Report to the Resources Select Committee

Date of meeting: 10 October 2016

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 covering the period April 2016 to August 2016

Executive Summary:

The Resources Select Committee have previously requested that the following statistics are reported on a quarterly basis;

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

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.　　To assist in identifying trends in call handling, Appendix 1 shows the monthly breakdown of abandoned & voicemail calls as a percentage in a graphical format. Appendix 2 is a graphical representation of total calls answered, abandoned and sent to voicemail. Appendix 3 is an example of call breakdown by section for August 2016.

2.　　ICT continues to work with all directorates to assist in identifying best working practices using the Shoretel system. The statistics below highlight a significant reduction in calls compared to the previous year, although this is not surprising given the difficulties with the waste contractor last year. With the reduction in the number of calls far fewer calls are being abandoned and there seems a much greater willingness amongst our customers to now use voicemail.

Monitoring for the period from 1 April to 31 August -

	Average calls per month	% Abandoned	% Voicemail
2015	33,151	8.9	6.3
2016	28,292	4.4	7.2

Point in time comparison for August –

	Answered	Abandoned	Voicemail
2015	26,005	2,641	1,652
%	85.8	8.7	5.5
2016	22,952	1,217	2,566
%	85.9	4.5	9.6

Consultation Undertaken:

None required.

Background Papers:

RSC minutes 12 April 2016
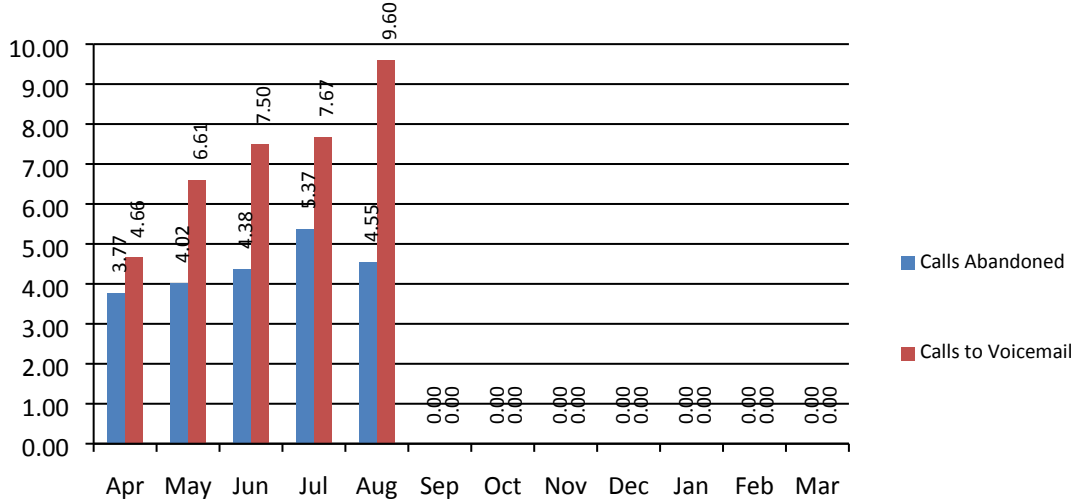
Due Regard Record

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.
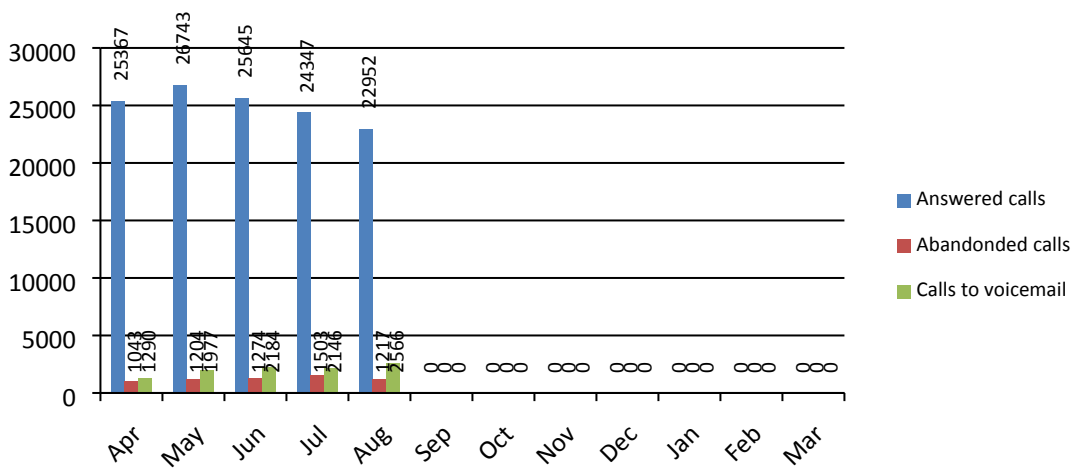
Date / Name	Summary of equality analysis
28/09/16 **David Newton**	The process of producing performance statistics will have no impact on any equality issues.

Abandoned & Voicemail calls %
APPENDIX 1

Chart legend: Calls Abandoned, Calls to Voicemail

Values by month:
- Apr: 3.77, 4.66
- May: 4.02, 6.61
- Jun: 4.38, 7.50
- Jul: 5.37, 7.67
- Aug: 4.55, 9.60
- Sep: 0.00, 0.00
- Oct: 0.00, 0.00
- Nov: 0.00, 0.00
- Dec: 0.00, 0.00
- Jan: 0.00, 0.00
- Feb: 0.00, 0.00
- Mar: 0.00, 0.00

Breakdown of number of calls received
APPENDIX 2

Chart legend: Answered calls, Abandonded calls, Calls to voicemail

Values by month:
- Apr: 25367, 1043, 1290
- May: 26743, 1204, 1677
- Jun: 25645, 1274, 2184
- Jul: 24347, 1503, 2146
- Aug: 22952, 1217, 2566

Workgroup & CC Queue Summary Report - August 2016						APPENDIX 3	
Workgroup names	Abandoned	Handled by WG Voicemail	Total calls		% Abandoned	% Voicemail	
Communities Culture (X2802)	1	0	4	Com	25	0	
Communities Booking Line (X2983)	10	0	140	Com	7	0	
Communities Booking Line (X4226)	0	0	189	Com	0	0	
Communities Finance	2	0	53	Com	4	0	
Communities information and tenant involvement	0	0	1	Com	0	0	
Community Saftey Team (x2736)	4	8	21	Com	19	38	
Home Ownership Team (x4428)	2	27	182	Com	1	15	
Housing Allocations (x4716)	0	0	240	Com	0	0	
Housing Assets (x2727)	4	64	337	Com	1	19	
Housing CARE Agency (x4086)	3	126	226	Com	1	56	
Housing Homelessness Assessment (x4027)	15	0	152	Com	10	0	
Housing IT (x4324)	0	0	1	Com	0	0	
Housing Management North (x2499)	29	4	655	Com	4	1	
Housing Management South (x2726)	24	17	381	Com	6	4	
Housing Prevention (x4165)	61	0	782	Com	8	0	
Limes Centre Housing staff (x2826)	2	15	110	Com	2	14	
Private Sector Housing (x4348)	1	70	131	Com	1	53	
Sheltered Housing (x4368)	8	95	172	Com	5	55	
Waltham Abbey Museum (x4992)	0	0	97	Com	0	0	
COM	**166**	**426**	**3874**		**4**	**11**	
Admin Registration Team (x4584)	126	211	1336	Gov	9	16	
Building Control Surveyors (x4286)	3	28	52	Gov	6	54	
Civic Reception Info Desk (x2500)	1	0	77	Gov	1	0	
Civic Reception Info Desk (x4288)	0	0	78	Gov	0	0	
Democratic Services (x4243)	1	0	56	Gov	2	0	
Fraud Hotline (x4444)	2	10	16	Gov	13	63	
Local Land Charges (x2739)	1	10	169	Gov	1	6	
Planning Building Control (x4141)	58	1064	1548	Gov	4	69	
Planning Enforcement Team (x2800)	0	1	3	Gov	0	33	
Planning Policy Hotline (x4517)	1	6	99	Gov	1	6	
Public Relations (x4140)	2	0	21	Gov	10	0	
Tom Carne (x4039)	0	0	39	Gov	0	0	
GOV	**195**	**1330**	**3494**		**6**	**38**	
Emergency Planning	1	0	1	Nei	100	0	
Engineering, Drainange & Water (x2967)	0	1	1	Nei	0	100	
Enviro & Neighbourhoods (x2968)	0	0	7	Nei	0	0	
Grounds Maintenance Technical Officers (x4562)	3	49	174	Nei	2	28	
Licensing (x4721) (x2018)	0	14	127	Nei	0	11	
Neighbourhoods Parks (x2720)	0	29	29	Nei	0	100	
North Weald Gate House (x4200)	34	73	455	Nei	7	16	
Trees and Landscapes Team (x2814)	7	21	74	Nei	9	28	
CONTACT CENTRE	104	4	3222	Nei	3	0	
NEI	**149**	**191**	**4090**		**4**	**5**	
Benefits A-L (X2081)	50	1	640	Res	8	0	
Benefits M-Z (X2082)	30	2	531	Res	6	0	
Cash Office (X4258)	11	58	111	Res	10	52	
Cash Office (X4349)	95	534	825	Res	12	65	
Council Tax Business rates 4064 (X1305)	1	0	170	Res	1	0	
Council Tax Recovery 4030 (X1300)	8	0	542	Res	1	0	
Facilities Management (x4760)	1	0	4	Res	25	0	
Helpdesk 4888 (x1310)	5	11	108	Res	5	10	
Business Support Office x4495	4	0	15	Res	27	0	
Print - Reprographics (x4388)	2	6	49	Res	4	12	
Superintendents (x4619)	3	7	35	Res	9	20	
Switchboard (x2000)	377	0	8291	Res	5	0	
Switchboard Back Up (x6000)	0	0	2	Res	0	0	
CONTACT CENTRE	120	0	3954	Res	3	0	
RES	**707**	**619**	**15277**		**5**	**4**	
Overall Total	**1217**	**2566**	**26735**		**5**	**10**	