

Somerset West and Taunton Council

Tenant Strategic Group – 27th September 2021

Customer Service Report, Quarter 1 & 2

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Background

The Customer Service Team are responsible for first line contact with all customers, in addition to the Customer Call Centre the team also provide a face-to-face service in our Main Offices in Taunton, Wilton and Wellington. We also triage all incoming enquiries through our Firmstep system answering any queries we can directly and directing those we cannot to the correct team so they can be responded to. The Champions also manage incoming enquiry emails to our organisation email address.

Targets and Performance all lines April – September 2021

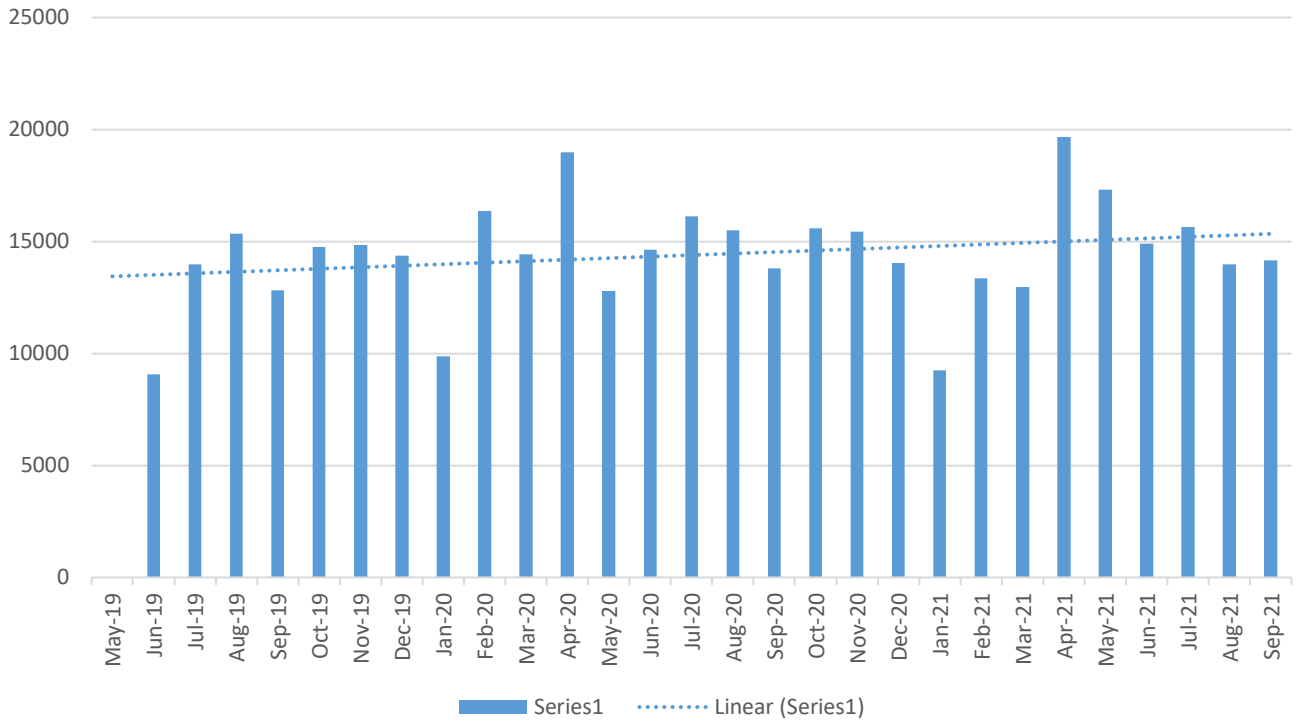
KPI	Target	Total Calls	Total Calls Abandoned	Abandonment %
Call abandonment rate	10%	97,865	15,891	16%
Average wait time (secs)	60 Seconds	161 seconds		

Our aim is to answer all calls within 60 seconds, but for June, the average call answering time was 161 seconds. The target has unfortunately not been met any month this quarter.

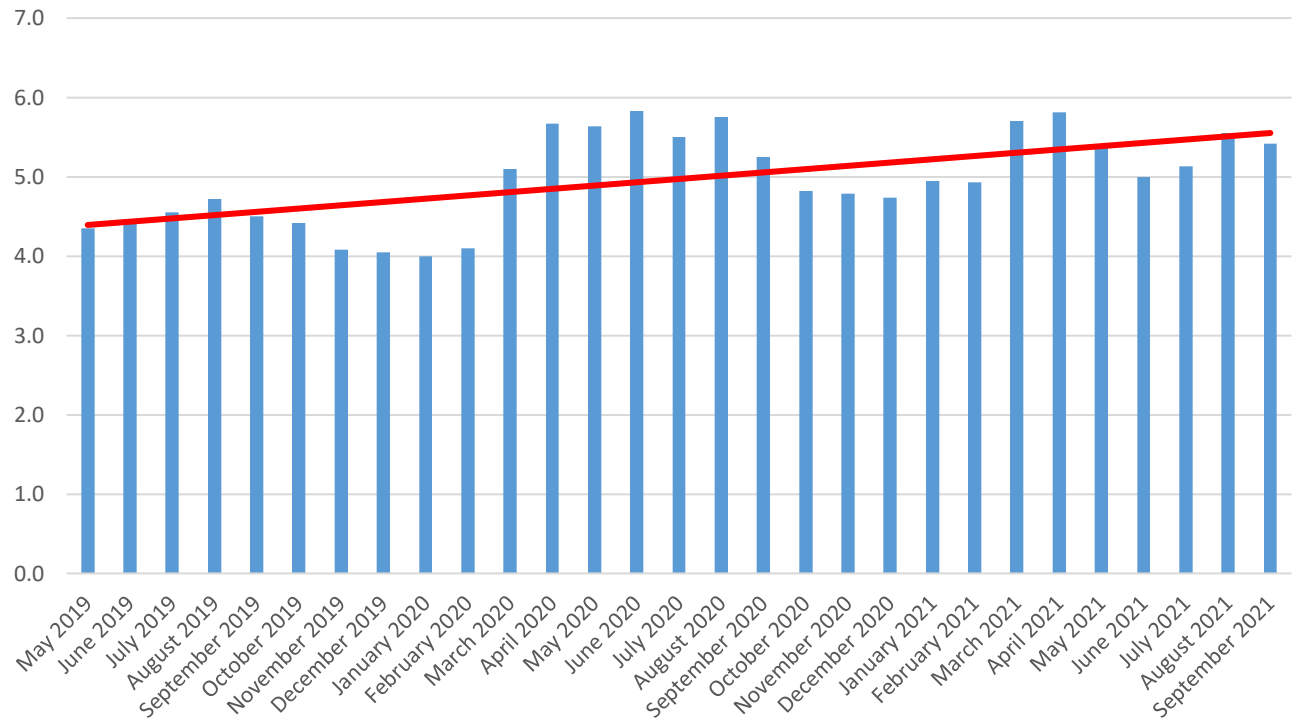
Housing Lines April – September 2021

KPI	Target	Total Calls	Total Calls Abandoned	Abandonment %
Call abandonment rate	10%	9,805	958	9.77%
Average wait time (secs)	60 Seconds	140 Seconds		

Call Volumes April – September 2021



Call Duration April – September 2021



There are several reasons for this dip in performance.

- Calls volumes have increased over the last 2 years as have the duration of those calls. The average call duration has risen by around 1 minute, this may not seem like a lot but with 1000 calls per day this equates to three extra staff needed.
- The disruption to waste collections since May causing additional calls.
- Resuming normal recovery processes for Council Tax, Business Rates and miscellaneous income which has also influenced call volume and duration.
- Call performance has also been impacted by the reopening of the Customer Hubs which has drawn Customer Champions away from call handling to manning the offices.

To improve our performance, we have filled two permanent vacancies and three additional Agency staff to cover the short-term challenges that launching Recycle More will bring.

We've been working with the Housing Team to identify and implement improvements in both front line and second line customer service. With the assistance of the Housing Team targeted training to our Champions has been delivered to increase their ability to resolve Housing enquiries at first point of contact. This has covered Anti Social Behaviour, the Tenancy Agreement and the use of our Housing computer systems which all Champions now have access to.

We have also set up a separate call queue just for Housing Tenancy and Estate calls, this allows us to direct calls from our tenants to the Customer Champions that have had additional training, monitor calls more closely and assess what kind of queries are coming in from our Tenants. Once we a significant sample of calls we'll be able to provide more targeted training and provide specific feedback to Housing on what issues are causing calls.

The new Housing Tenancy and Estates Line went live on the 26th September

Housing Tenancy and Estates Line April – September 2021

KPI	Target	Total Calls	Total Calls Abandoned	Abandonment %
Call abandonment rate	10%	930	108	11.61%
Average wait time (secs)	60 Seconds	107 Seconds		

While these figures cover Quarter 1 and Quarter 2, performance from the beginning of October has improved significantly with call abandonment rates dropping under target and call waiting times under 60 seconds. However, the Recycle More launch at the beginning of November is expected to have a significant impact on call volumes so this may impact service levels.