

Confident, Capable Council Scrutiny Panel Meeting

Thursday, 4 April 2019

Dear Councillor

CONFIDENT, CAPABLE COUNCIL SCRUTINY PANEL - THURSDAY, 4TH APRIL, 2019

I am now able to enclose, for consideration at next Thursday, 4th April, 2019 meeting of the Confident, Capable Council Scrutiny Panel, the following reports that were unavailable when the agenda was printed.

Agenda No Item

7a Customer Services Journey - Update (Pages 3 - 8)

Lisa Taylor, Head of Customer Services, will give a presentation on progress

If you have any queries about this meeting, please contact the democratic support team:

Contact Earl Piggott-Smith

Tel 01902 551251

Email earl.piggott-smith@wolverhampton.gov.uk

Address Democratic Support, Civic Centre, 1st floor, St Peter's Square,
Wolverhampton WV1 1RL

Encs

This page is intentionally left blank

Customer Services Update Confident Capable Council Scrutiny Panel 4 April 2019

CITY OF
WOLVERHAMPTON
COUNCIL

Our mission:
Working as one to
serve our city

Page 3

wolverhampton.gov.uk

Agenda Item No. 7



Customer Services Update

- Every day on average we have
 - 2500 calls
 - 350 emails
 - 450 visitors to reception
- Comparing March 2018 with March 2019
 - Calls offered were just over 1% lower in March 2019 to March 2018
 - Calls handled were just under 3% lower than last year
 - Abandoned rate was just over 1% higher than last year
 - Average wait time is just over 6 minutes which is longer (by a minute) than last year
 - Longest wait time has reduced by over 60%
- Call-back process has stopped
- There are fewer resources
- Refuse changes and garden waste service have increased demand by 150% from October 2018.

New approach taken to high demand activities

- School admissions, garden waste service and council tax annual billing were all high demand activities during March
- CSOs have been ringfenced to specific services to manage demand
- Regular performance reports have been provided to the affected services
- Service involvement and communication has been key
- Proactive planning approach
- Lessons learned session completed

Progress

- New website launched - March 2019
- Phase one restructure complete – February 2019
- Housing Benefit e-forms launched
- Performance data expanded to include individual statistics
- Daily stand-up meetings to discuss issues in real time
- Savings target reprofiled

Next Steps

- Review data across all contact channels to improve management of demand
- Group services and reassign CSOs by primary skill sets
- Ensure performance monitoring, support and coaching is included within 121 meetings
- Commence Phase 2 of the restructure
- Progress new style knowledge base for contact centre

Any Questions?

This page is intentionally left blank