

NCC-031984-18 Business support performance

Dear Requester,

Further to your recent Freedom of Information Request, please see below in answer to all related questions.

We hope this now satisfies your request. Should you have any further enquiry please do not hesitate to contact us.

In addition to this and for future reference Nottinghamshire 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 are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or email complaints@nottscc.gov.uk.

Kind Regards

If you need further information Marie Rowney, Group Manager, Customer Service Centre will be happy to speak to you.

Hi,

I am requesting a Freedom of Information Request.

The details are listed below

Freedom of Information request

1. What are the council's contact centre phone performance standards/measures

80% of calls answered within 30 seconds

Average waiting time is <30 seconds

75% first call resolution rate

<8% abandon rate

Quality score of >75%

2. What is the structure and resources in Contact Centre, for example:

| Role | FTE |
|-----------------------------|-----|
| Team Leader (Team Managers) | 2 |

| | |
|----------------------------|---|
| Supervisors (Team Leaders) | 9 |
| Senior advisor | 12 |
| Contact advisor | 66 advisors 15 Customer Support advisors 3 Apprentices 9 Technical and design staff 4 Business Partners |
| Trainers | 1 |
| Quality assessors | Part of Senior and Team Leader role |

3. What is the annual salary budget for 2017/18 and 2018/19?

Total budget is £2.7m – this includes salary and running costs

4. What are the current opening hours? What is the busiest day?

Most days are very busy but Monday and Tuesday are normally the busiest

| Day | Opening Times | Busiest day ranking (1-7, 1 being the busiest) |
|-----------|---------------|--|
| Monday | 8-6pm | 1 |
| Tuesday | " | 2 |
| Wednesday | " | 3 |
| Thursday | " | 3 |
| Friday | " | 3 |
| Saturday | Closed | |
| Sunday | Closed | |

5. What services are dealt with/ what are not, i.e. is every service dealt with? Including social care.

The CSC is the front door for all services at NCC including social care. The only calls not handled by the team are safeguarding calls from professionals – these are handled by our Multi Agency Safeguarding Hub (MASH)

6. How many calls were received, answered, abandoned and % answered within 60seconds in 2016/17, 2017/18 and 2018/19 to date.

| | Calls received | Calls answered | Calls abandoned | % of all calls received answered within 60 seconds We measure calls answered within 30 seconds (under 60 is not available) |
|--|----------------|----------------|-----------------|---|
| | | | | |

| | | | | |
|-------------------------|----------------------------------|---|-----|----|
| 2016/17 | 510859 Calls 650032 Enquiries | X | 16% | NA |
| 2017/18 | 431547 Calls 583651 Enquiries | X | 8% | NA |
| 2018/19 To end May18 | 70579 Calls 96280 Enquiries | X | 7% | NA |

NOTE: 16/17 was an exceptional year for us as we went live with a new vehicle registration scheme which increased online traffic and calls and emails significantly over 4 months of the year.

7. How many emails were received by customer services in 2016/17 and 2017/18
16/17 30543
17/18 25334

8. How many face to face enquiries were dealt with in 2016/17 and 2017/18?
Face to face enquiries are managed through our district partners. We have commissioned them to manage these on our behalf. Contacting the districts directly would be the best approach for this information.

9. Do you publish your customer service performance, if so how often and where?
Yes we do take our performance information to committee as and when it is appropriate to do so and these papers are published and available to the general public. We also publish internally on our own communications hub, intranet and Team Talk internal comms bulletins.

Regards