

Customer Contact & Access Customer Services

January 2024



Activity - Face to face services delivered at the Civic Centre

	September		October		November		December		January		Total
	Served	Average Waiting Time (mins)									
ASB	1	00:31:24	1	00:10:50	1	00:28:12	2	00:29:19	5	00:20:12	10
Document Submission	12	00:54:17	9	00:12:19	27	00:09:00	6	00:47:33	11	00:14:36	65
Homeless	176	00:42:42	289	00:23:53	332	00:15:23	220	00:27:32	398	00:14:17	1415
Lettings	144	00:41:46	163	00:19:30	166	00:14:39	210	00:26:38	291	00:13:42	974
Neighbourhoods/Estates	9	00:49:06	4	00:08:03	7	00:19:06	-	-			20
Other	33	00:54:02	53	00:16:38	48	00:16:23	42	00:23:17	64	00:11:03	240
Rent & Arrears	26	00:34:45	55	00:22:33	47	00:11:56	43	00:26:12	90	00:11:57	261
Repairs	30	00:46:53	45	00:27:10	53	00:13:17	33	00:26:16	65	00:12:26	226
Right to buy	16	00:46:36	16	00:15:17	24	00:16:00	13	00:44:37	28	00:13:46	97
Tenancy	17	00:33:50	34	00:23:10	19	00:20:43	28	00:35:26	46	00:11:29	144
	464	00:43:32	669	00:17:57	724	00:16:28	597	00:31:52	998	00:13:43	3452

Customer contact

- **Face to face (Civic):**
 - Staffing levels increased to 3 (10am – 3pm)
 - 998 customers with an average wait time of 13 mins 43 secs (wait times improved)
 - Trends - Homeless and Lettings highest volume
 - Continue to support cross service working
- **Telephony**
 - Service redesign
 - Customer journey mapping
- **Digital System development:**
 - Omni-channel (joint implementation with CWC)
 - System development
 - Customer App launched

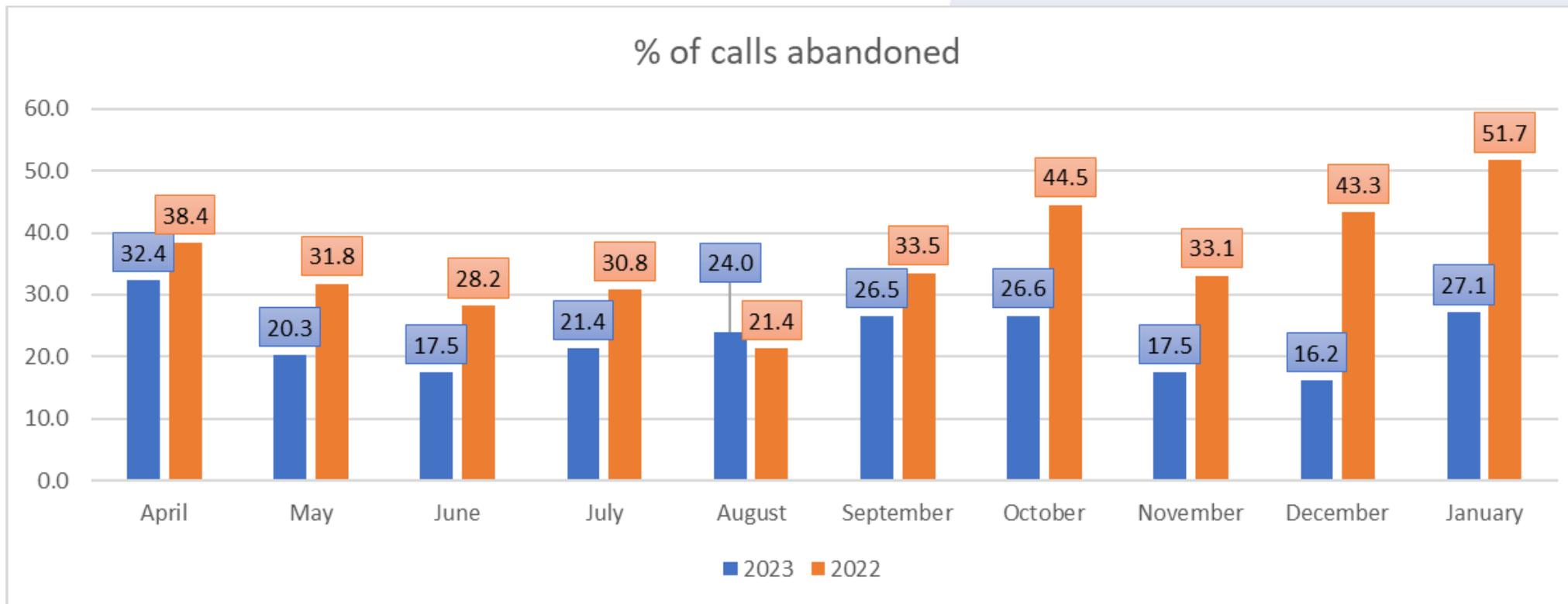
Customer Contact Centre Redesign

- Recruitment
 - Continued recruitment
 - Resources - 30 FTE
- Redesign
 - Introduction of specialist advisor tier
- Relocation
 - Additional capacity
 - Ergonomics designed for family 'call' groups e.g. Repairs, Homeless, Lettings etc.

Customer contact – telephony (business hours)

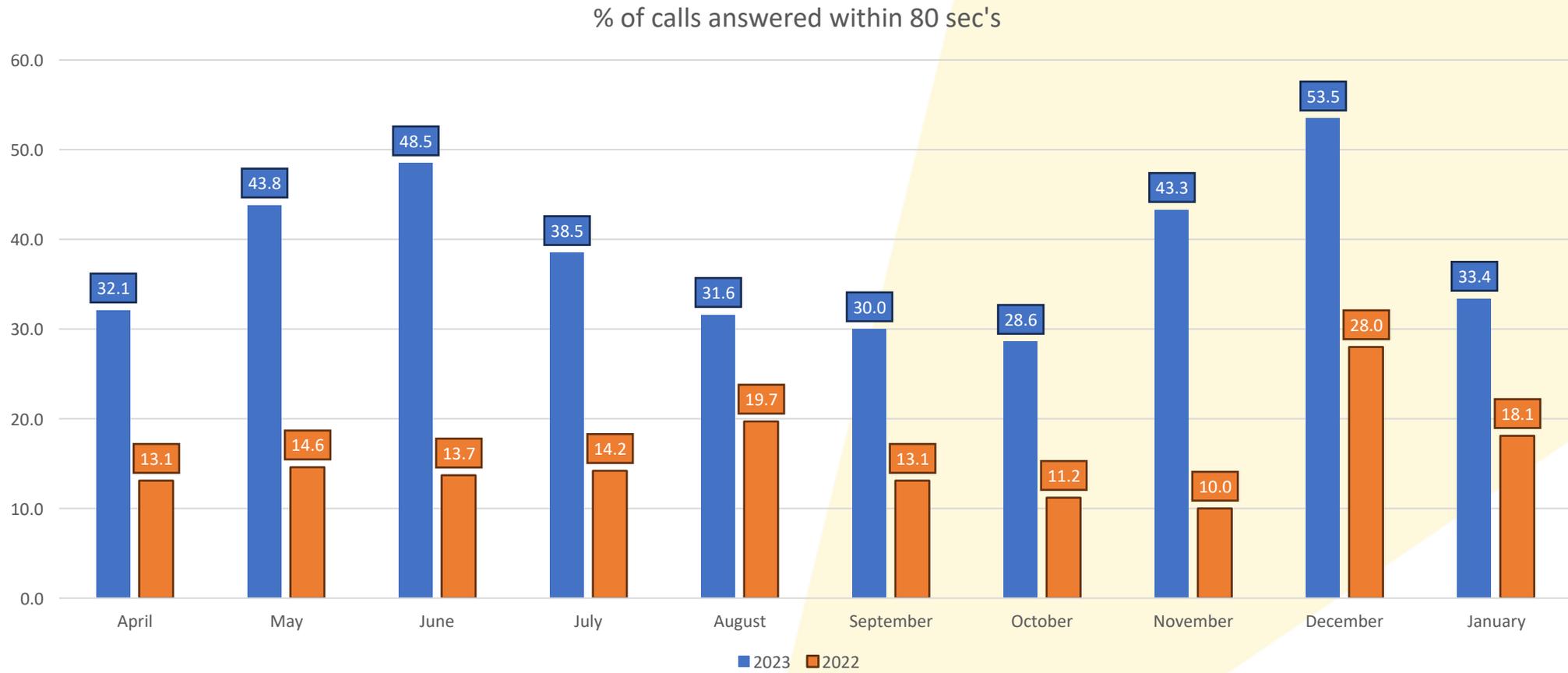
- Calls received – January 2024 - received 17,328 calls, this is the highest number of calls received for this financial year
- % of call answered in 80 sec's (target 55%) – 33.4% for January 2024 an improvement of 15.3% compared to the same period the previous year.
- % of calls answered (target 85%) – 72.9% was achieved in January 2024 an improvement of 24.6% compared to the same period the previous year
- % of calls abandoned (target 15%) – 27.1% was achieved in January 2024 an improvement of 24.6% compared to the same period the previous year.
- Average wait for a call to be answered – 9 mins 41 secs was the average for January 2024 an improvement of 10 mins 35 secs compared to the same period the previous year.

Year to date performance



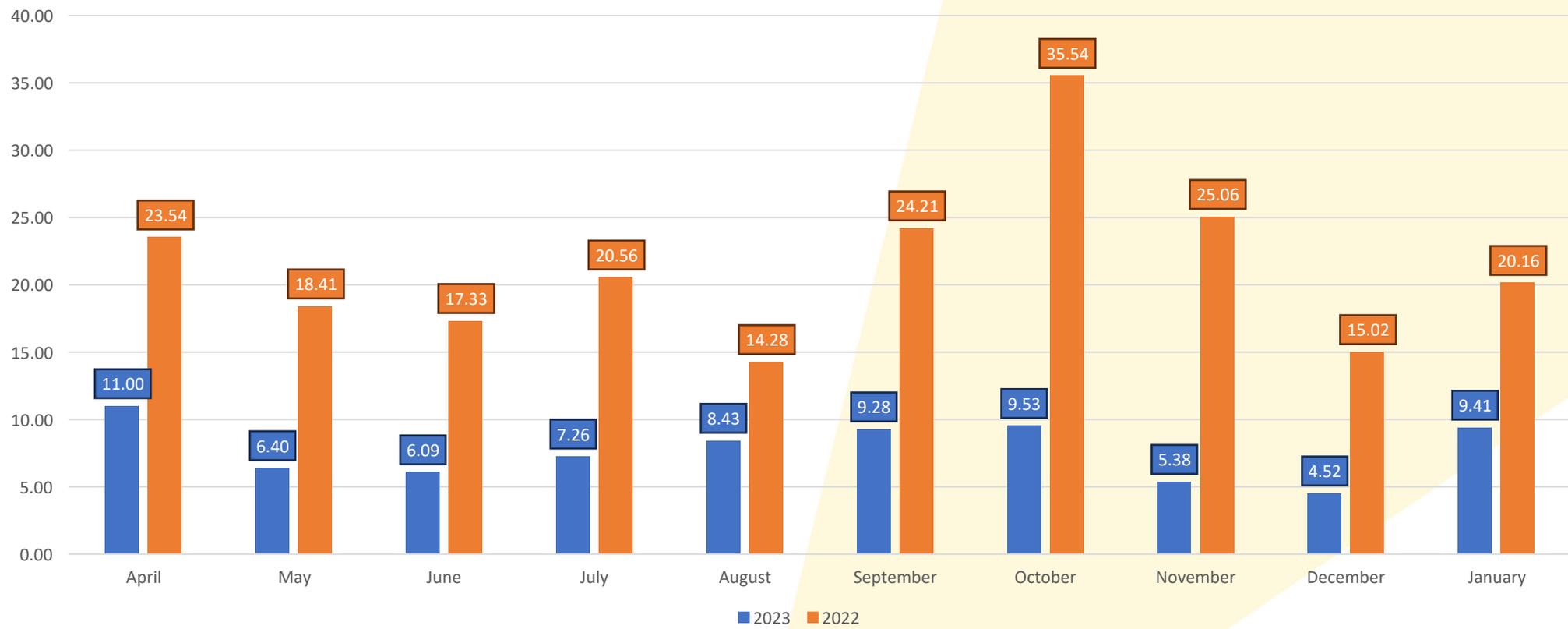
Year to date performance

Tolerance: 50%
Target: 55%



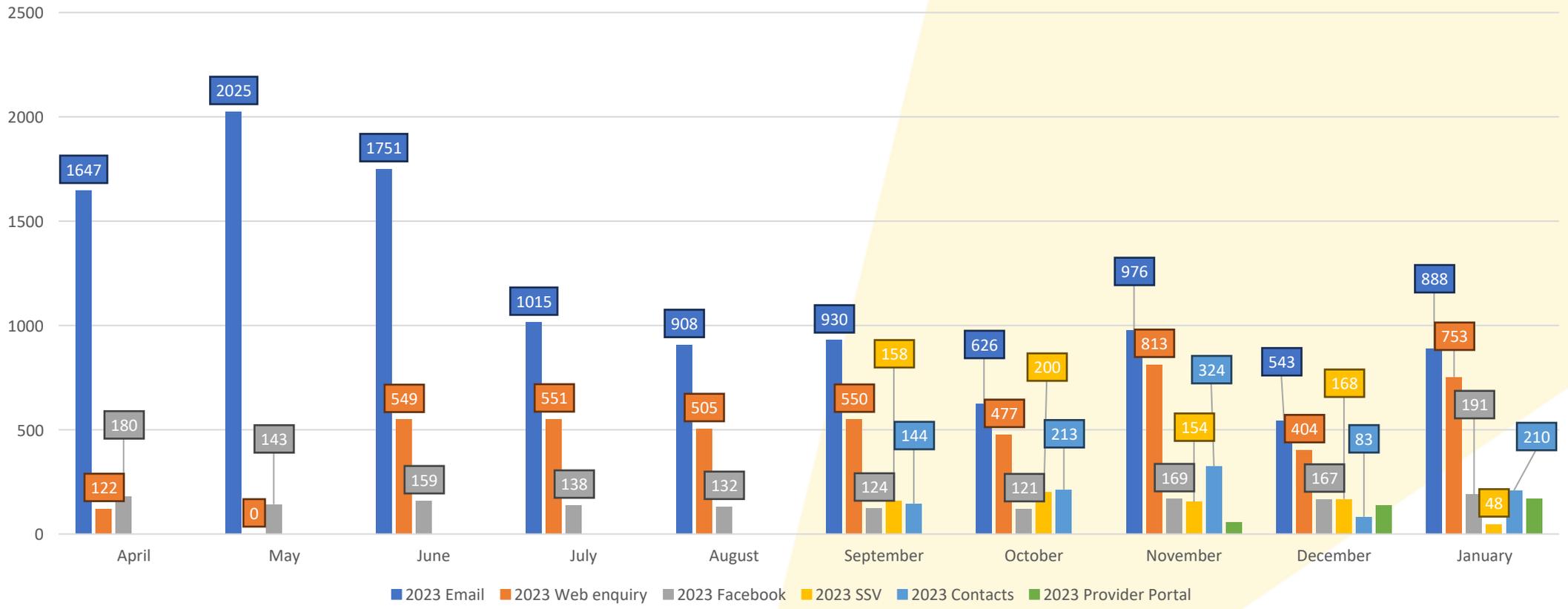
Year to date performance

Average wait to be answered (shown in minutes)



Digital Correspondence

Digital Correspondence



Call Themes

% of calls per menu option in relation to overall number of calls received

