

Customer Services Division

Quarterly Service Performance July 2018

Complaints			
Month	Service	Justified Complaints	Compliments
April 18	Conc Fares	Unhappy with delay in issue of Blue Badge which was due to service not having an OT	<p>'Thank you Barbara for your help 10/10'</p> <p>"Delightful, personable and professional</p> <p>Very satisfied with everything</p> <p>Customer rang to advise she was very impressed with Dave. She was reporting vermin and was quite stressed. Dave reassured her and dealt with query efficiently.</p> <p>Friendly and polite</p> <p>' couldn't of done more to help-give Marie a promotion. Couldn't of helped any more. Very polite and well mannered'</p> <p>'Amy dealt with renewal of blue badge. We then asked about a social worker and we were directed to the free phone in the building for advice,</p> <p>'impressed by layout'</p> <p>'very helpful and give us advice. Overall great - Barbara was lovely'</p> <p>'very pleased, Barbara's service given'</p>
May 18	Council Tax	Unhappy with recovery procedure, resolved via e-mail	<p>Very quick in understanding our particular query on management and payment of our council tax. 2</p> <p>Extremely helpful in personally applying online as much of our details as possible</p> <p>Great clarity in his advice to us for moving on with our particular situation.</p> <p>Paul was a genuine helpful person.</p> <p>Paul had a very good understanding in why I was here and he went above all expects to help and support me – thankyou</p> <p>very good experience</p> <p>very good, very satisfied, Rachel very good</p> <p>Blue Badge seems to be a very useful service for older people. We did not know about this service until a neighbour told us about it</p> <p>Very nice advisor even though I was getting a little impatient explaining my side, the woman dealt with my issues in a friendly manor.</p> <p>Great service as always :)</p> <p>Jeanette is always very friendly despite being short staffed Brill</p> <p>Very good and reliable customer service in a very great friendly atmosphere. More than satisfied with visit.</p> <p>Lovely young man</p> <p>Jeanette always pleasant with taxi drivers</p> <p>very complementary of her manner over the phone to her</p> <p>Paul was very helpful today. Wish they were all like him.</p> <p>Thankyou Paul</p> <p>Barbara explained everything very satisfactory</p>

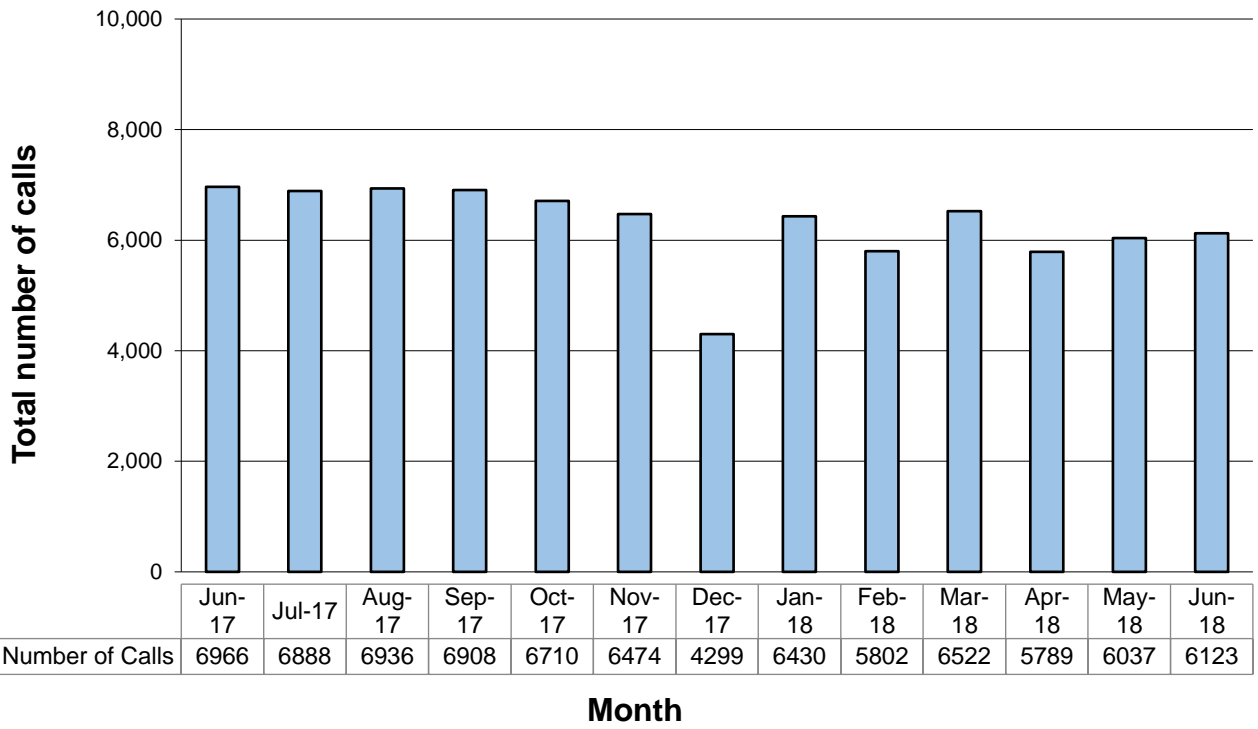
			Blue Badge seems to be a very useful service for older people. We did not know about this service until a neighbour told us about it I like work, very good, very satisfied, Rachel very good
June 18	Council Tax	Unhappy with instalments, contacted Councillor – revised payment agreed with agreement if adhered to payments at the end of year recovery costs would be removed.	

Customer Satisfaction									
2014/15	2014/15	2015/16	2015/16	2016/17	2016/17	2017/18	2017/18	2018/19	2018/19
Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
75%	100%	80%	98%	85%	99%	90%	93%	90%	

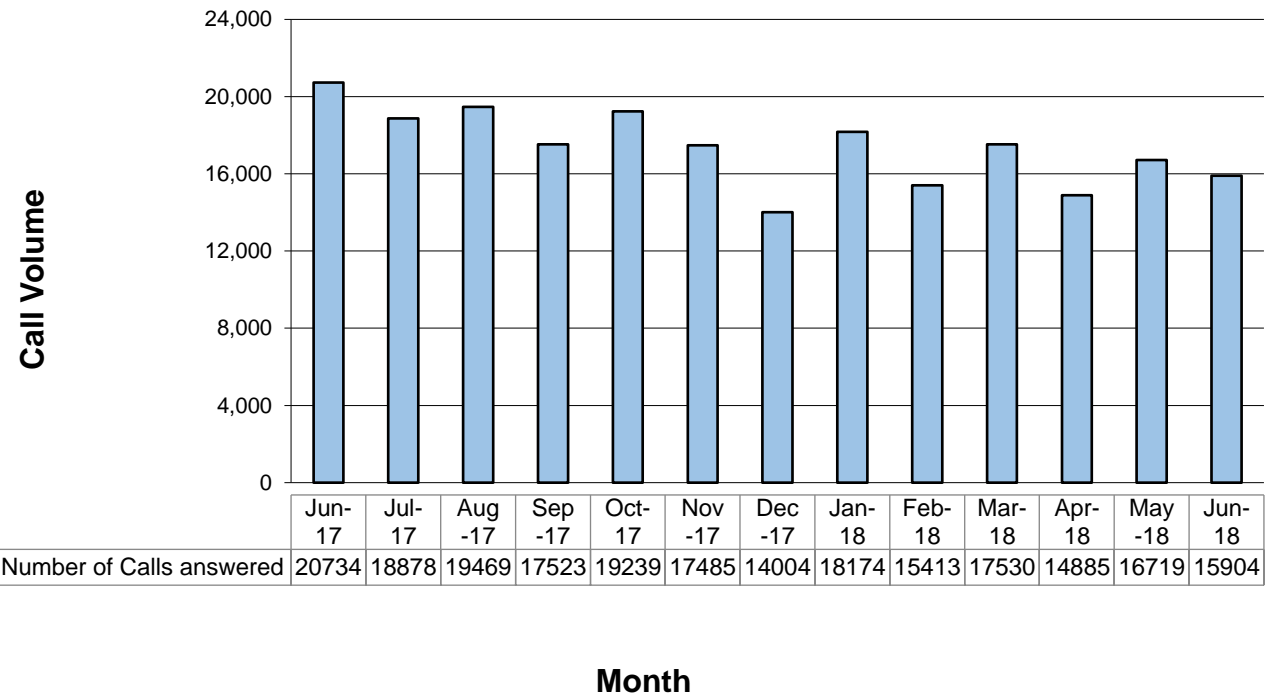
Customer Services Performance Summary 2018/19

Switchboard

**GRAPH 1
Switchboard - Call Volume**

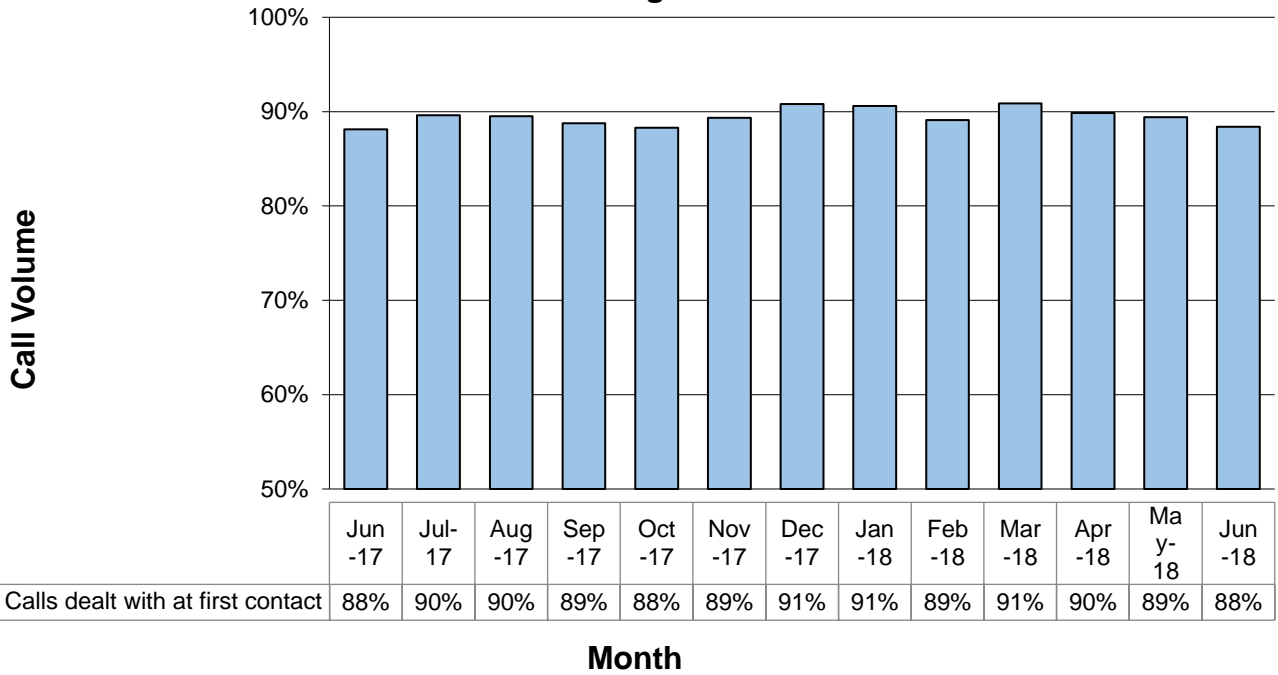


**GRAPH 2
Contact Centre - Number of Calls Answered**

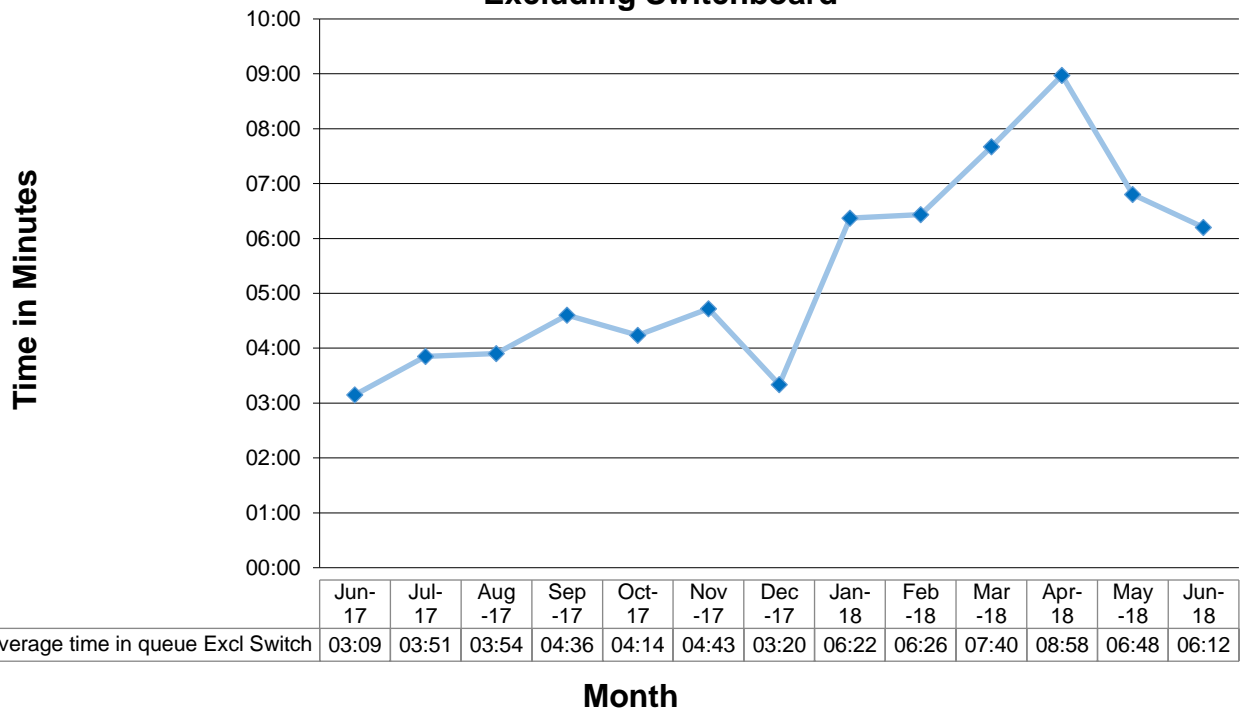


Customer Services Performance Summary 2018/19
Contact Centre

GRAPH 3
Contact Centre - Percentage of Calls Dealt With at First Point of Contact - Target 90%

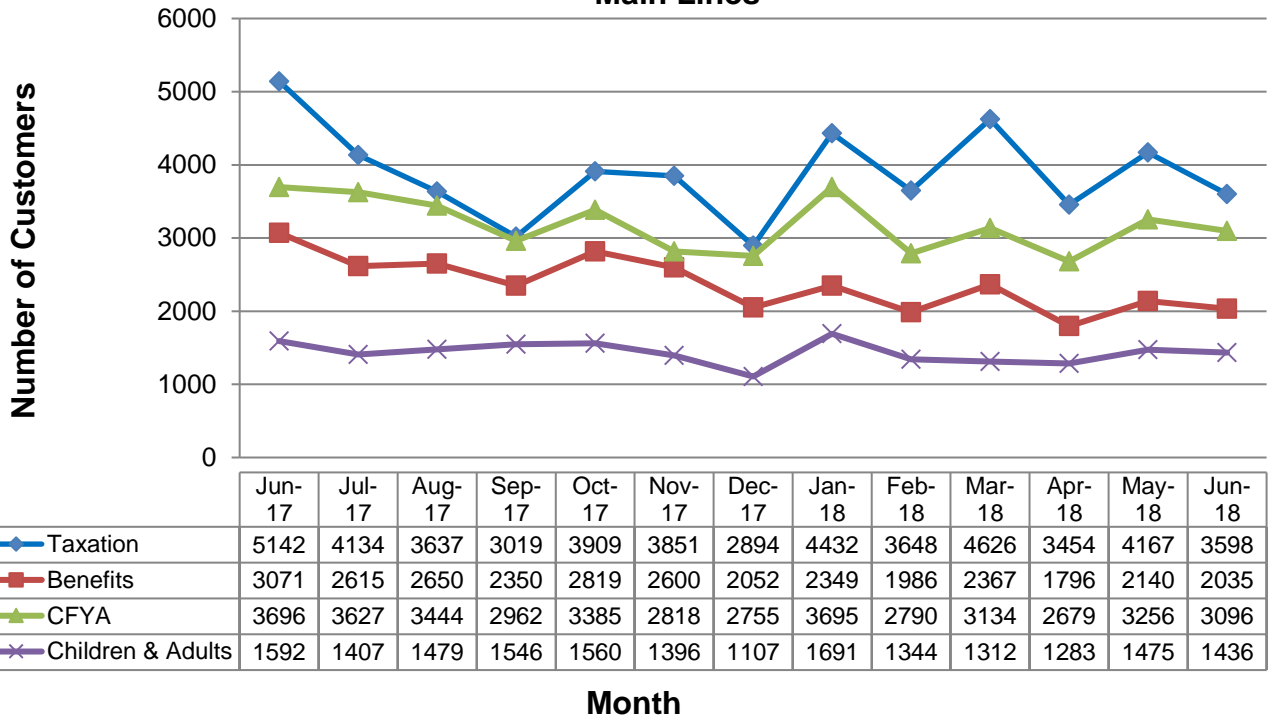


GRAPH 4
Contact Centre - Average Waiting Time in Queue Excluding Switchboard

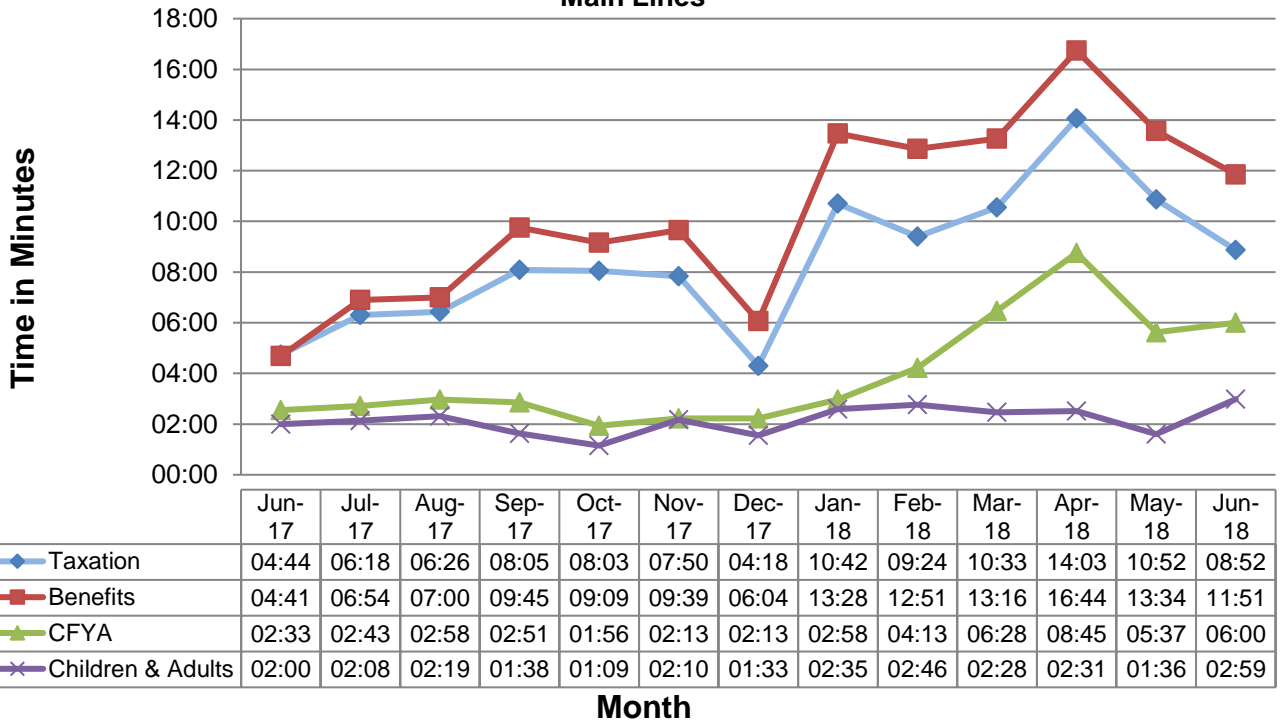


Customer Services Performance Summary 2018/19
Individual Main Service Lines

GRAPH 5
Call Volumes on
Main Lines

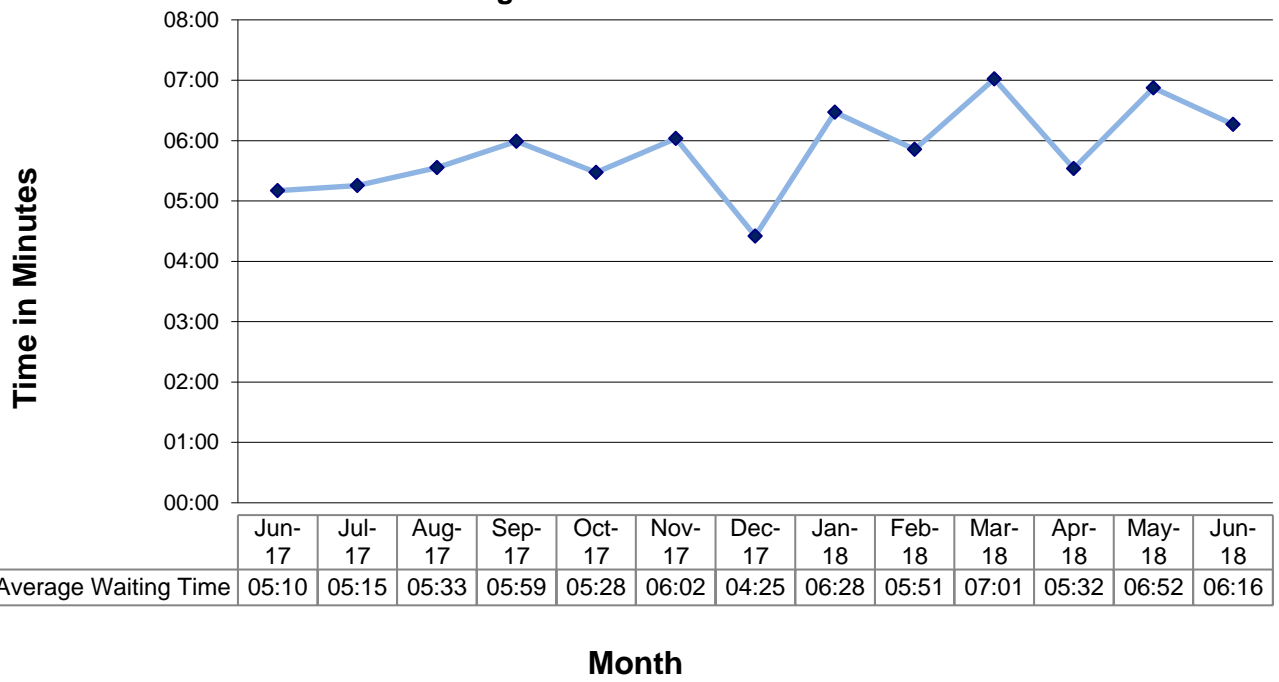


GRAPH 6
Waiting Times on
Main Lines



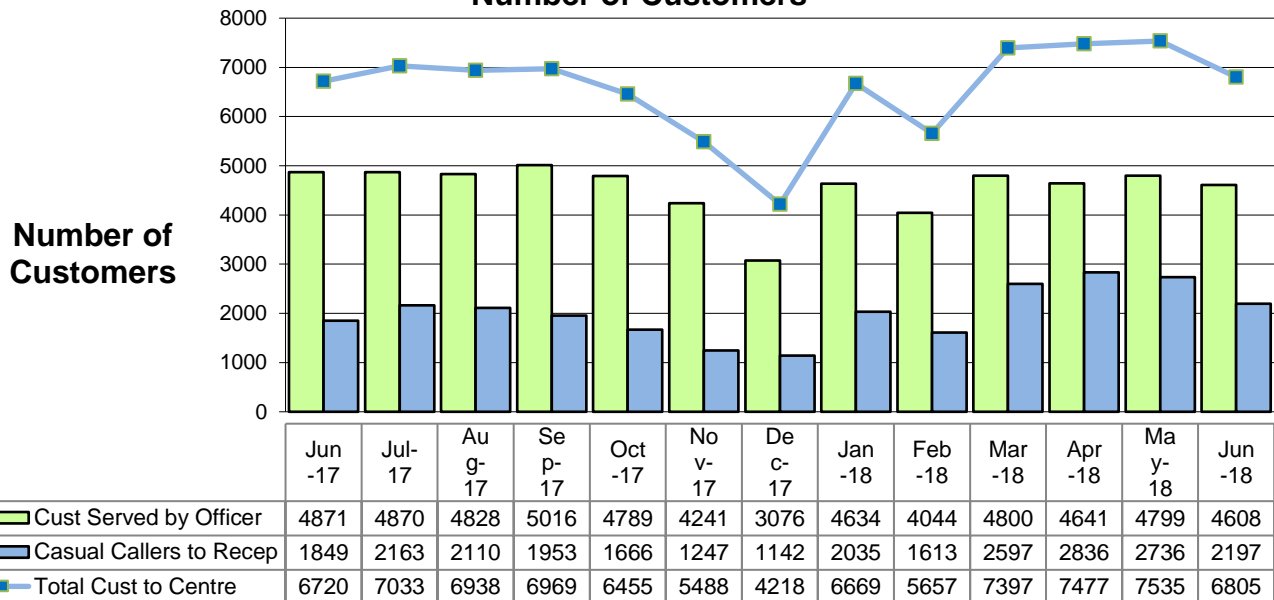
Customer Services Performance Summary 2018/19
Stockton Customer Services

GRAPH 7
Stockton Customer Services -
Average Waiting Time in Queue
Target less than 10 minutes



Month

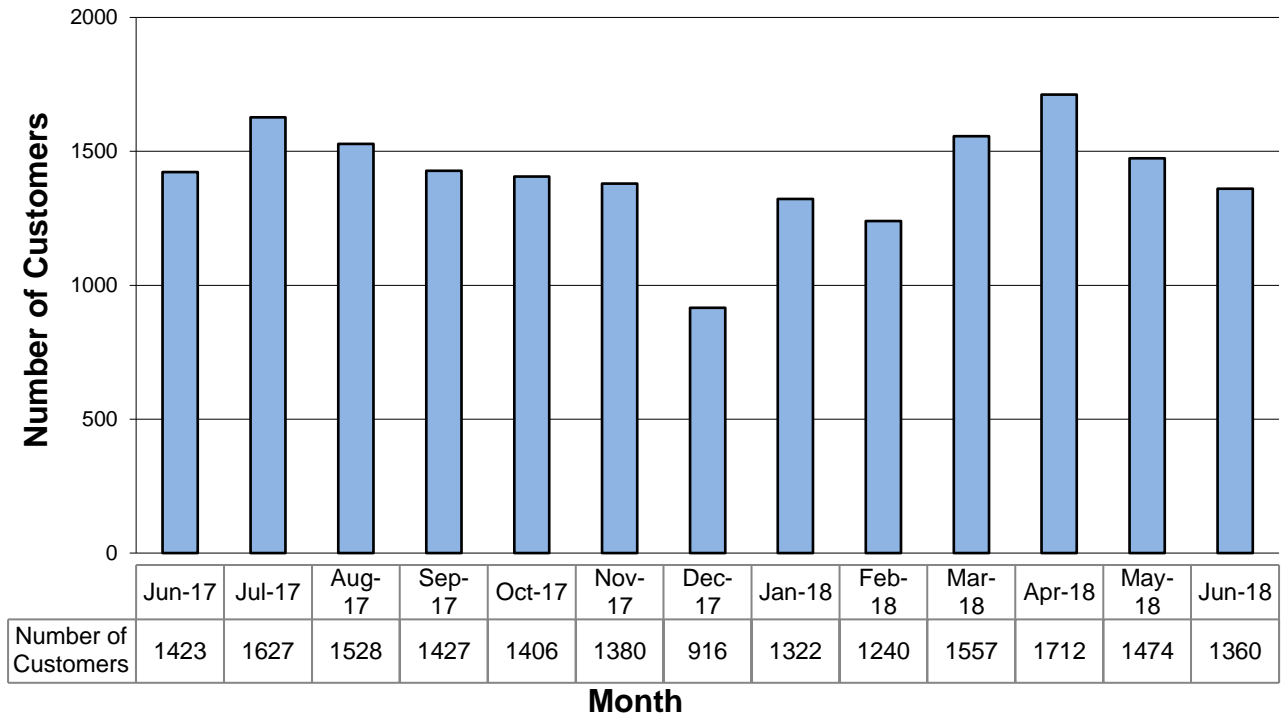
GRAPH 8
Stockton Customer Services -
Number of Customers



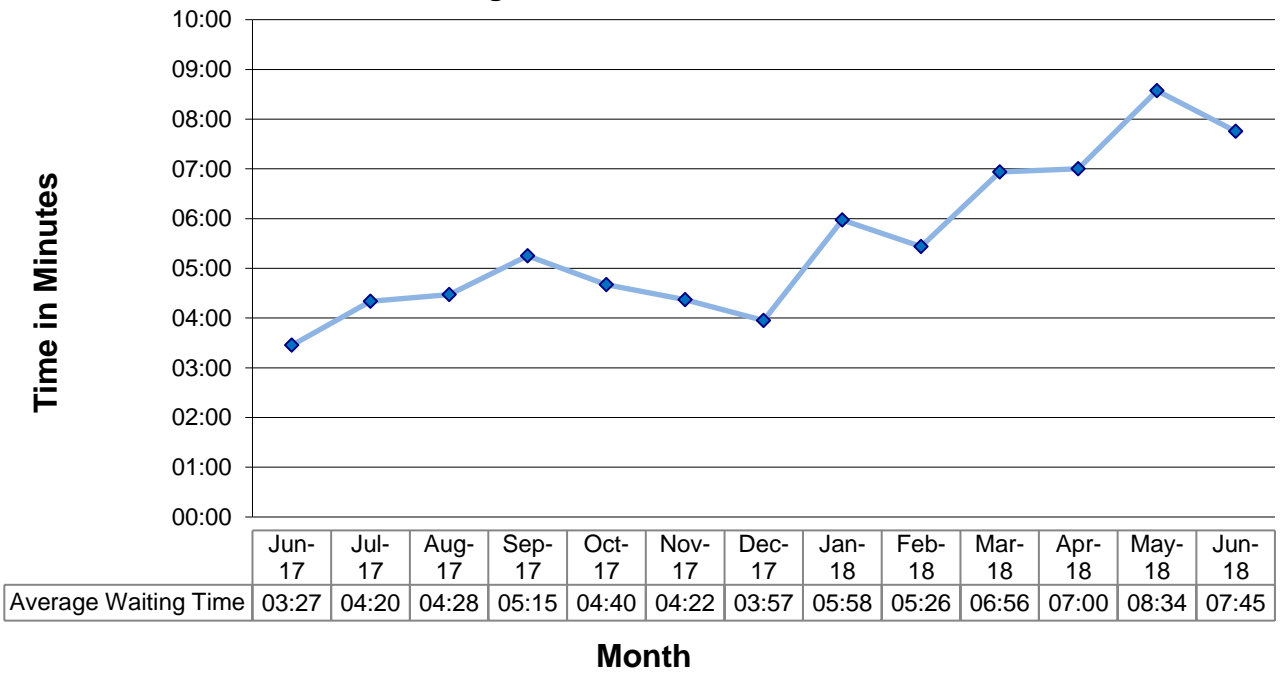
Month

Customer Services Performance Summary 2018/19
Thornaby Customer Services

GRAPH 9
Thornaby Customer Services -
Number of Customers

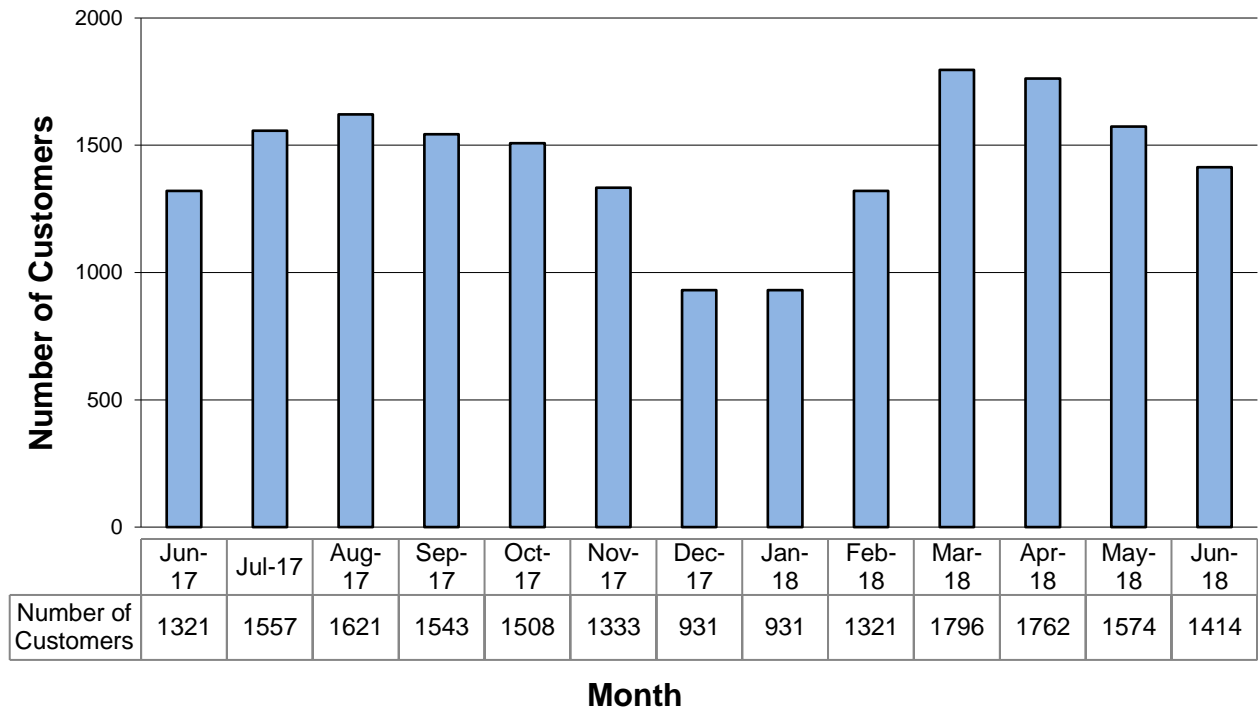


GRAPH 10
Thornaby Customer Services -
Average Waiting Time in Queue
Target less than 10 minutes

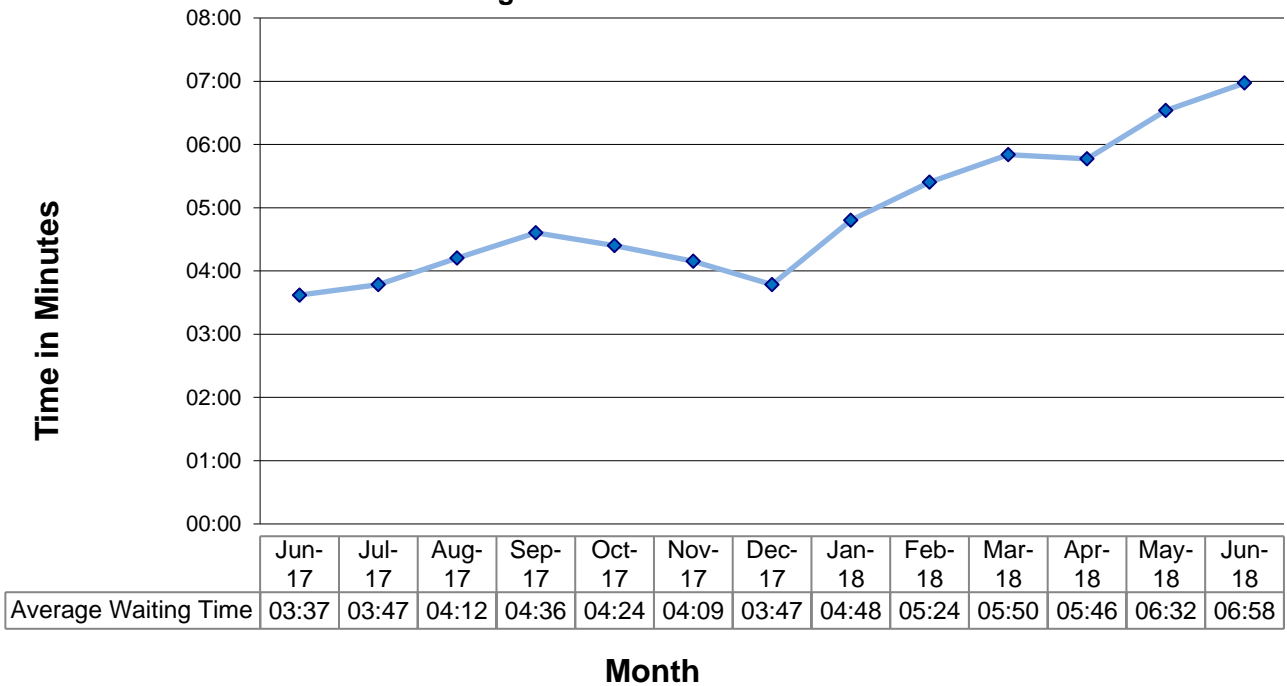


Customer Services Performance Summary 2018/19
Billingham Customer Services

GRAPH 11
Billingham Customer Services -
Number of Customers

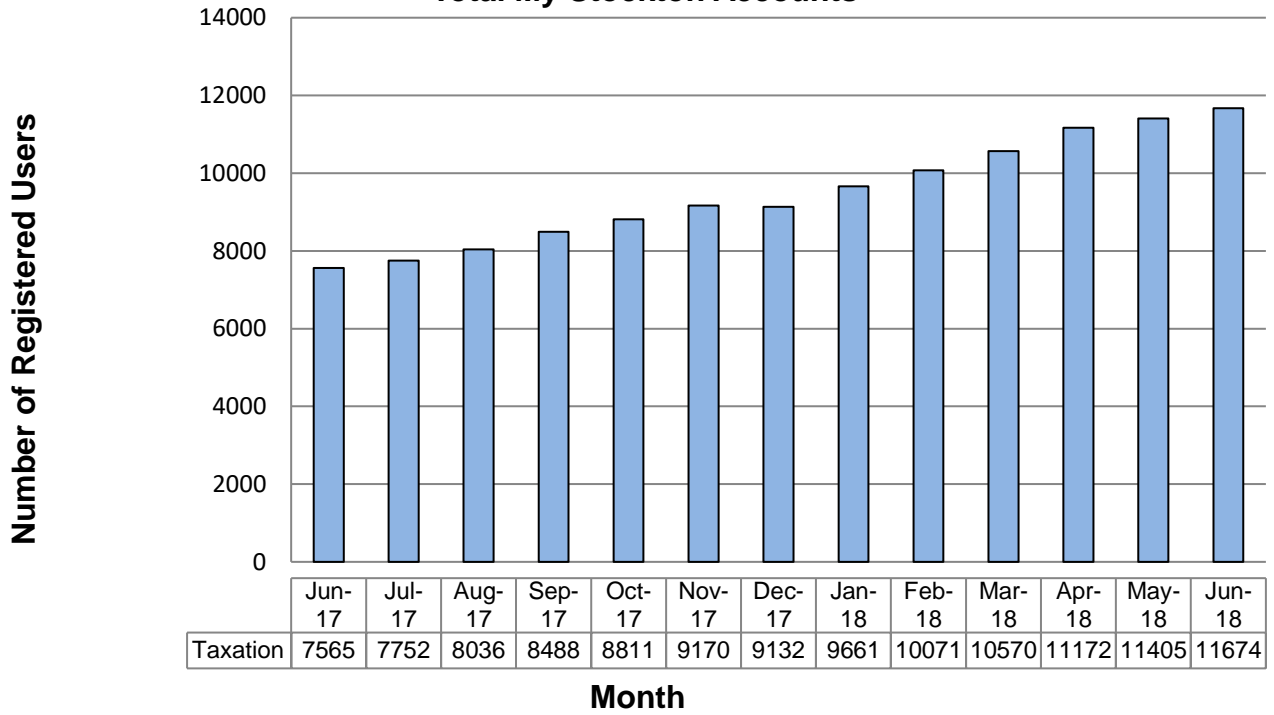


GRAPH 12
Billingham Customer Services -
Average Waiting Time in Queue
Target less than 10 minutes

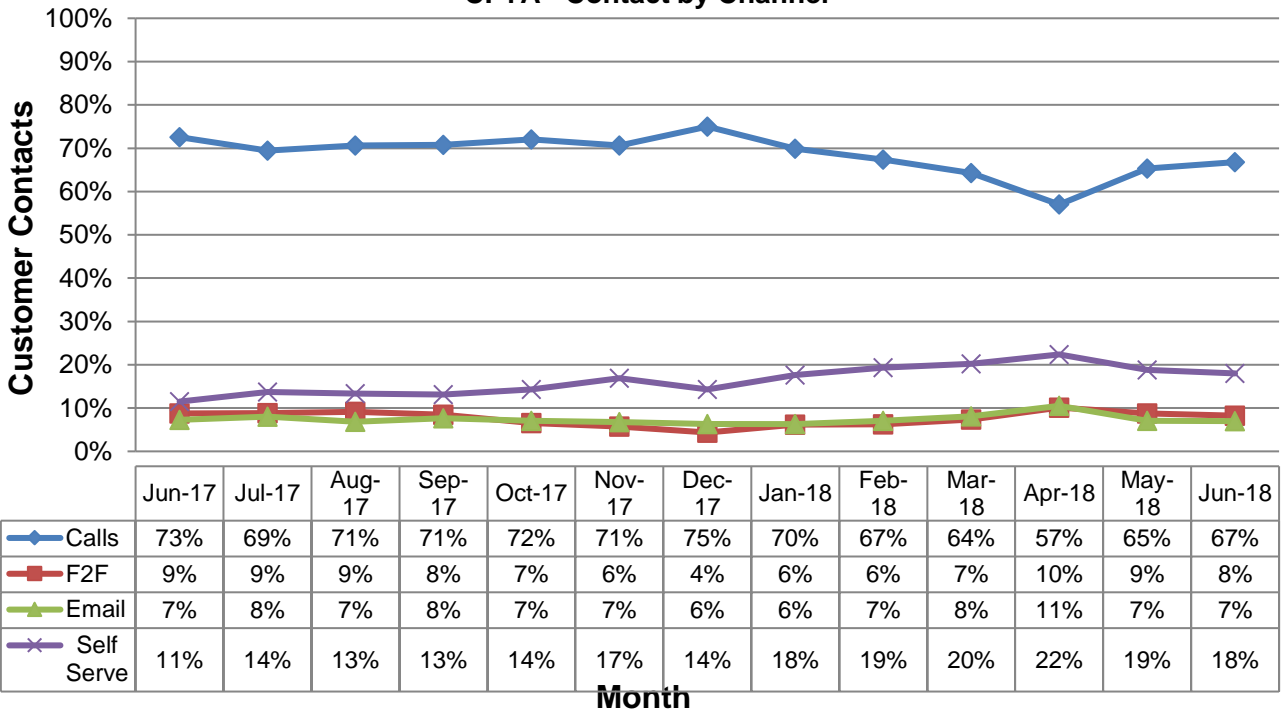


Customer Services Performance Summary 2018/19
Channel Shift

GRAPH 13
Total My Stockton Accounts

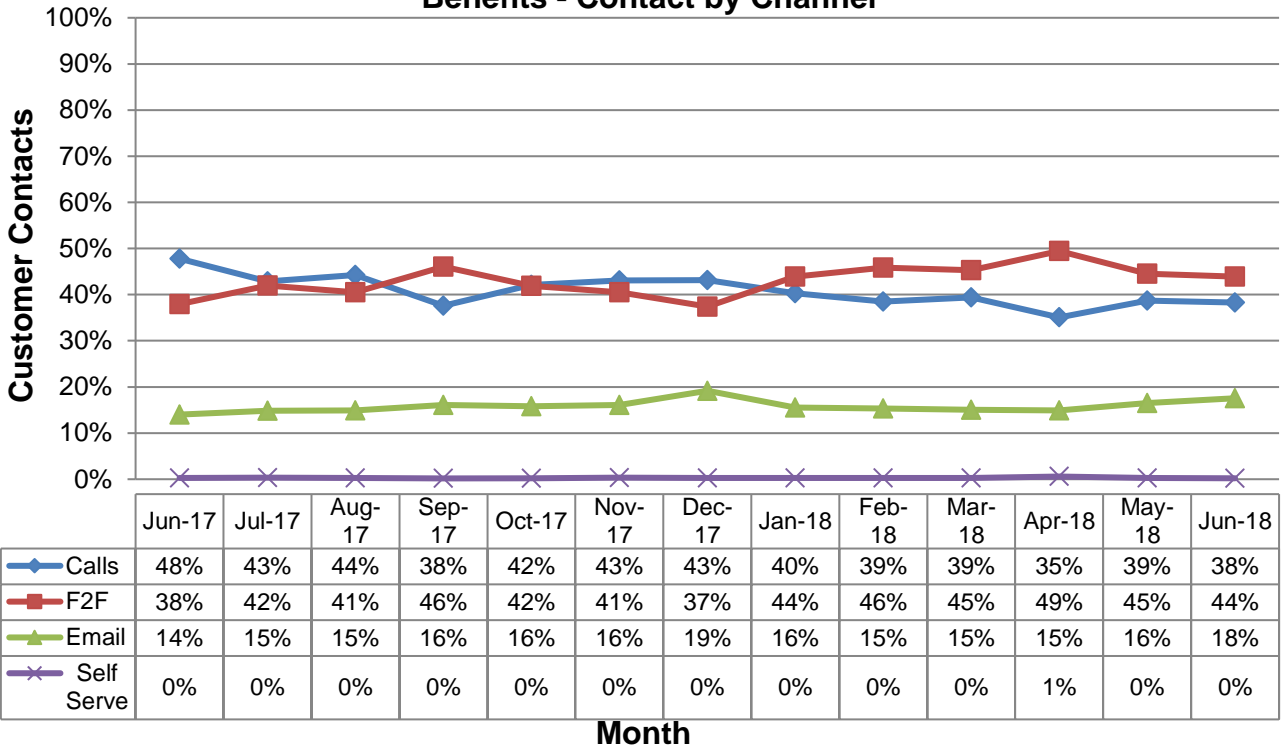


GRAPH 14
CFYA - Contact by Channel

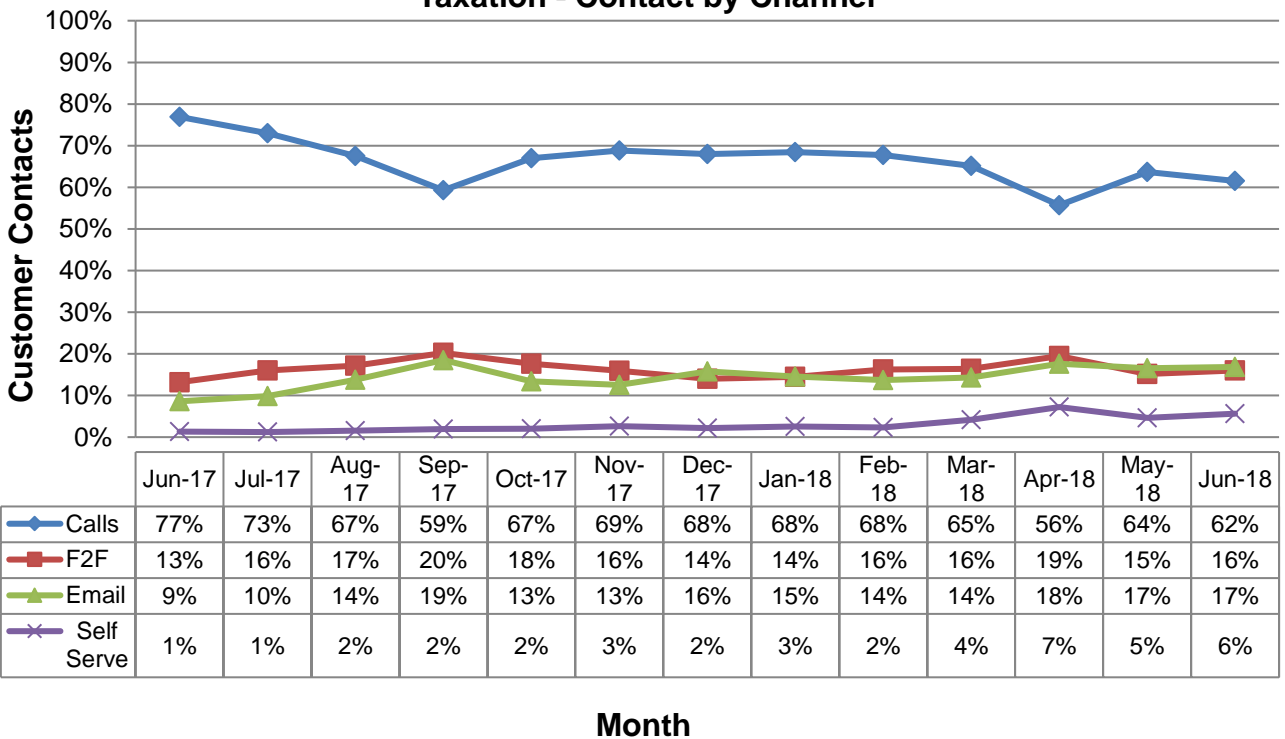


Customer Services Performance Summary 2018/19
Channel Shift

GRAPH 15
Benefits - Contact by Channel

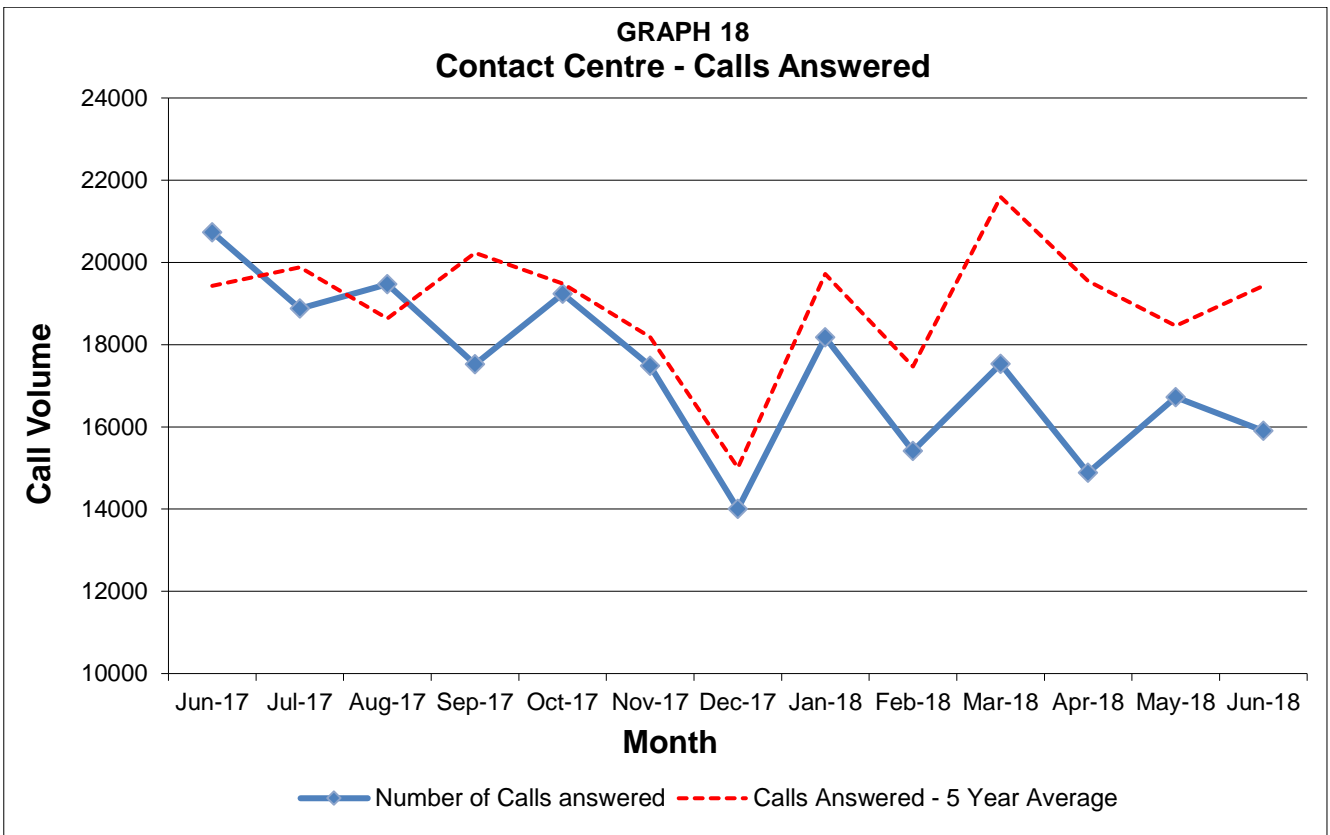
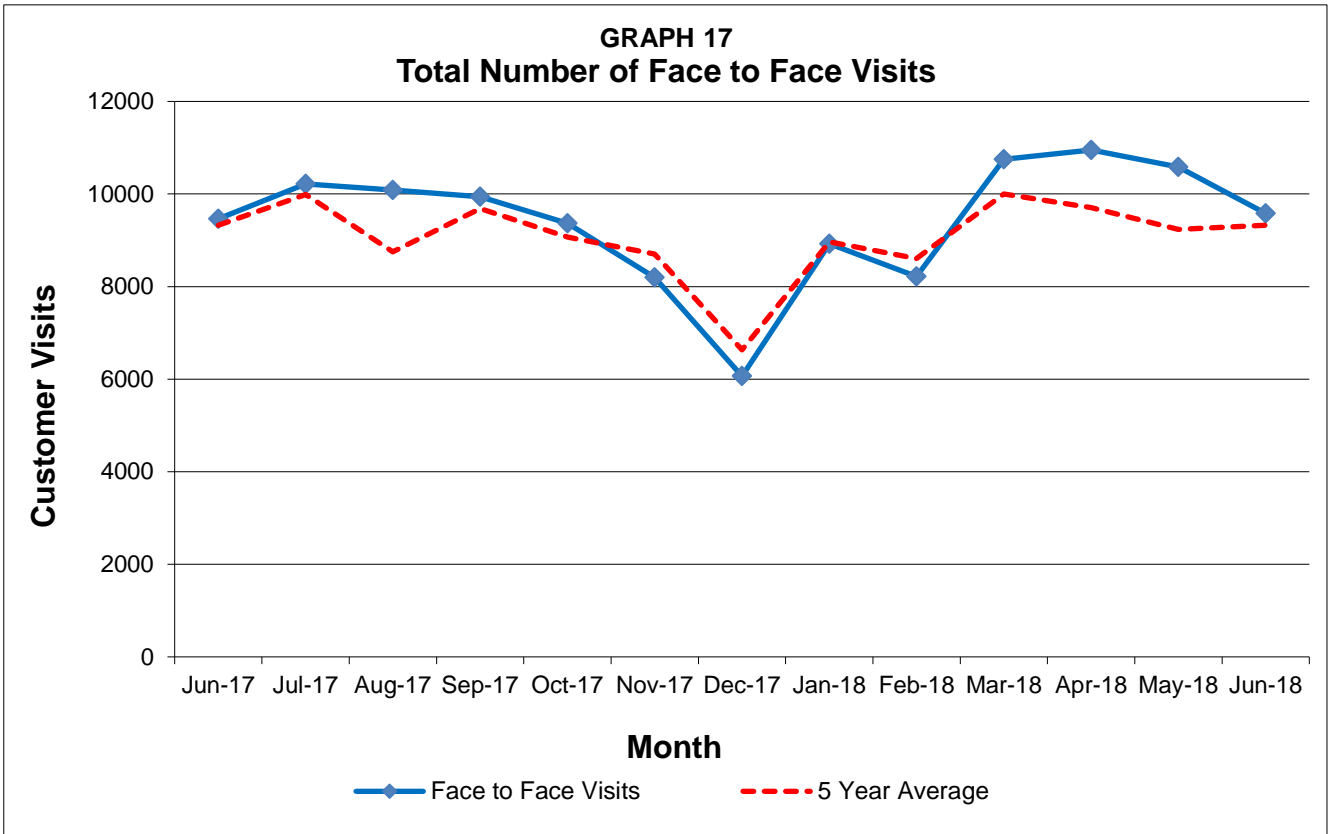


GRAPH 16
Taxation - Contact by Channel



Customer Services Performance Summary 2018/19

Trends



Customer Services Performance Summary 2018/19

Trends

**GRAPH 19
Online Forms Completed**

