

Report to the Resources Select Committee

Date of meeting: 13 October 2015



Portfolio: Technology and Support Services

Subject: Telephone Monitoring Statistics

Responsible Officer: David Newton (01992 564580).

Democratic Services Officer: Adrian Hendry (01992 564246).

Recommendations/Decisions Required:

- (1) To note the telephone monitoring statistics for quarter one 2015/2016**

Executive Summary:

The Finance and Performance Management Scrutiny Panel (FPMSP) (now Resources Select Committee) decided at the meeting on 10 March 2015 that new reporting definitions on call handling should relate to;

- i) The percentage of abandoned calls; and
- ii) The number of calls sent directly to the voicemail system.

The Committee requested that these statistics be reported on a quarterly basis.

Reasons for Proposed Decision:

The Resources Select Committee have requested an update on the progress made with regard to monitoring the telephone statistics.

Other Options for Action:

None.

Report:

1. Monitoring figures for January 2015 were presented during the aforementioned meeting. At that time, the percentage of abandoned and voicemail calls for the combined workgroups and contact centres was 9% and 4% respectively.
2. A summary of overall performance from April to June 2015 is shown below.

Month	% Abandoned	% Voicemail
January	9	4
April	6	7
May	12	6
June	9	7

3. To assist in identifying trends, appendix 1 shows the monthly breakdown of abandoned & voicemail calls as a percentage in a graphical format. Likewise, appendix 2 is a graphical representation of total calls answered, abandoned and sent to voicemail.
4. Unfortunately, the massive increase in calls caused by the problems encountered with the new waste contract has skewed the figures for this quarter. However, there was a noticeable drop in abandoned calls between January and April, prior to the waste contract complications. With the waste contract settling down and call rates returning to normal, it is anticipated that abandoned and voicemail calls will drop below their current % level.

Consultation Undertaken:

None required.

Background Papers:

FPMSP minutes 10 March 2015

Due Regard Record

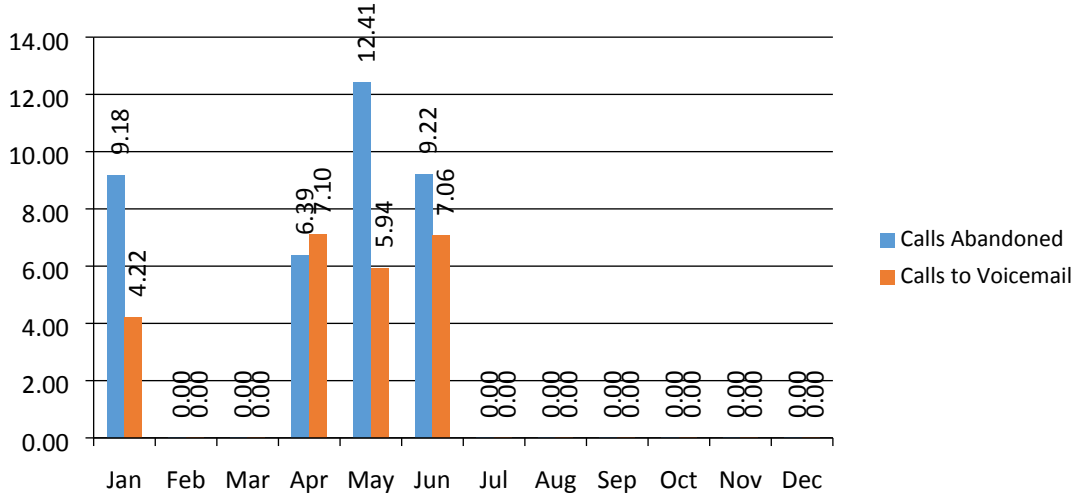
This page shows **which groups of people are affected** by the subject of this report. It sets out **how they are affected** and how any **unlawful discrimination** they experience can be eliminated. It also includes information about how **access to the service(s)** subject to this report can be improved for the different groups of people; and how they can be assisted to **understand each other better** as a result of the subject of this report.

S149 Equality Act 2010 requires that due regard must be paid to this information when considering the subject of this report.

Date / Name	Summary of equality analysis
2/09/15 David Newton	The process of producing performance statistics will have no impact on any equality issues.

Abandoned & Voicemail calls %

APPENDIX 1



Breakdown of number of calls received

APPENDIX 2

