

# **Report to the Finance and Performance Management Scrutiny Panel**



**Date of meeting:** **9 September 2014**

**Portfolio:** **Technology and Support Services**

**Subject:** **Performance monitoring – call handling**

**Responsible Officer:** **David Newton (01992 564580).**

**Democratic Services Officer:** **Adrian Hendry (01992 564246).**

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## **Recommendations/Decisions Required:**

**To consider a suitable telephone performance monitoring process.**

## **Executive Summary:**

This report has been produced in response to a comment made during the March Finance and Performance Management Scrutiny Panel (**FPMS**P).

“Commenting on the proposed new KPI on the percentage of calls answered by the Council’s Careline Services within 60 seconds, Councillor Knapman asked how long would an ordinary member of the public have to wait before they are answered by our switchboard. This would be a good indicator to monitor. Essex County Council was good at this and this was something we should look at.”

## **Reasons for Proposed Decision:**

Whilst the new telephone system can produce monitoring information, the majority of calls now bypass the switchboard and go to direct dial extensions. Alternative reporting could produce more useful performance monitoring results.

## **Other Options for Action:**

It could be decided that monitoring the switchboard response time is sufficient.

**Report:**

1. The new telephone system is now in place and is capable of providing very detailed management information.
2. Reporting on the switchboard response times is possible, but initial findings indicate that it may be more beneficial to monitor what happens following the switchboard transferring the call.
3. The Leadership Team and Management Board have discussed and agreed a corporate approach to the telephone system configuration with 'workgroups' being one of the preferred options. In brief, a workgroup is where one contact number is linked to numerous phone extensions, allowing a group of staff to pick up calls and therefore speeding up the answering from within Directorates. It may therefore be more useful to monitor workgroup performance along with the switchboard response.
4. The reporting tool within the telephone system is comprehensive. Training for ICT staff is due to take place in early September. Once this is completed, it is proposed to also produce various alternative reports and bring them to FPMSP for further discussion. Selected reports could then be presented to FPMSP on a 6 monthly basis.
5. Member's views are requested on the information to be provided to the Panel in future.

**Resource Implications:**

The production of monitoring reports can be managed within existing resources.

**Legal and Governance Implications:**

None.

**Safer, Cleaner and Greener Implications:**

None.

**Consultation Undertaken:**

None.

**Background Papers:**

FPMSP minutes March 2014

## **Impact Assessments:**

### Risk Management

It is important to focus attention on the most relevant monitoring data. If there is a singular concentration on the switchboard poor performance in service areas could be over looked.

### Equality and Diversity:

Did the initial assessment of the proposals contained in this report for relevance to the Council's general equality duties, reveal any potentially adverse equality implications? **No**

Where equality implications were identified through the initial assessment process, has a formal Equality Impact Assessment been undertaken? **No**

What equality implications were identified through the Equality Impact Assessment process? **None**

How have the equality implications identified through the Equality Impact Assessment been addressed in this report in order to avoid discrimination against any particular group? **No**