

APPENDIX A

Customer Access CCPI Report

July 2014

Owner : Phyl Chapman
Version : Draft 1.0
Date :
Author(s) :

Contents

- 1 Telephony Performance
- 2 Non Telephony Contacts
- 3 Self Service

1 Telephony Performance; Customer Access Service Overall (Social Care & Customer Contact Centre)

1.1 Customer Access Service Overall

	June 2013	June 2014	YTD 2013/2014	YTD 2014/2015
Calls Offered	73,614	88,660	240,803	262,859
Calls Answered	65,656	79,886	212,706	237,796
% Answered	89.2	90.1	88.3	90.5

Table 1.0: CAS overall calls offered/answered June, YTD & comparison to previous financial year

1.2 Customer Contact Centre

		June 2013	June 2014	YTD 2013/2014	YTD 2014/2015
Contractual Target 90%	Calls Offered	41,943	54,312	143,559	161,073
	Calls Answered	37,708	49,934	127,698	148,040
	% Answered	89.9	91.9	89.0	91.9

Table 1.1: calls offered/answered June, YTD & comparison to previous financial year

The increase of over **12,000 (26.8%)** calls in June can be attributed in part to the integration of four new services;

- Libraries Service – **2,646** calls
- WLBC Revenues Service – **6,669** calls
- WLBC Housing Benefits Service – **1,791** calls
- Procure2Pay Service – **233** calls

1.3 Social Care Service: Core Hours

		June 2013	June 2014	YTD 2013/2014	YTD 2014/2015
Contractual Target 87.5%	Calls Offered	27,751	30,599	88,183	89,838
	Calls Answered	24,527	26,831	77,132	79,740
	% Answered	88.4	87.7	87.5	88.8

Table 1.2: SC Core Hours offered/answered June, YTD & comparison to previous financial year

The increase of **2,848** calls (**10.3%**) in June is attributed to increases in core service volumes. Children's Services received an additional **1,350** calls (**44.6%**) compared to June 2013. Adult's service has received an additional **3,019** (**31.6%**) with Adult Safeguarding receiving an additional **278** (**80.8%**) calls. The integration of MASH into Social Care plus a change in public behaviour in terms of reporting incidents due to increased media cover of abuse is the most likely cause of increased volumes.

1.4 Social Care Service: Extended Hours (5pm-8.45am)

	June 2013	June 2014	YTD 2013/2014	YTD 2014/2015
Calls Offered	3,920	3,749	9,061	11,948
Calls Answered	3,421	3,121	7,876	10,016
% Answered	87.3	83.2	86.9	83.8

Table 1.3: SC Ext Hours offered/answered June, YTD & comparison to previous financial year

Top 10 Call Queues

1.6 The top ten call types for June 2014 accounted for 75.5% of all calls received:

No.	Service Area	Call Type	Calls Offered			
			June 2014	% of All calls	YTD 2014/2015	% of All Calls
1	Adult Services, Health & Wellbeing	Adult Social Care (incl. Transfers)	12,546	14.78	36,934	14.72
2	Adult Services, Health & Wellbeing/CYP	Social Care Option 1	11,344	13.36	33,928	13.52
3	Office of the Chief Executive	Signposting	7,846	9.24	23,272	9.28
4	West Lancashire Borough Council	WLBC Council Tax	6,669	7.85	20,383	8.12
5	Environment Directorate	Highways	5,391	6.35	14,792	5.90
6	Environment Directorate	NoWcard	5,069	5.97	14,080	5.61
7	Adult Services, Health & Wellbeing	Children's Social Care (incl. Transfers)	4,379	5.16	12,186	4.86
8	Adult Services, Health & Wellbeing	Registration Services	4,149	4.89	12,906	5.14
9	Adult Services, Health & Wellbeing/CYP	Blue Badge	4,084	4.81	11,446	4.56
10	Adult Services, Health & Wellbeing	Libraries	2,646	3.12	9,288	3.70
TOTAL			64,123	75.52	189,215	75.41

Table 1.5: Top 10 Call Types Offered for June 2014/2015

2 Non Telephony Contacts

2.1 Customer Access Service Overall

Activity	June 2013	June 2014	YTD 2013/2014	YTD 2014/2015
Total Emails *Received/Handled	10,899	15,687	37,051	40,447

Table 2.0: Overall Emails Received/Handled

*See individual service tables for commentary on increase volumes.

2.2 Social Care Service

Activity	June 2013	June 2014	YTD 2013/2014	YTD 2014/2015
Total Emails Received/Handled	5,456	7,931	18,160	21,875

Table 2.1: Overall Emails Received/Handled

The increase in Month and Year is due to improvements made in the collation and reporting of data.

2.3 Customer Contact Centre

Activity	June 2013	June 2014	YTD 2013/2014	YTD 2014/2015
Total Emails Received/Handled	5,443	7,756	18,891	18,572
Total TellyTalk Received/Handled	1,561	1,231	5,366	3,506
Total	7,004	8,987	24,257	22,078

Table 2.2: Overall Emails/Telly Talk contacts Received/Handled

The increase in volumes is in part a result of the Blue Badge Admin Team merging their General Mailbox with the Telly Talk Applications Mailbox which has resulted in volume increasing from an average **350** per month to **1,209** In June. In addition, CAS have recently implemented CCAD blended email technology which has a more robust reporting tool providing accurate data.

2.4 The top ten email types received for June 2014 were:

No.	Service Area	Email Type	Emails Received			
			June 2014	% of all emails	YTD 2014/2015	% of all Emails
1	Office of the Chief Executive	Corporate Comms.	3,448	23.74	6,635	17.58
2	Adult Services, Health & Wellbeing	Adult Social Care	3,373	23.23	8,717	23.10
3	Adult Services, Health & Wellbeing/CYP	Children's Social Care	3,322	22.88	10,105	26.77
4	Environment Directorate	Highways	2,725	18.77	7,450	19.74
5	Adult Services, Health & Wellbeing	Blue Badge	1,209	8.33	2,504	6.63
6	Children & Young People	Family Information Service	170	1.17	604	1.60
7	Office of the Chief Executive	BECON	132	0.91	928	2.46
8	Adult Services, Health & Wellbeing	Help Direct	70	0.48	347	0.92
9	Office of the Chief Executive	Procure to Pay Contracts	33	0.23	71	0.19
10	Children & Young People	School Admissions	21	0.14	257	0.68
TOTAL			14,503	99.88	37,618	99.67

Table 2.3: Top Ten Email Types June & Year to Date.

3 Self Service:

3.1 Deployment of **Self Service IVR** within the Customer Contact Centre:

Self Serve	June 2013	%	June 2014	%	YTD 2013/2014	%	YTD 2014/2015	%
Signposting	842	12.17	2,800	35.6	2,492	11.1	8,334	35.8
Lancashire Parking	235	16.45	267	16.4	705	15.7	766	16.1
West Lancs Benefits	-	-	46	2.56	-	-	189	2.9
West Lancs Revenues	-	-	840	12.4	-	-	2,382	11.5
NoWcard Reissue	689	21.94	-	-	4,031	20.8	-	-
Total	1,766	15.37	3,953	21.9	7,228	15.6	11,671	21.2

Table 3.0: Overall CCC Self Service Activity May & Year to Date.

(The NoWcard reissue campaign ended Monday 1st July 2013)

Self Serve volumes on Signposting Service have increased as a result of expanding the number of options from two to four on 9th December 2013.

3.2 Deployment of **Self Service** (Via Web) for Customer Contact Centre:

Self Service	June 2013	%	June 2014	%	YTD 2013/2014	%	YTD 2014/2015	%
GIS – online fault reporting	-	-	943	11.4	-	-	2,979	14.2
Telephone Directory Amendments	-	-	326	94.4	-	-	2,108	94.1
Registrars – online bookings	-	-	518	16.0	-	-	1,645	27.0
Total	-	-	1,787		-	-	6,732	

Table 3.4: Online Self Service Activity - Registrars Bookings, Telephone Directory Amendments and GIS Fault Reporting