

CUSTOMER SERVICE CENTRE (CSC) PERFORMANCE

24/25



CSC PERFORMANCE				
	Q1	Q2	Q3	Q4
Calls offered (total)	21,922	23,400	23,063	35,474
% Calls answered (KPI – 95%)	96%	94%	88%	80%
% Calls answered within 45s (KPI – 80%)	75%	62%	50%	49%
Call wait time (avg)	1:12	2:19	5:08	7:30
F2F visitors	1,955	1,736	1,669	3338
Emails handled	1,675	1,921	1,852	2,758

ISSUES AFFECTING PERFORMANCE	ACTIONS
Staff shortages throughout the year.	Temporary staff recruited on a rolling basis and fast-track trained to handle waste enquiries.
Waste customer services brought in-house (TUPE), training these staff members, garden waste re-subscription period.	Continuously reviewed processes to ensure staff had all relevant information to work as efficiently as possible.
Impact of new payment system, some team members unable to take payments mid-call created a resource bottleneck. Changed format of invoices generated additional contact.	Reported to Finance. Resourcing adjusted to manage demand.
Waste garden subscription period at the same time as annual Council Tax billing.	Non-essential activities cancelled so all resources possible allocated to support call answering. Offered overtime and flexi to staff.
Increase of face to face and email contact because telephone lines were so busy. More resource diverted to reception, compounding issues on the telephone.	Updated messaging on the telephone lines, website, social media to advise of how busy we were, article published in MIS to advise Councillors of current position.
Repeated attempts from customers to get through increasing demand.	Email auto response updated to advise of long response times.
Waste contract / service change.	Digital Services team working hard to integrate with contractor's waste management system so more can be reported online to avoid contact to the CSC.

CLLR PORTAL – avg completion (working days)

Cllr Community Safety (6 cases) – 2
 Cllr Green Space Request (51 cases) – 4
 Cllr ‘Other’ Enquiries (45 cases) – 23
 Cllr Parking Services (13 cases) – 6
 Cllr Planning Request (6 cases) – 5
 Cllr Waste Concern (41 cases) - 5