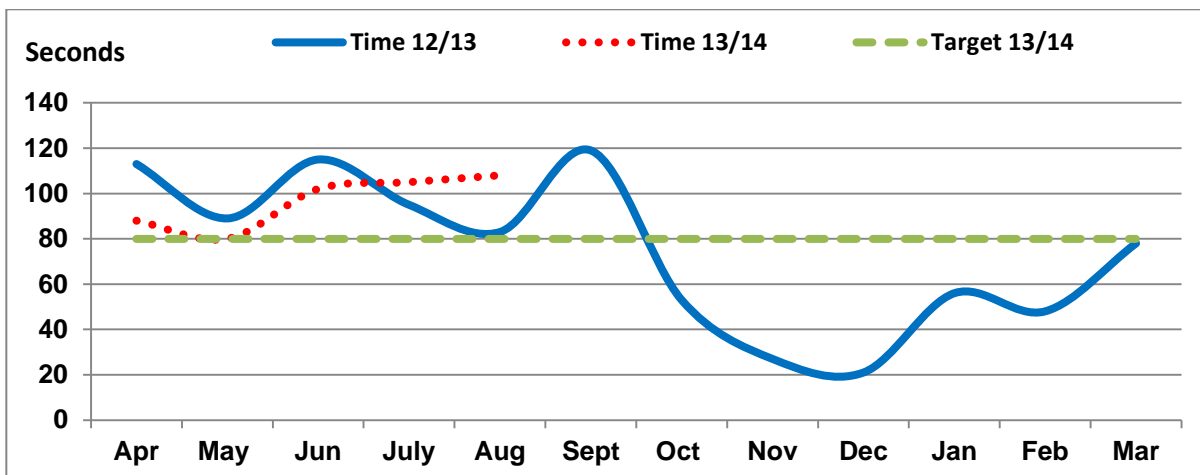
Since a peak performance of nearly 97% last December there has been a steady fall in performance, although still consistently above target:



Average Time Spent Queuing³

While there is enormous variation in queuing times, from almost 2 minutes in September last year down to 20 seconds in December, the queuing time does coincide with the percentage of calls answered. The longer you are queuing the more likely you are to hang up before being answered.

Performance this year has been better than last year, although August is an exception, but is still longer than target (80 seconds).

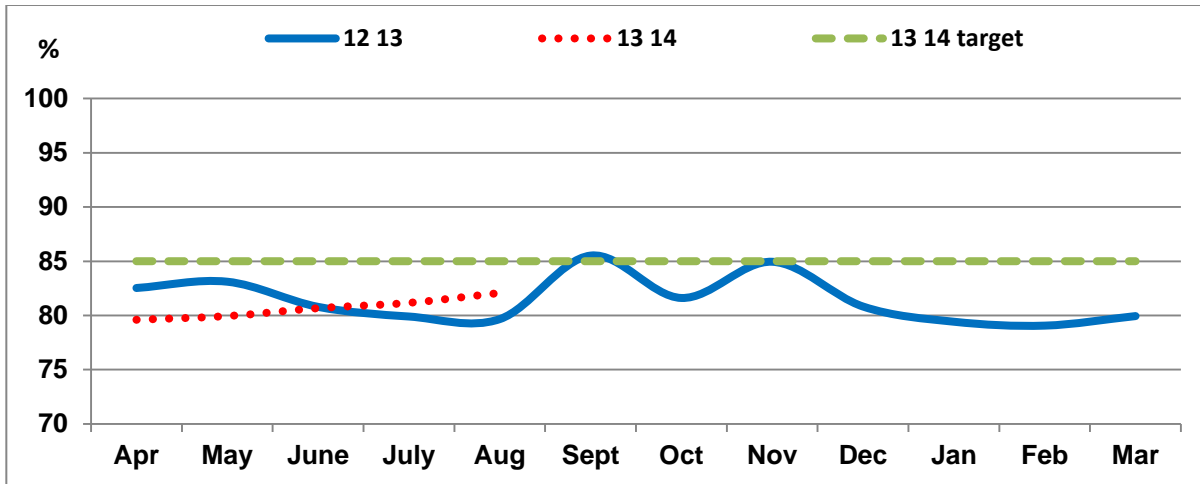


² Total number of calls to the Call Centre actually answered by an advisor.

³ The average queuing time of all calls, including those not actually answered.

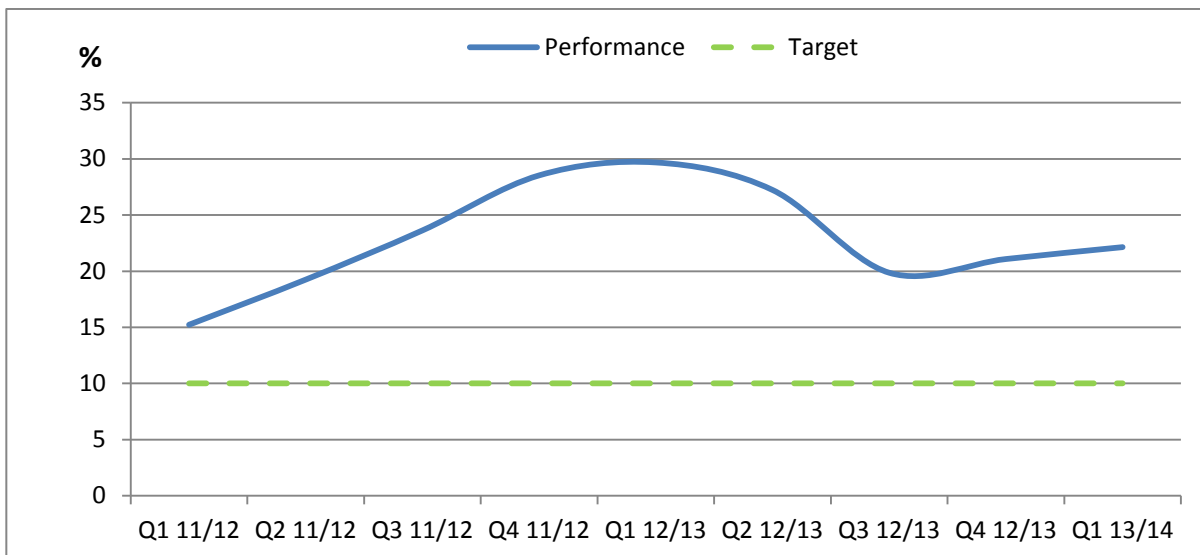
Enquiries Resolved on First Contact⁴

Performance has been very consistent over the last 17 months, generally ranging between 80-85%. However, since a low of 79.1% in February there has been a steady improvement up to the August figure of 82.1%, although this is still below the target of 85%.



Avoidable Contact⁵

This data is reported on a quarterly basis, and measures the percentage of calls that were avoidable. Since a peak at the beginning of 2012-13, performance has significantly improved, although currently has a slight upward trend away from the target.



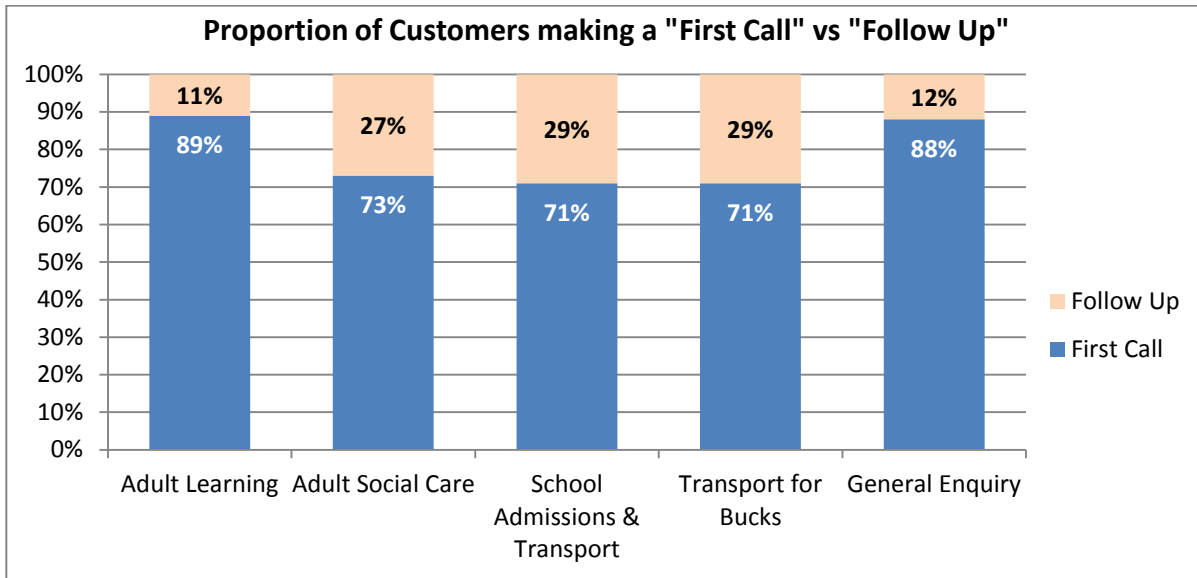
⁴ To be Resolved at First Contact a call must be resolved by the Contact Centre Advisor taking the call. Any call that needs further intervention (e.g. reporting a pothole) is NOT resolved at first contact.

⁵ Avoidable Contact is defined as 1 of the following: Poor Signposting (e.g. couldn't find info on website), Unnecessary Clarification (e.g. querying letter content), Progress Chasing (e.g. no response to previous call).

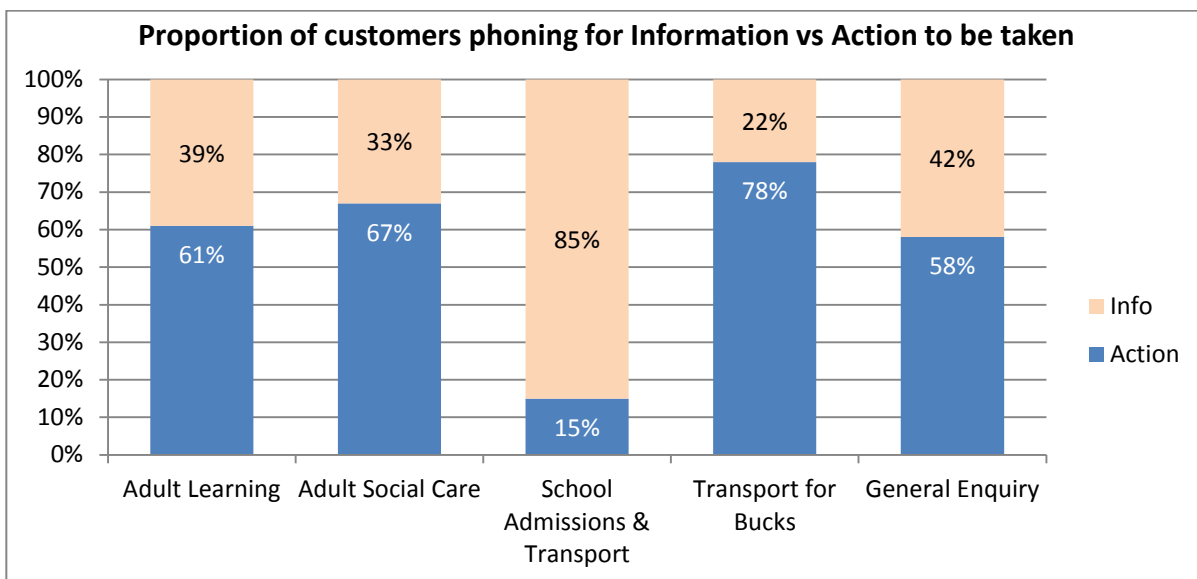
CONTACT CENTRE USER SURVEY

In August 529 customers (out of 21,364 contacts) agreed to take part in a short satisfaction survey.

Almost 9 out of 10 of those people making General or Adult Learning Enquiries were making their first call concerning their particular issue. However over a quarter of all Adult Social Care, School Admissions & Transport, and Transport for Bucks callers were following up on a previous call.



Over 5 out of every 6 calls about School Admissions and Transport were requests for information only, compared to around 4 in 10 or less on all other subjects, where the majority of calls were asking for some form of action to be taken.



Generally over 9 out of 10 people were confident that their enquiry had been resolved. However for nearly a quarter of Adult Social Care and Transport for Bucks queries this was not the case.

