

CEU Operational & Digital Update

1 Sept 2022

CEU Operational and Digital Update



97% of cases are logged via email, calls volumes remain low



Cases are acknowledged by the CEU in less than 24 hours



CEU Team members continue to learn and develop – knowledge sharing on key areas of the business



The CEU are reviewing and proactively chasing overdue and paused cases to be able to provide feedback to Councillors



IT and Digital are leading on the developments, the current focus is:

- All CEU cases to be managed through CRM system (Customer Engagement Platform)
 - Full system utilised
- Love your streets to be automatically integrated into confirm system without having to manually log the enquiry



The Councillor Portal continues to be the online digital space for Councillors – new links and documents are regularly added



Engagement on developments will continue with Councillors from the Councillor Development Advisory Group – helping to shape future work

CEU Processes for Completed, Paused or Overdue Cases

Closed Cases



Service area provide a response to CEU on the logged case



CEU review and ensure the response meets the original case raised

YES



Service reply is emailed to the Cllr & advised case is closed
– CEU do not edit or change the response from the service

NO



CEU respond to the service request further details

Overdue Cases

- Overdue cases are chased weekly
- Councillors are sent an email advising them that this has been done.
- The councillor is updated further of progress and updates the CEU may have been provided.
- Significant overdue cases are flagged to Directors.

Paused Cases

- Process followed is same for overdue cases.
- Cases can be paused for various reasons which are:
 - At the request of the Councillor to ensure walks are carried out
 - At the request of the service area due to complexity of the case
 - If the CEU or Service require more information from the Councillor to log the case effectively

****Note:** Due to nature of diverse services, response styles will vary.

City of Wolverhampton Council

- 4648 enquiries received
- 2% enquiries currently **open** and within agreed Service Standard
- 96% enquiries completed and **closed**
- 1% enquiries **overdue** - passed agreed Service Standard
- 0% enquiries **due to breach** the agreed Service Standard
- 1% enquiries **paused** pending further information to progress

Top 3 Enquiry Types

	%
Fly tipping reporting	5.4%
General Enquiry	5.1%
Tree maintenance	4.8%



General Enquiry items to be reviewed, and common themes to grouped and given a specific enquiry type

****Data as of 9:30am on 23 August 2022**

City of Wolverhampton Council

59 equivalent to 1% of enquiries **overdue** - passed agreed Service Standard

Top 10 Overdue Enquiries by Type

Miscellaneous
General Enquiry
Fly tipping reporting
Resurfacing
Tree maintenance
Damaged path (slabs)
Carriageway pothole
Fly tipping private land
Hedge Maintenance
Report It Accumulations

Overdue Enquiries by Directorate	%	No.
Adults	3%	2
City Environment	92%	54
Deputy CEX	2%	1
Regeneration	3%	2
Total	100%	59

***Data as of 9:30am on 23 August 2022*

Wolverhampton Homes

1241 enquiries received

5% enquiries currently **open** and within agreed Service Standard

94% enquiries completed and **closed**

1% enquiries **overdue** - passed agreed Service Standard

0% enquiries **due to breach** the agreed Service Standard

0% enquiries **paused** pending further information to progress

Top 3 Enquiry Types	%
Wolverhampton Homes general	14.7%
Wolverhampton Homes Grounds Maintenance	4.0%
Wolverhampton Homes Tree Maintenance	0.8%

***Data as of 9:30am on 23 August 2022*

Wolverhampton Homes

9 equivalent to 1% of enquiries **overdue** - passed agreed Service Standard

Top 10 Overdue Enquiries by Type	%	No.
Wolverhampton Homes general	67%	6
Wolverhampton Homes Grounds Maintenance	33%	3
Total	100%	9

***Data as of 9:30am on 23 August 2022*