

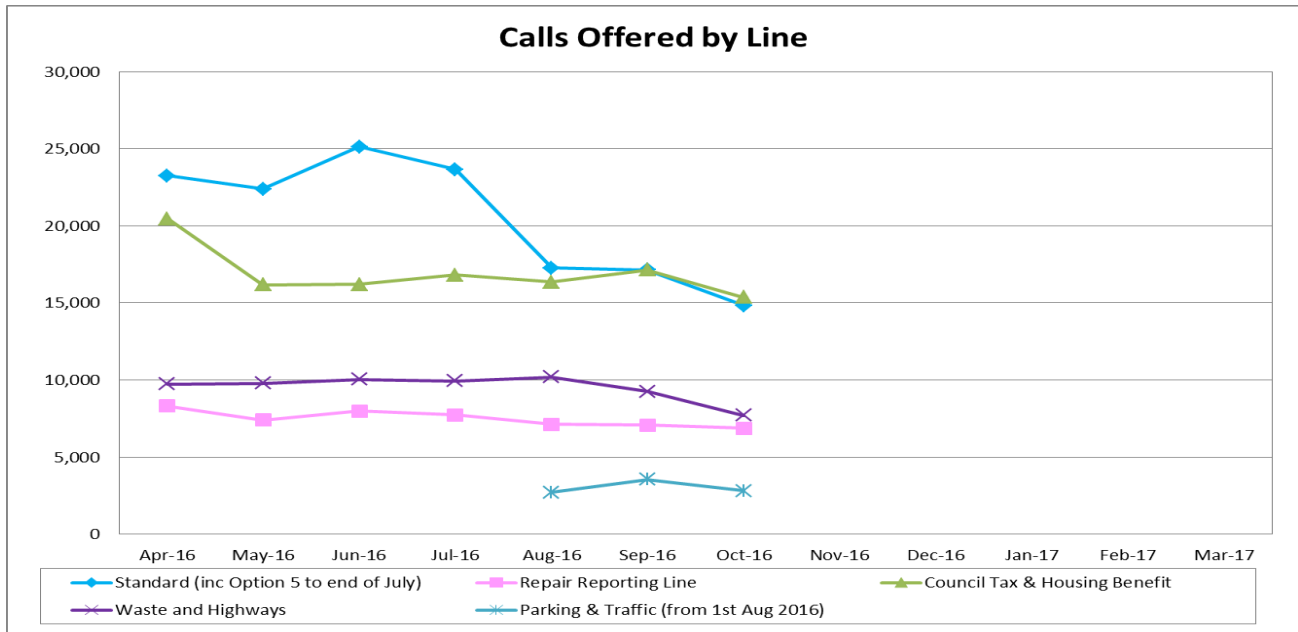
Communities & Customer Services



C2C Core Data October 2016

Contact volumes and Answer Rate (AR)

During October the Contact Centre achieved an AR of **96.01%** on a volume of 47,600 calls. Additionally C2C also handled 5986 customer emails and webchats.



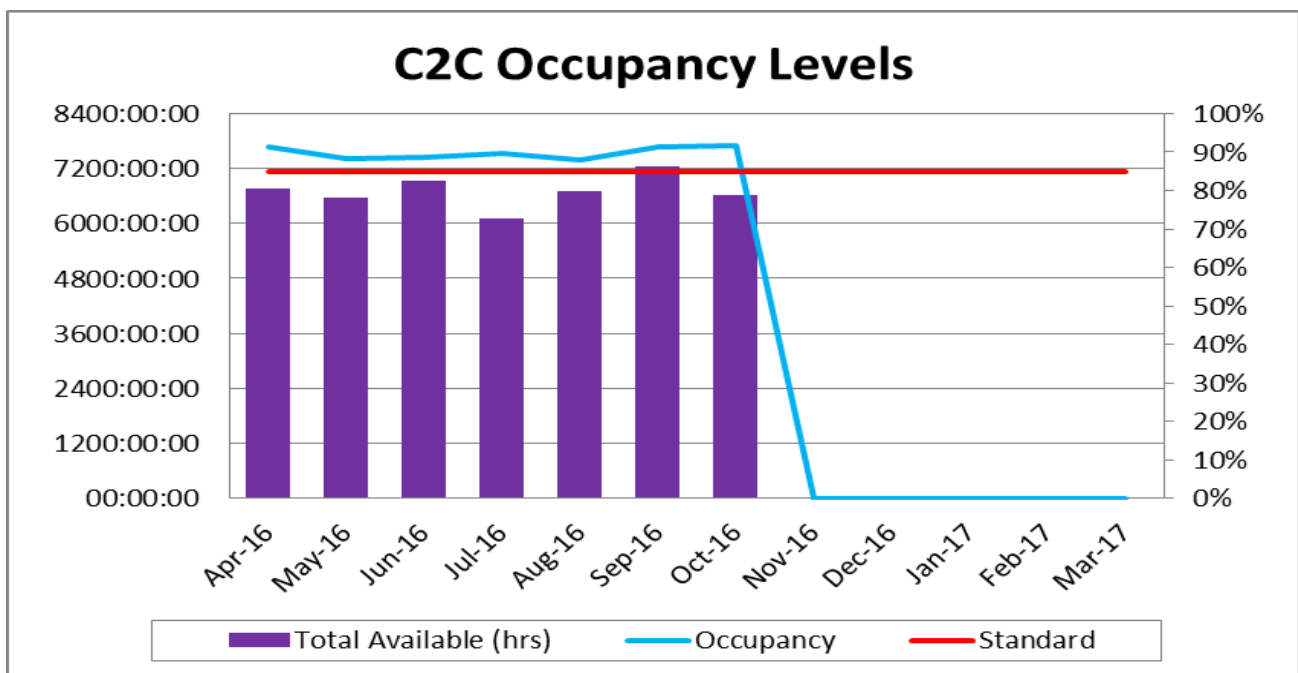
**2 Workplace
Volunteers secured
temp council positions
at the end of this
months placement**

**Street Light fault
reports are up 20.25%
in just one month**

**82% first point of
contact resolution rate
for council tax
enquiries**

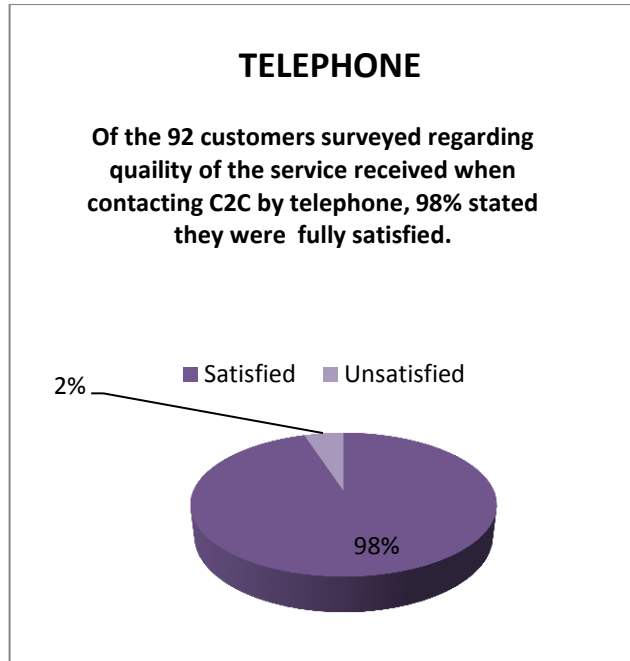
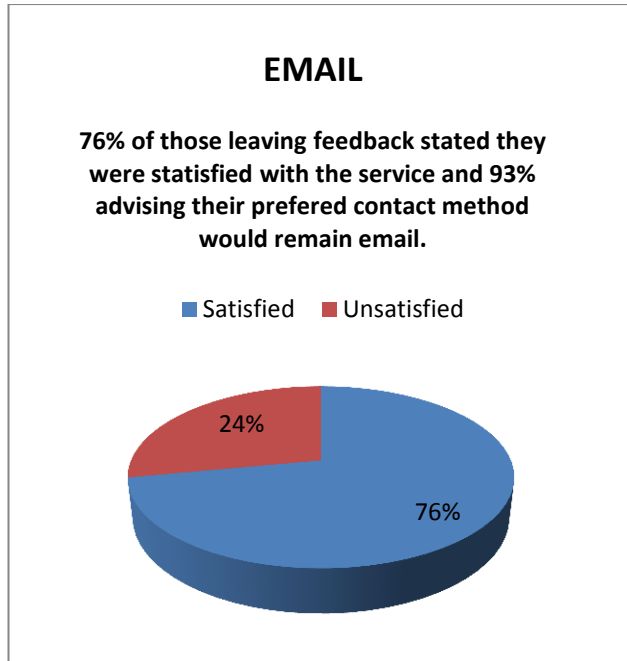
Agent Occupancy

The agent occupancy rate for October was 92%, the highest so far this financial year.



Customer Satisfaction and Compliments

C2C surveyed 92 customers regarding the service they had received when calling C2C. An additional 24 customers chose to proactively provide feedback on council services by accessing an online form via a link provided in our email response to their query.



15 customer compliments were received for C2C during October, a sample of which are below:

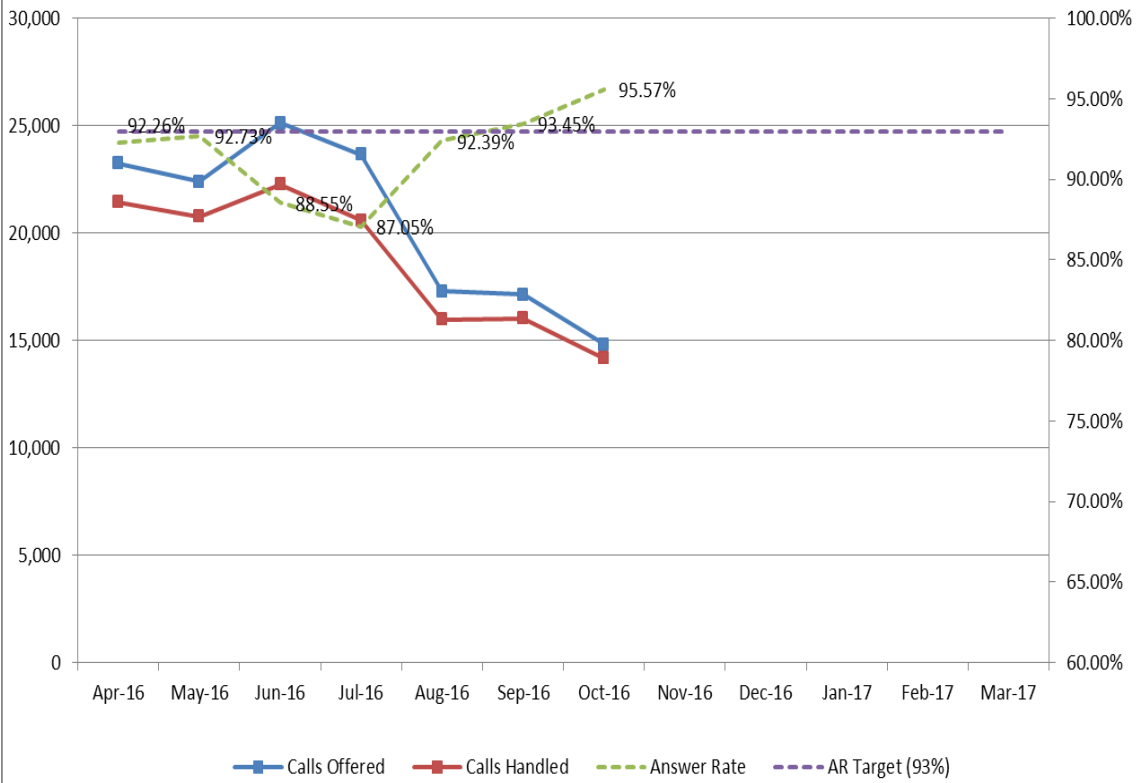
Cust ringing to pass on her thanks to Ciara for being so helpful and understanding with helping resolve her final notice. Cust had spoken to the back office previously and said they were so unhelpful in trying to come to an arrangement but cust says that Ciara was fantastic and extremely helpful and managed to resolve her situation so wanted to pass on her thanks to her.

To: Leah. Thank you so much for the considerable effort and diligent enquiries you carried out to shine some light on my enquiry. I feel you worked over and above the normal expectation. I trust your superiors recognise your quite outstanding attention and effort you made.

Cust called to make a compliment for Dan Fegan, customer advised that he was very helpful and calming regarding her queries as she was panicking that she hadn't completed the forms as she was meant to. The customer was very grateful for the way he handled her call as he was patient and listened to all her questions.

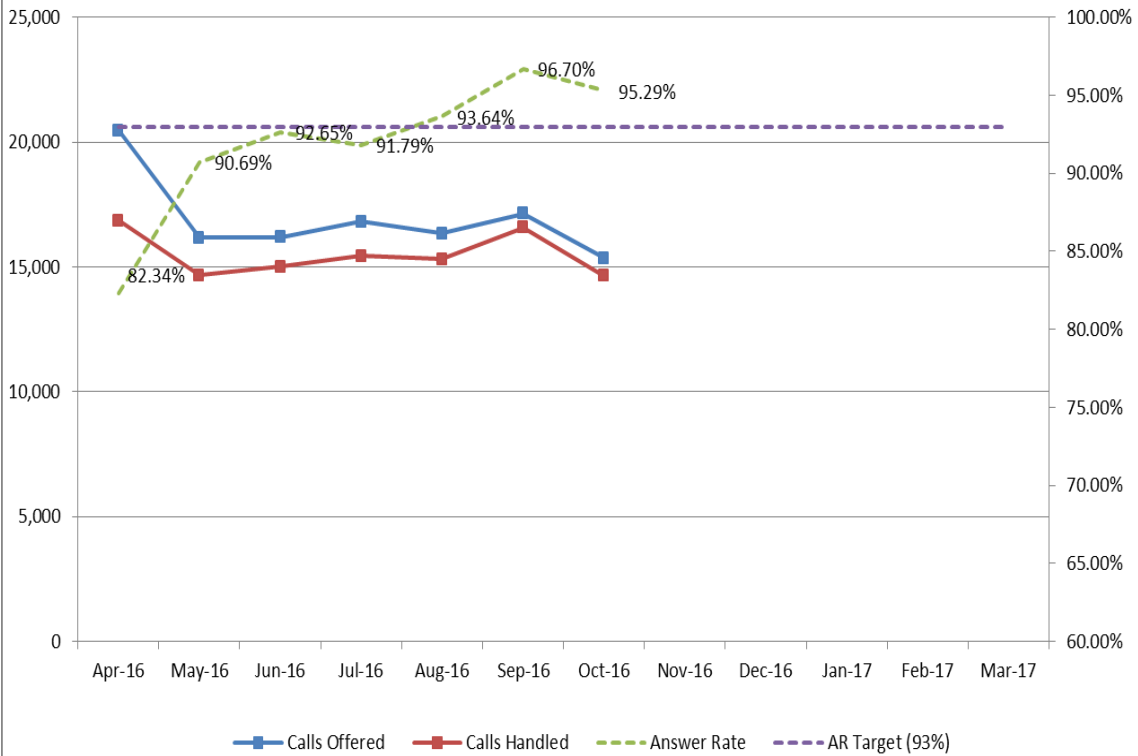
A customer called and thanked Neil for the info he give him about his Council Tax and said he wished there were 2000 more like him!

Call volumes for Standard Line



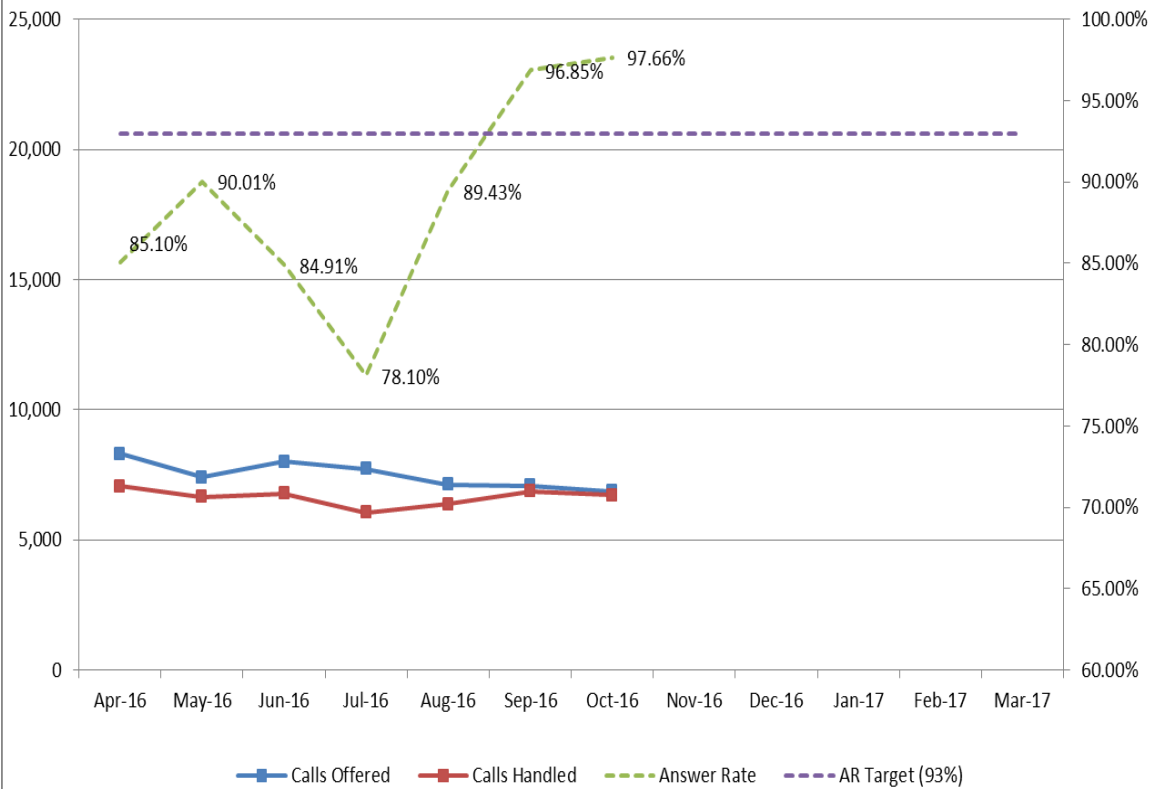
The team achieved their highest AR of the year in October with a result of 95.57%

Call volumes for Council Tax & Housing Benefit Line



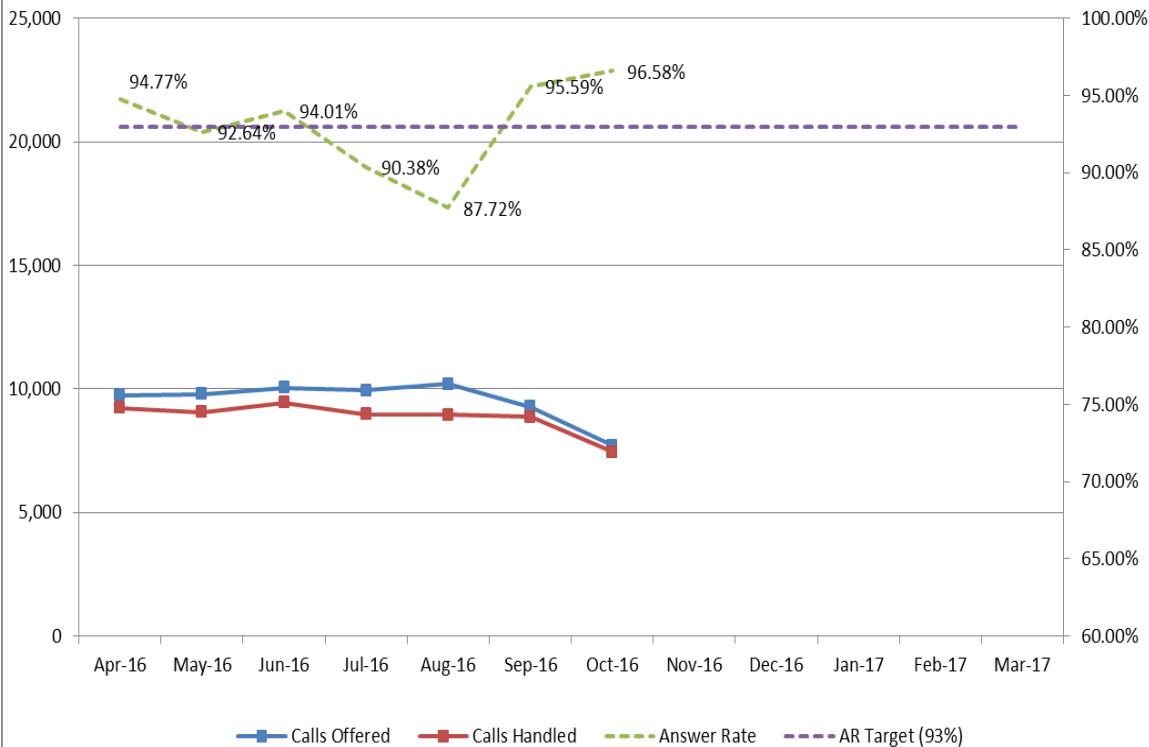
The team resolved 87.96% of enquiries at the first point on contact in October, nearly 8% over target.

Call volumes for Repair Reporting Line



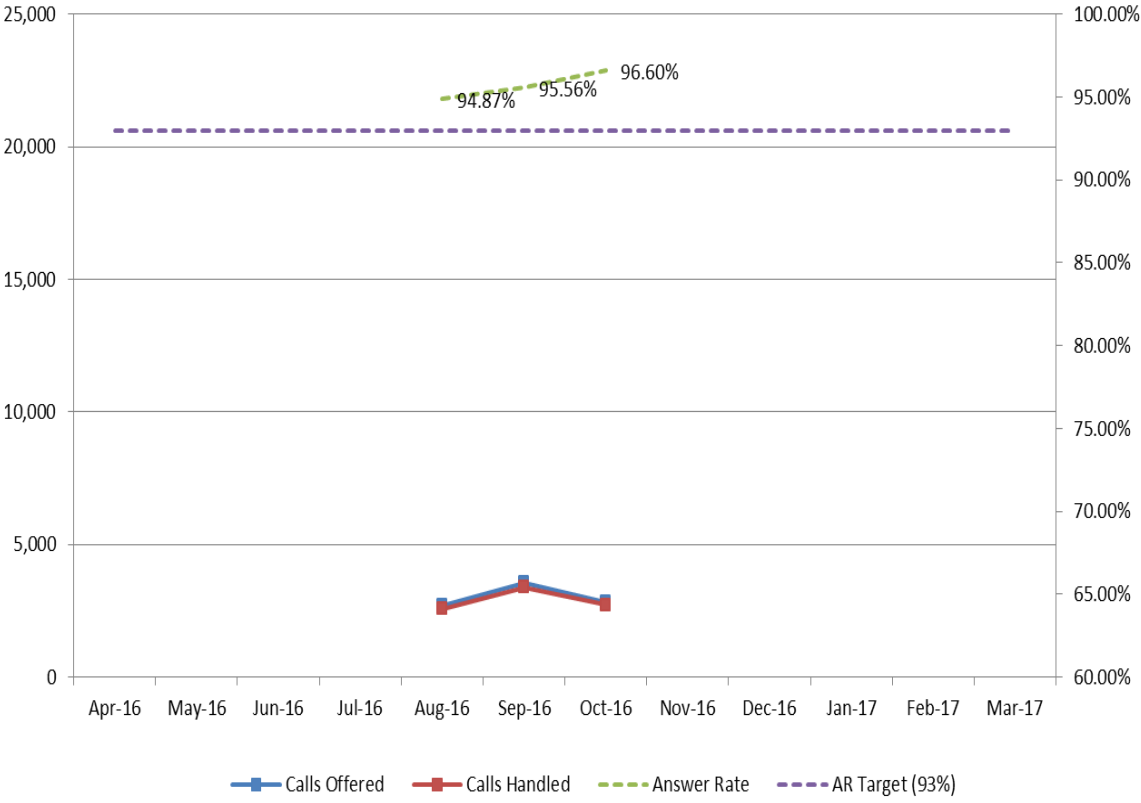
1,017 heating repairs were raised in October, compared to 756 in September, an increase of 25.66%

Call volumes for Waste & Highways Line

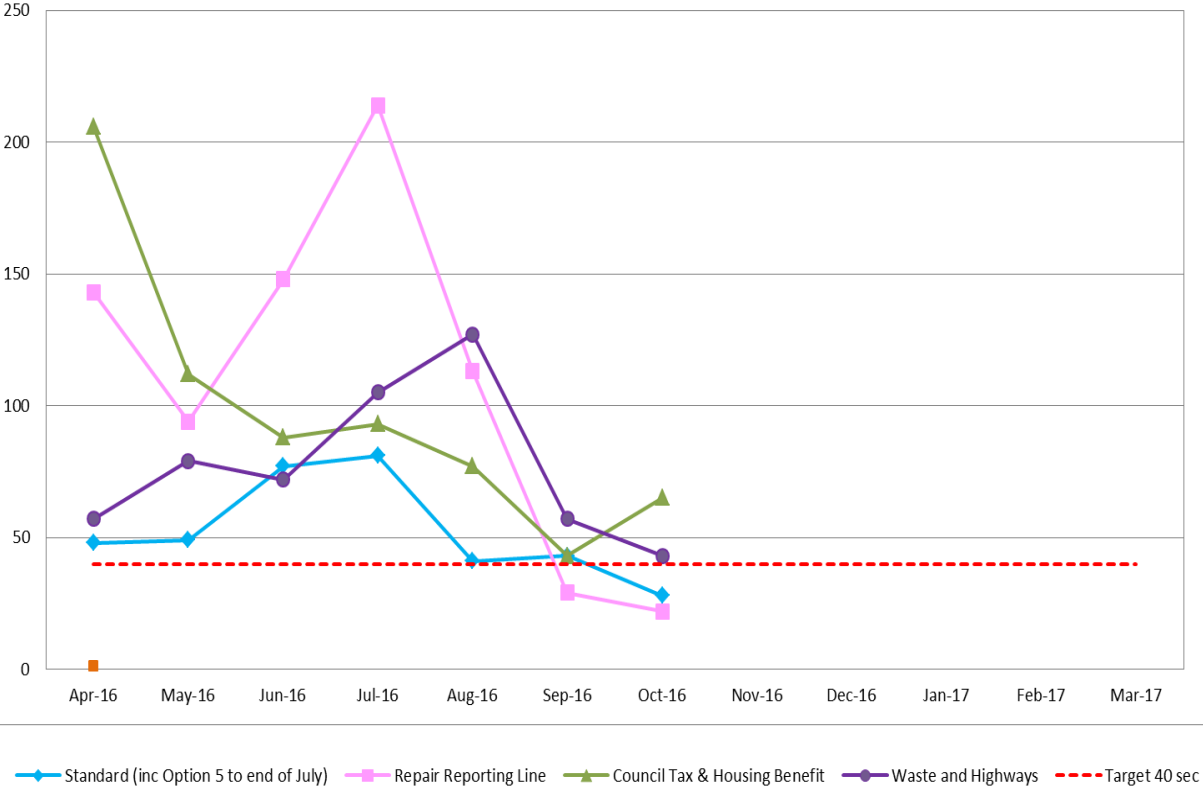


Of the 62 complaints raised against Waste Management in the month, C2C were able to resolve 79% of them without the need to formalise.

Call volumes for Parking & Traffic Line



Average Queue Time by Line



Connect to Cardiff & Repair Reporting Line:		Quarterly			
	Monthly Result for October 2016	Numerator	Denominator	Target	Actual
CORKPI1	Total percentage of Calls Answered within Target	45699	47600	93%	96.01%
CORKPI8	Average time a call queues (seconds)	n/a	n/a	40	42
CORKPI9	Average time to respond to an email (hours) (via c2c@cardiff.gov.uk/caerdydd)	n/a	5798	48:00:00	06:44:01
CORKPI7	Overall Percentage of Satisfied Customers who have contacted the Council (via 2087 2097/8)			90%	98%

Repair Reporting Line		Quarterly			
	Monthly Result for October 2016	Numerator	Denominator	Target	Actual
RRLKPI1	Percentage of Repair Reporting Line calls answered.	6713	6874	93%	97.66%
RRLKPI2	Average time a call queues within the Repair Reporting Line (seconds)	n/a	n/a	20	22
RRLKPI3	Overall Percentage of Satisfied Customers who have contacted the Repair Reporting Line.			80%	87%