

Report to the Resources Select Committee

Date of meeting: 28 March 2017

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:

To note the telephone monitoring statistics covering the period April 2016 to January 2017

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. The figures for April to January for both 2015/2016 and 2016/2017 have been included for comparison.

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.

3. The Head of Customer Services is now in place and the restructuring of some customer facing services has commenced. Consequently, the telephone workgroups currently reported on are unlikely to remain in their existing design from April 2017. It is anticipated that the next telephone monitoring statistics report to the Resources Select Committee will explain these changes and suggest alternatives to the current reporting format.

Monitoring for the period from 1 April to 31 January.

	Average calls per month	% Abandoned	% Voicemail
2015/2016	30,462	7.9	6.3
2016/2017	27,210	4.6	7.2

Point in time comparison for January.

	Answered	Abandoned	Voicemail
2016	23,661	1,552	1,364
%	89.0	5.8	5.1
2017	24,612	1,524	1,796
%	88.0	5.5	6.4

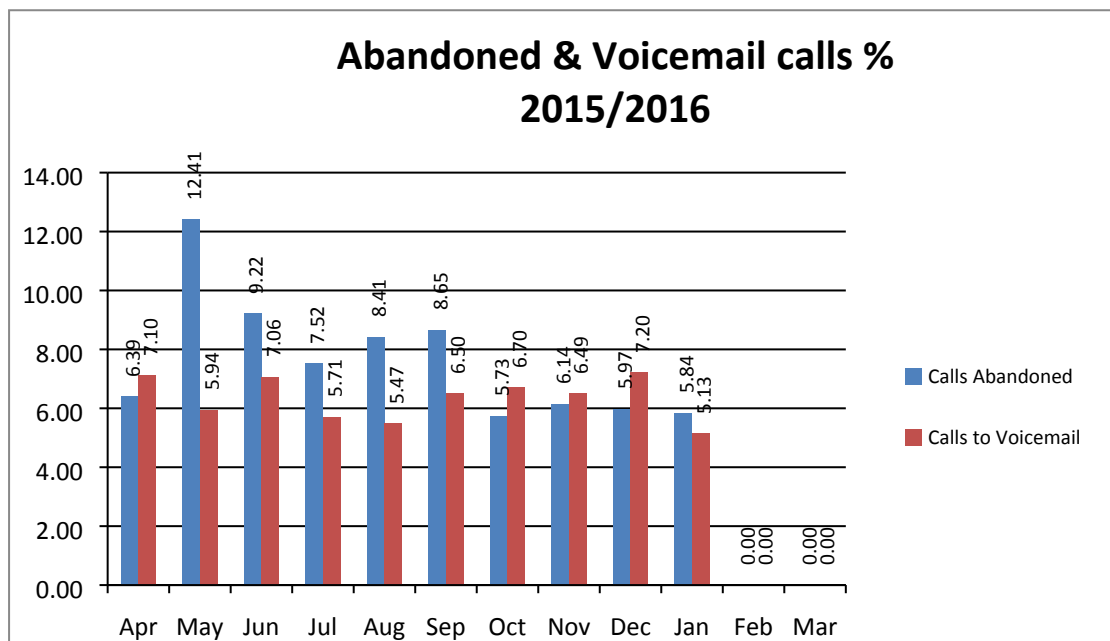
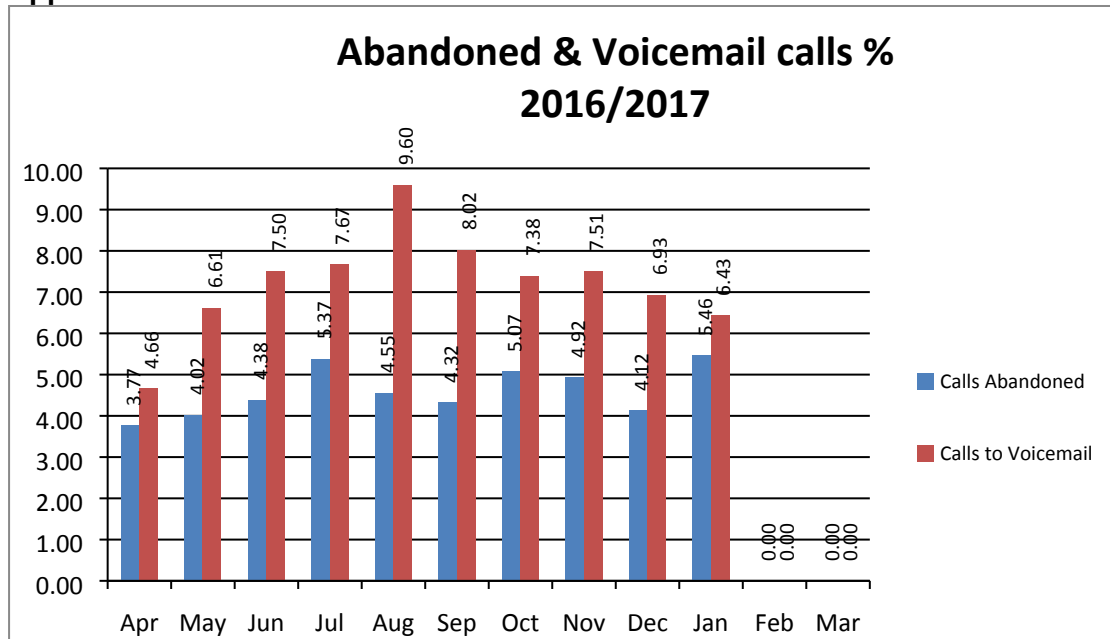
Consultation Undertaken:

None required.

Background Papers:

RSC minutes of meeting 10th October 2016

Appendix 1



Appendix 2

