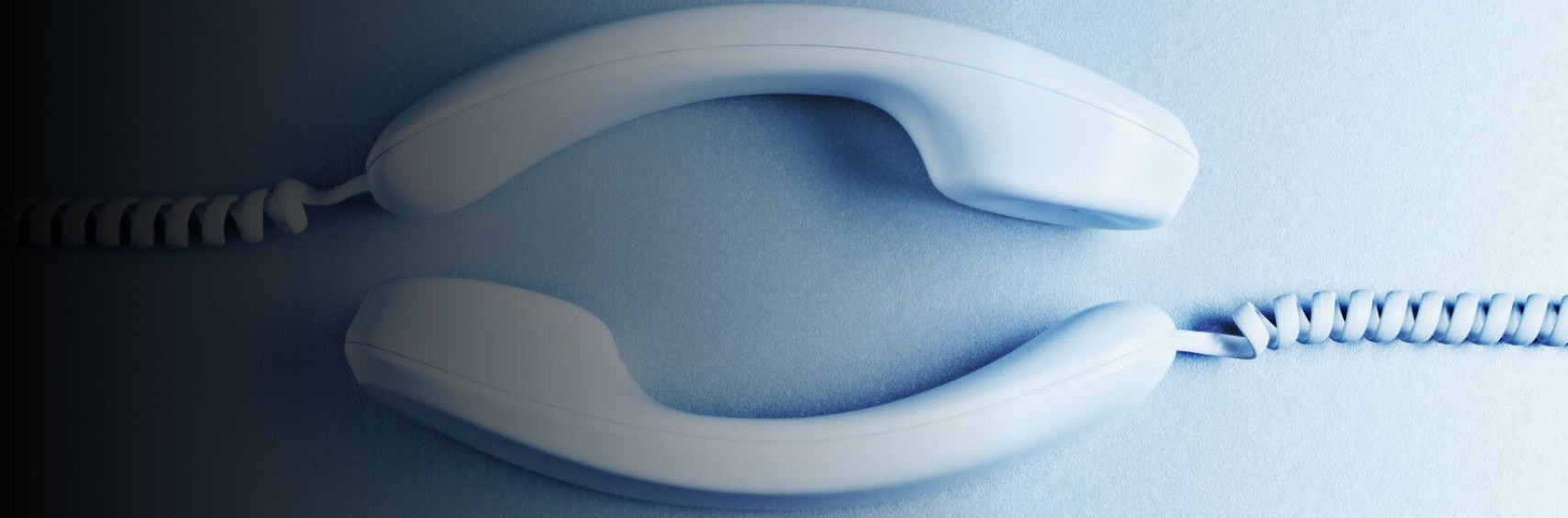




# CUSTOMER SERVICES UPDATE

DECEMBER 2023





Demands since January  
Service levels since January  
Nature of service  
Front of house  
What have we done to try and help and improve the service  
Telephony changes

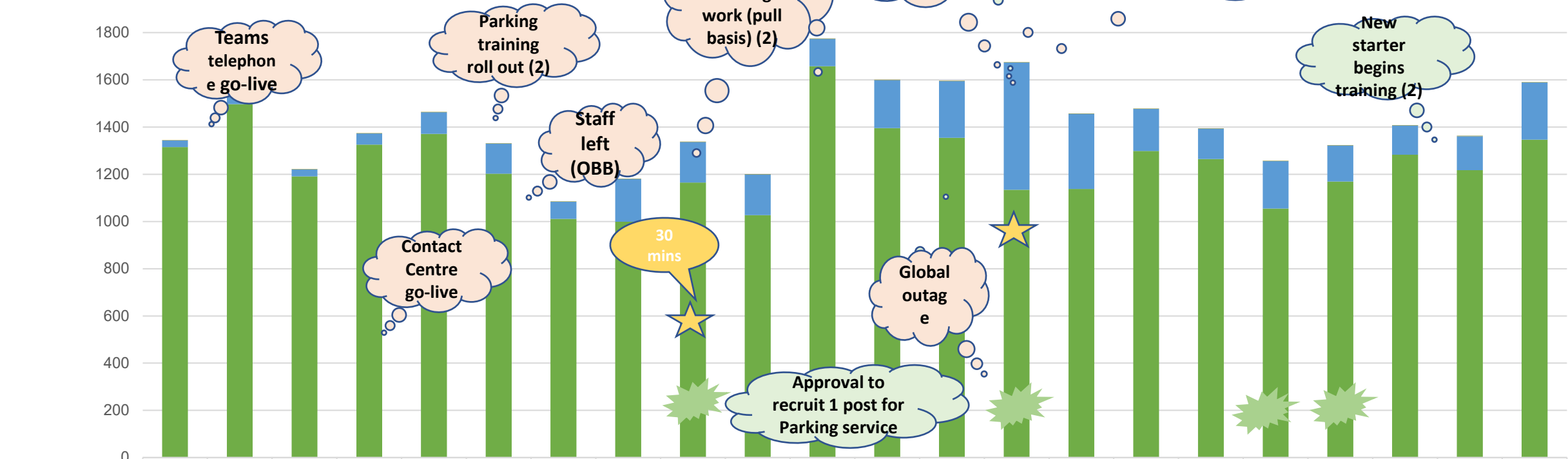
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How are the team doing  
Future focus areas  
Customer feedback

# Customer Service calls

## Jan - June

**Average abandoned rate 11%**  
**Average wait time 1 minute 45**



	W/C 2nd Jan	W/C 9th Jan	W/C 16th Jan	W/C 23rd Jan	W/C 30th Jan	W/C 6th Feb	W/C 13th Feb	W/C 20th Feb	W/C 27th Feb	W/C 6th March	W/C 13th March	W/C 20th March	W.C 27th March	w/c 3rd April	W/C 10TH April	W/C 17th April	W/C 24th April	W/C 1st May	W/C 8th May	W/C 15th May	w/c 22nd May	W/C 29th May
Average wait time	00:36	00:45	00:45	00:37	01:00	01:06	00:54	02:24	01:46	02:07	01:09	02:04	02:29	04:47	02:57	01:37	01:14	02:27	02:05	01:18	01:27	02:58
Abandoned rate	2%	2%	2%	3%	6%	10%	7%	15%	13%	14%	7%	13%	15%	32%	22%	12%	9%	16%	12%	9%	11%	15%
Abandoned calls	28	37	30	47	92	127	73	182	172	173	116	203	240	540	319	178	129	201	153	124	145	242
Answered calls	1315	1497	1191	1326	1371	1203	1011	999	1165	1027	1658	1396	1355	1134	1138	1299	1265	1055	1169	1283	1217	1347

■ Answered calls ■ Abandoned calls ■ Abandoned rate ■ Average wait time



Member(s) of team not available to work Telephone issues

**Average abandoned rate 10%**  
**Average wait 1 minute 28**

New person training  
 Senior out training

New senior Advisor in place

New starter trained / trainer back in work

Housing triage project

Senior parking training

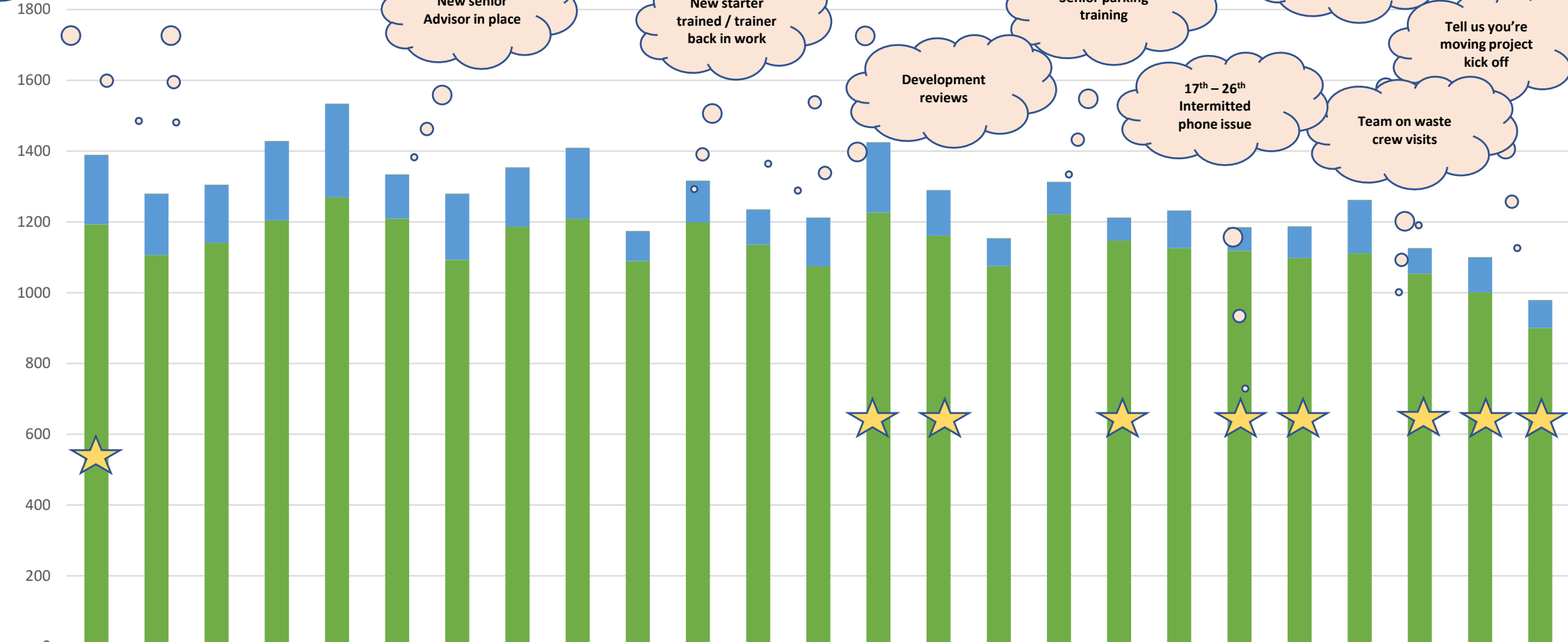
Housing system upgrade & training

Tell us you're moving project kick off

Development reviews

17<sup>th</sup> - 26<sup>th</sup> Intermittent phone issue

Team on waste crew visits



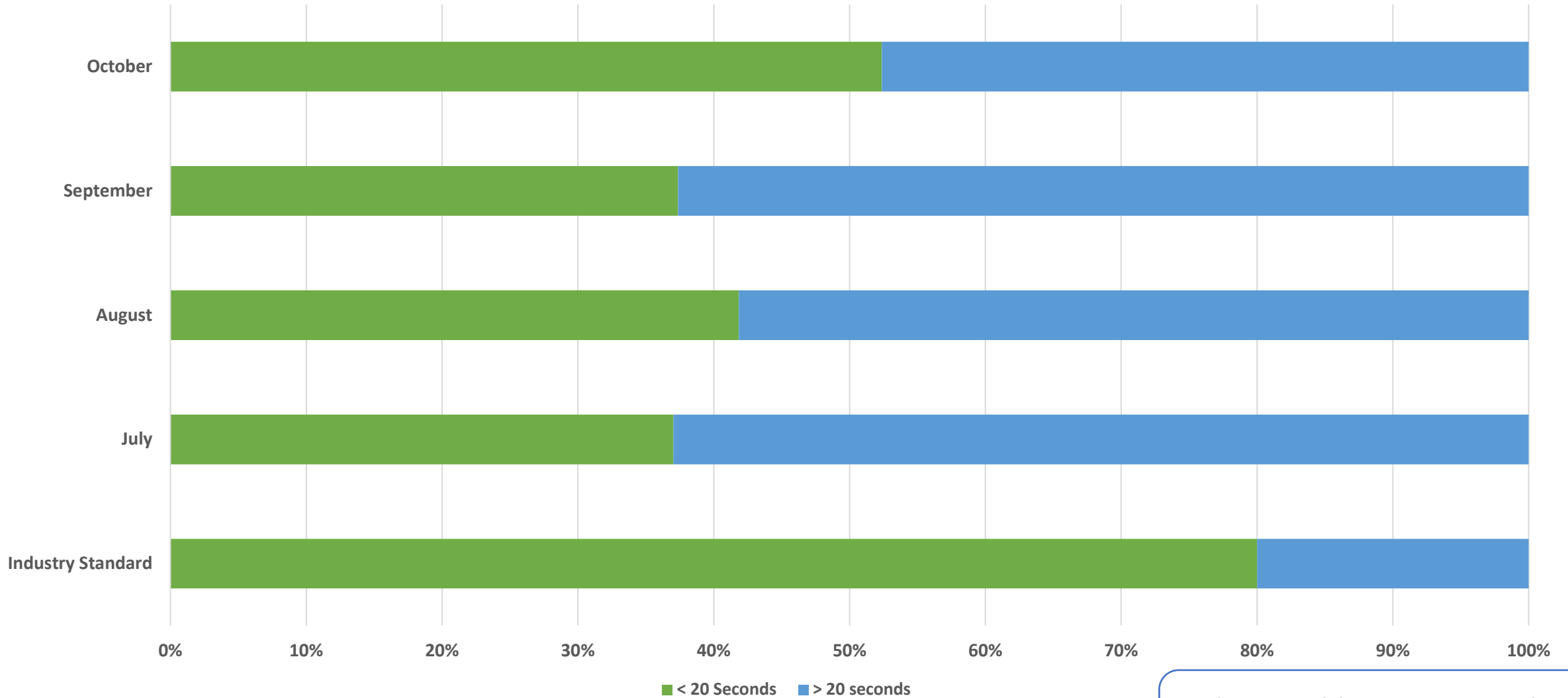
	5th June	12th June	19th June	26th June	3rd July	10th July	17th July	24th July	31st July	7th Aug	14th Aug	21st Aug	28th Aug	4th Sept	11th Sept	18th Sept	25th Sept	2nd Oct	9th Oct	16th Oct	23rd Oct	30th Oct	6th Nov	13th Nov	20th Nov
Abandoned rate	14%	14%	13%	16%	17%	9%	15%	12%	14%	7%	9%	8%	11%	14%	10%	7%	7%	5%	9%	6%	7%	12%	6%	9%	8%
Abandoned calls	196	174	164	224	265	125	187	168	201	85	118	99	138	199	129	79	92	65	106	66	89	151	72	99	79
Answered calls	1193	1106	1141	1204	1269	1209	1093	1186	1208	1089	1198	1136	1074	1226	1161	1075	1221	1147	1126	1119	1098	1111	1054	1001	900
Average wait time	02:17	01:43	01:51	02:18	02:27	01:38	02:06	02:06	02:07	01:04	01:35	01:28	02:28	02:22	01:54	01:13	01:22	01:04	01:20	00:44	01:04	01:21	00:56	01:04	01:01
Average call handle time	06:53	06:10	06:14	07:04	06:45	06:41	06:19	06:47	06:25	06:37	06:27	06:28	06:53	06:14	06:55	06:09	06:52	06:29	06:54	06:27	06:17	07:11	06:58	06:49	07:08

← School holidays →

## Response times

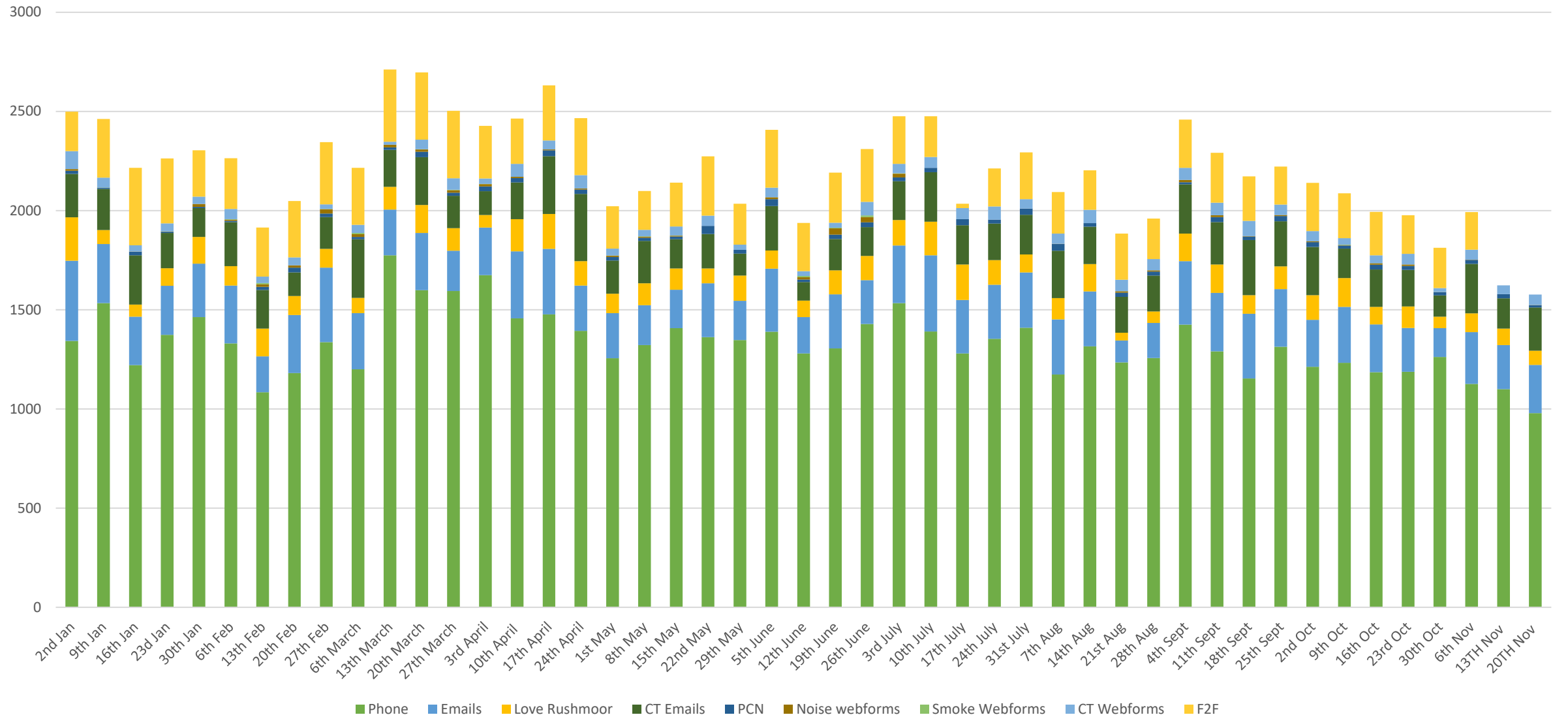
The call centre industry standard for a good service level is to answer 80% of calls in 20 seconds.

All lines



What would resource need to look like to achieve this?

# January to November 2023





Response levels since January  
(e-mails /web forms)

Customer Services	Average wait	Average processing times
July	17:40:35	00:04:48
August	14:50:12	00:04:43
September	24:14:05	00:05:42
October	11:50:52	00:05:18

Within 1 working day

Love Rushmoor	Average wait	Average processing times
July	17:33:54	00:06:21
August	19:35:52	00:07:25
September	21:43:08	00:06:17
October	18:22:08	00:07:26

Within 1 working day

PCN's	Average wait	Average processing times
July	61:35:36	00:10:03
August	80:38:12	00:10:55
September	76:24:16	00:09:30
October	59:04:16	00:11:51

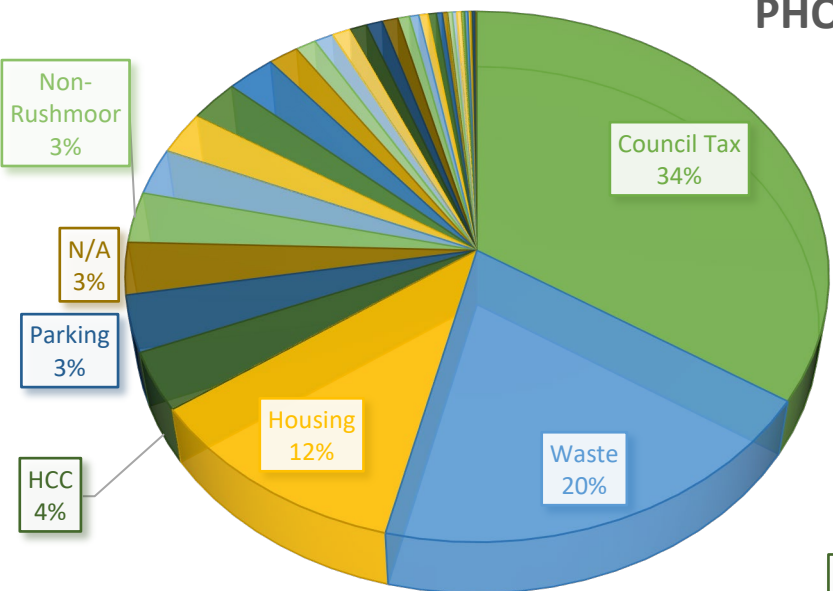
Parking 14 days to respond to challenges

CT	Average wait	Average processing times
July	27:09:10	00:10:11
August	34:36:29	00:09:54
September	37:03:54	00:09:54
October	17:14:42	00:11:13

CT have 10 working days SLA

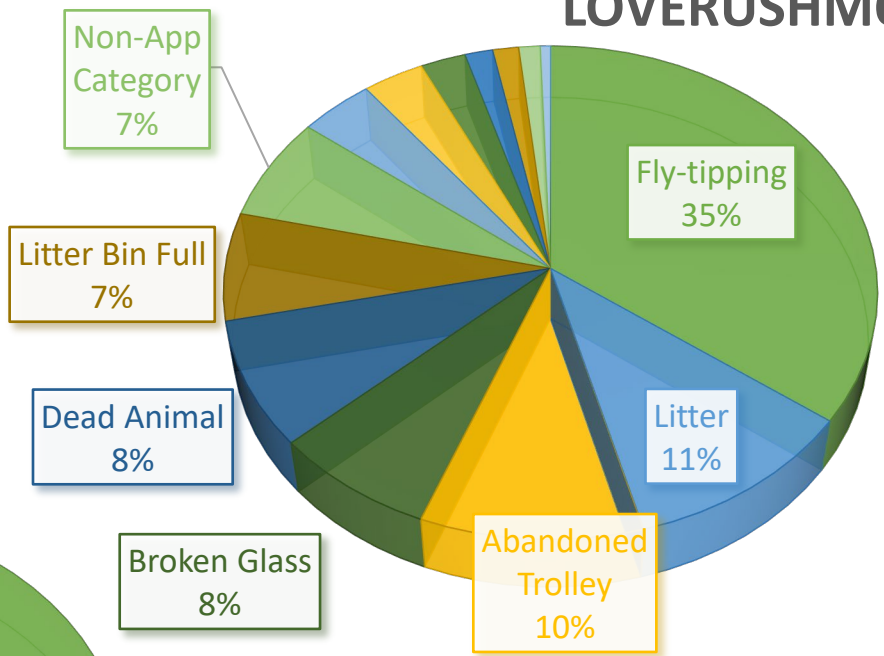
# What do customers contact us about and how do we use this data?

## PHONES

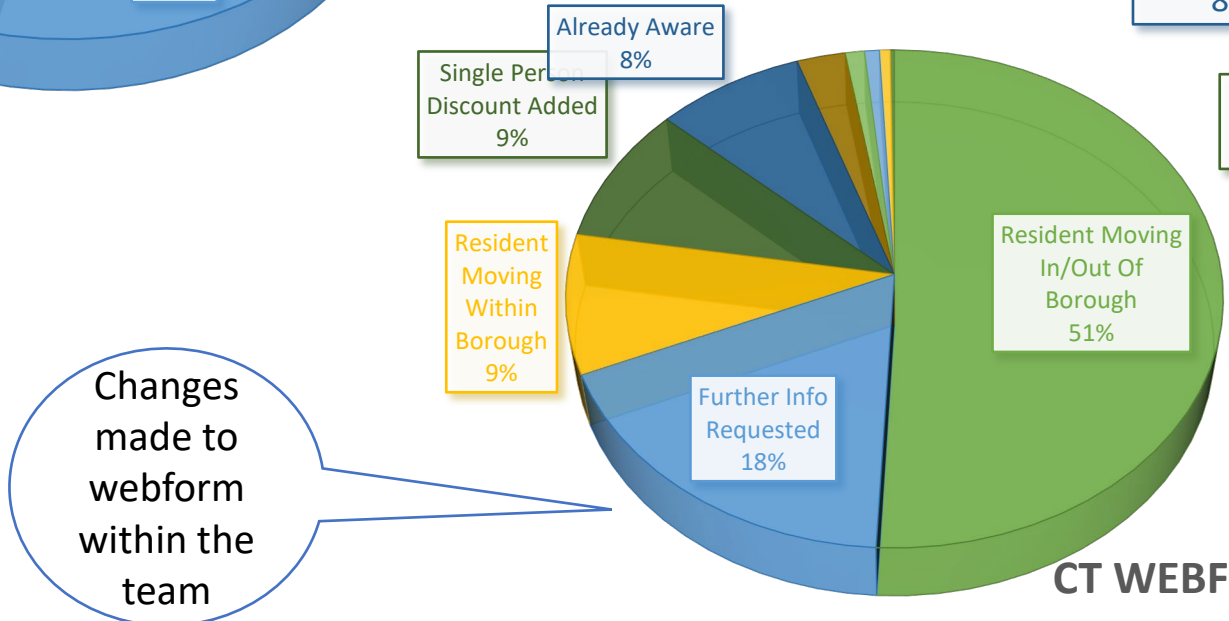


Changes to phone lines

## LOVERUSHMOOR



## CT WEBFORMS

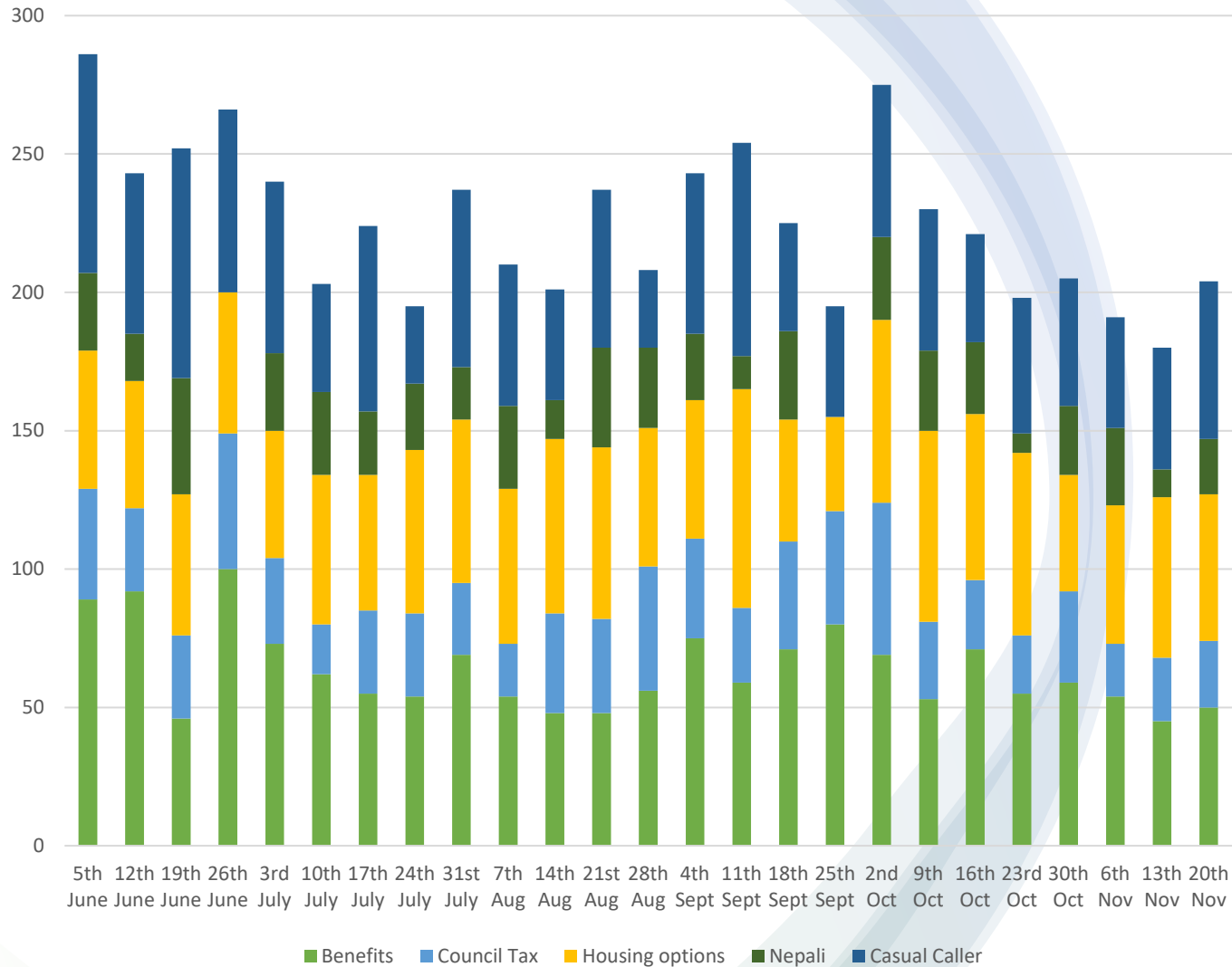


Changes made to webform within the team

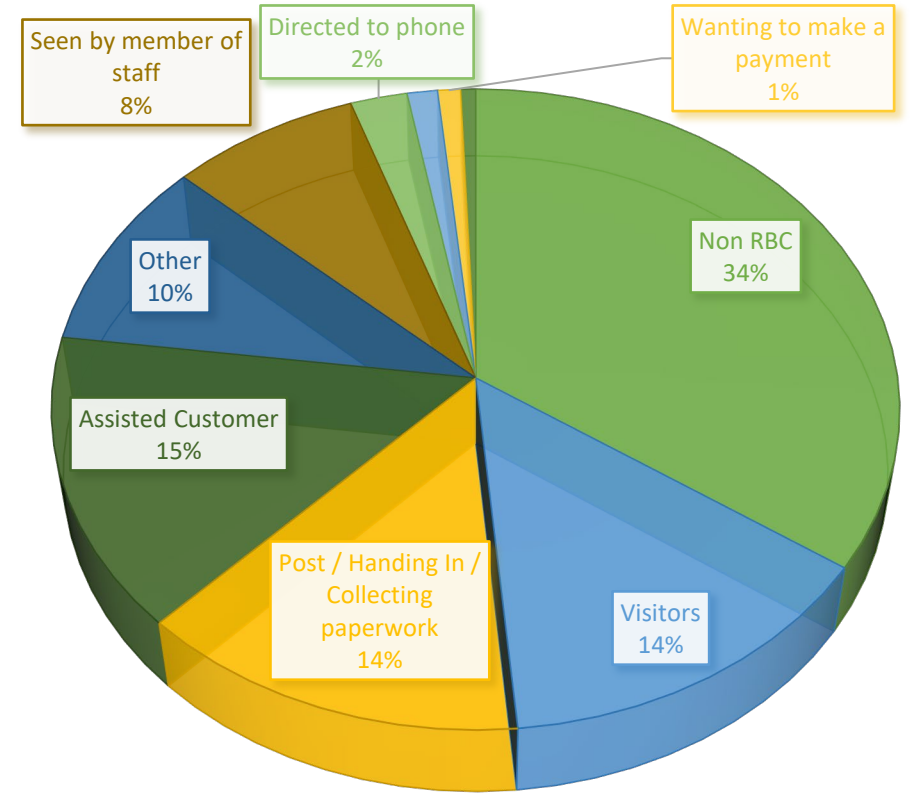


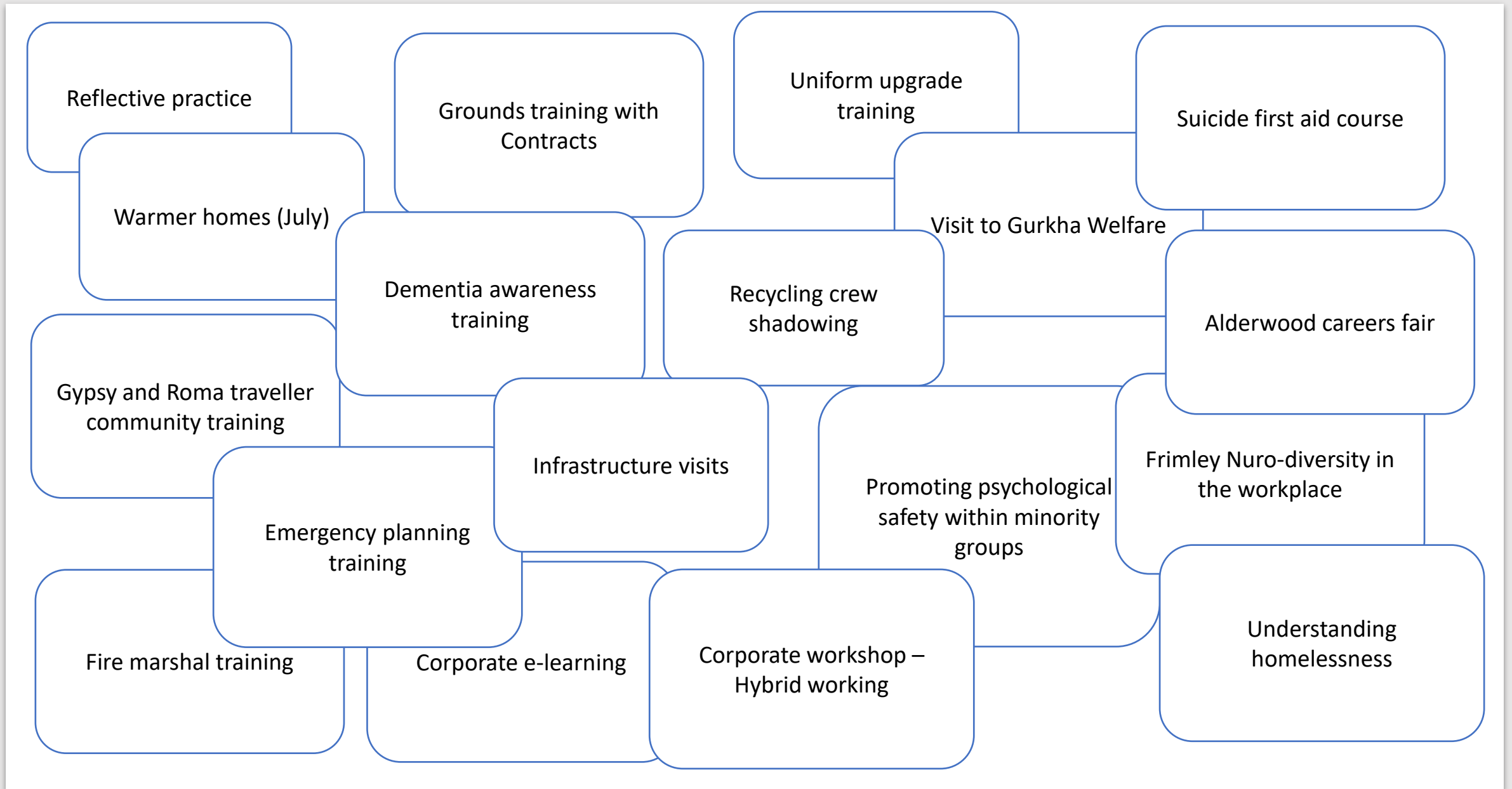


# Front of house



# Customers seen at reception





# Improving the Customers Experience

- Changed phone scripts

	July	August	Sept	Oct	Nov
Transfer Recovery	188	215	137	93	75

- New queue experience

Old experience      New experience



- New Nepali speaking phone line (demands)



- New feature due on phone system to allow agents to be working on an email and “pause” the interaction to answer a presented call.
- Quality checking of work - senior advisors check at least 10% of all work produced by Customer Services for accuracy. Looking to expand this in 2024.

	Waste	Ground	Streets	ABV'S	Council Tax
Team average	98	90	99	82	97

- Facilities training to undertake post role
- Customer Feedback



# Telephone Surveys

Total number of completed surveys = 89

- Total amount of 1 = 47 \*
- Total amount of 2 = 0
- Total amount of 3 = 1
- Total amount of 4 = 1
- Total amount of 5 = 38

Average total score= 2.85\*

This is a result of having 8 consecutive working days' worth of phone issues  
(17<sup>th</sup> – 26<sup>th</sup> October)

3 of the 1's were outside this period.

Average outside of those days was **4.48 / 5**

A hand is shown placing a teal star on a five-star rating scale. The scale consists of five stars of different colors: yellow, dark blue, orange, pink, and teal. The teal star is the one being touched by the hand. The background is a light blue gradient with a white torn-paper effect.

1 being poor and 5 being great

# Future focus areas

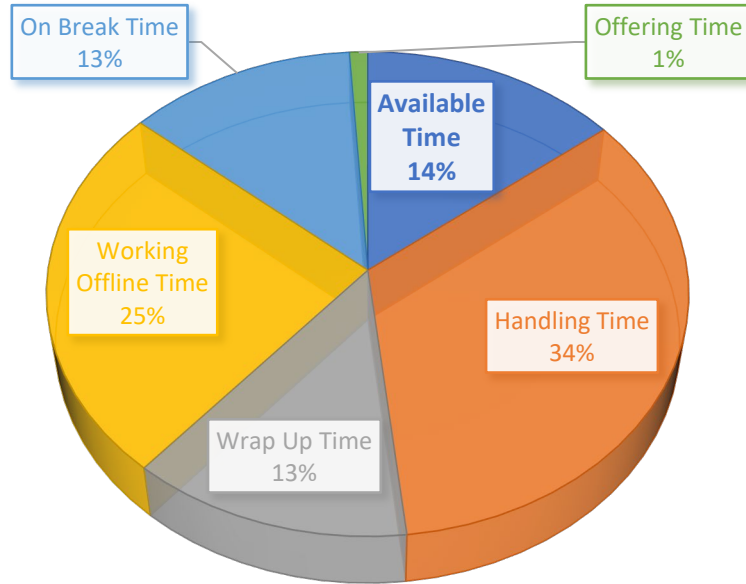
- Expand the triage for Housing to all access channels
- Transformation and service improvement
- ‘Keeping the Borough clean’ - Our response times will look to improve with recruitment of new Place Protection Officers.
- 8X8 and telephony - Investigation of frequency of issues underway with look to address with account manager
- Resilience in the Team



Constant calls

### Team performance

“Occupancy should be around 80%. If occupancy is too high, the impact on employees may lead to “burn out”. This in turns leads to further reduction in service levels.”



09:21:11	Catherine Davis	Available	13:14:59	Rachel Wegrzyn	Available
09:21:11	Catherine Davis	Offered	13:25:29	Rachel Wegrzyn	Offered
09:21:13	Catherine Davis	Accepted	13:25:45	Rachel Wegrzyn	Accepted
09:24:30	Catherine Davis	Wrap Up	13:31:35	Rachel Wegrzyn	Wrap Up
09:24:57	Catherine Davis	Available	13:39:43	Rachel Wegrzyn	Available
09:24:57	Catherine Davis	Offered	13:48:06	Rachel Wegrzyn	Offered
09:25:03	Catherine Davis	Accepted	13:48:31	Rachel Wegrzyn	Accepted
09:26:08	Catherine Davis	Wrap Up	13:54:03	Rachel Wegrzyn	Wrap Up
09:26:40	Catherine Davis	Available	13:59:48	Rachel Wegrzyn	Available
09:26:40	Catherine Davis	Offered	13:59:51	Rachel Wegrzyn	Offered
09:26:48	Catherine Davis	Accepted	14:00:08	Rachel Wegrzyn	Accepted
09:29:11	Catherine Davis	Wrap Up	14:04:24	Rachel Wegrzyn	Wrap Up
09:33:29	Catherine Davis	Available	14:09:09	Rachel Wegrzyn	Available
09:33:29	Catherine Davis	Offered	14:09:53	Rachel Wegrzyn	Offered
09:33:37	Catherine Davis	Accepted	14:10:07	Rachel Wegrzyn	Accepted
09:36:41	Catherine Davis	Wrap Up	14:13:28	Rachel Wegrzyn	Wrap Up
09:38:56	Catherine Davis	Available	14:13:41	Rachel Wegrzyn	Offered
09:38:56	Catherine Davis	Offered	14:13:41	Rachel Wegrzyn	Available
09:39:02	Catherine Davis	Accepted	14:13:47	Rachel Wegrzyn	Accepted
09:43:20	Catherine Davis	Wrap Up	14:14:57	Rachel Wegrzyn	Wrap Up
09:43:30	Catherine Davis	Available	14:15:15	Rachel Wegrzyn	Offered
09:43:30	Catherine Davis	Offered	14:15:15	Rachel Wegrzyn	Available
09:43:35	Catherine Davis	Accepted	14:15:15	Rachel Wegrzyn	Available
09:43:57	Catherine Davis	Wrap Up	14:15:22	Rachel Wegrzyn	Accepted
09:44:08	Catherine Davis	Available	14:19:16	Rachel Wegrzyn	Wrap Up
09:44:08	Catherine Davis	Offered	14:19:32	Rachel Wegrzyn	Available
09:44:13	Catherine Davis	Accepted	14:20:45	Rachel Wegrzyn	Offered
09:46:35	Catherine Davis	Wrap Up	14:20:57	Rachel Wegrzyn	Accepted
09:46:40	Catherine Davis	Available	14:21:50	Rachel Wegrzyn	Wrap Up
09:46:40	Catherine Davis	Offered	14:23:25	Rachel Wegrzyn	Available
09:46:45	Catherine Davis	Accepted	14:24:45	Rachel Wegrzyn	Offered
09:50:20	Catherine Davis	Wrap Up	14:24:59	Rachel Wegrzyn	Accepted
09:51:25	Catherine Davis	Available	14:26:44	Rachel Wegrzyn	Wrap Up
09:51:32	Catherine Davis	On Break			
09:55:53	Catherine Davis	Available			

When does a pause become a wait?

Wrap = post call work





Questions