

Dear Requester

I refer to your recent Freedom of Information request. The response is as follows:

I'm undertaking a brief benchmarking exercise around contact centre KPIs and abandoned rate targets against Lincolnshire County Council's current abandoned rate target (<7%), and I have the following questions.

1. Is your main Contact Centre in-house or externally commissioned? **Inhouse**
 - a) If commissioned externally, who to?
 - b) If commissioned externally, to what date?

2. Please can you outline any current KPIs you have for your main council Contact Centre along with their targets?
80% of calls answered within 30 seconds
Waiting time on average <30 seconds
Abandon rate <8%
Customer experience >80% (independently conducted through the ICS)
We have no other targets

3. If not clear in the answer to Q2, specifically do you have a telephony abandoned rate target(s) for your main council Contact Centre?
Yes, see above. We do analyse data when it is over 8% as it may be a result of IVR messaging (where we are recommending customers do something online – therefore this would be a positive abandoned call).

4. If you do have any telephony abandoned rate(s) target for your main council Contact Centre or an individual service(s) please would you state what the target is?
See above

I hope this assists. Should you have any further enquiries please do not hesitate to contact me directly on the details below.

Complaints, Information and Mediation Officer
Nottinghamshire County Council

In addition to this and for future reference Nottingham County Council regularly publishes previous FOIR,s and answers on its website, under Disclosure logs. (see link)
<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords.

If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottsc.gov.uk quoting the reference number above.