



INFORMATION SHEET

Audit Committee

Issue No: 02/2016

Date Issued: 8 November 2016

Customer Services Centre Performance

Officer contact: Aisha Bi email: Aisha.bi@wycombe.gov.uk ext: 3981

Background

At the previous Audit Committee meeting on 22 September 2016 members requested an overview of the basket of measures used to monitor CSC contract performance. To put % of calls answered in 20 seconds in context.

	Q2 2016/17			
	July	August	September	Total
Telephone Calls				
Total Calls offered	14,989	14,648	15,884	45,521
Number of calls answered	14,074	14,099	15,327	43,500
% of call answered	93.9%	96.3%	96.5%	95.6%
Number of calls answered in 20 seconds	9,291	10,300	11,304	30,895
% of calls answered in 20 seconds	62%	70.3%	71.2%	67.9%
Number of calls abandoned	915	549	557	2,021
% of calls abandoned	6.1%*	3.7%	3.5%	4.4%
*Due to three days of staff training in July the number of operators available to take calls reduced from c 13 FTEs to 10 FTEs which led to more calls being abandoned.				
% of calls resolved at first point of contact	96.4%	96.4%	91.8%	94.9%
Face-to-Face				
% of Customer with an appointment seen within 15 minutes of their scheduled appointment	91.5%	86.5%	90.8%	89.6%
% Customer meeting the vulnerability criteria or classified as an urgent case seen within 30 minutes of arrival	100%	100%	100%	100%
Accurately collected information and completed verification forms	100%	100%	100%	100%
Customer Satisfaction				
Overall satisfaction levels based upon quarterly survey	91.3%	-	-	91.3%

There is currently no benchmarking data for us to report on. However several local authorities have been approached for data for us to be able to make comparison.