

OVERVIEW AND SCRUTINY TASK GROUP - SINGLE FRONT OFFICE

THURSDAY, 17TH SEPTEMBER 2015, 6.00 PM
COMMITTEE ROOM 1, TOWN HALL, CHORLEY

I am now able to enclose, for consideration at the above meeting of the Overview and Scrutiny Task Group - Single Front Office, the following reports that were unavailable when the agenda was published.

Agenda No	Item	
5	PERFORMANCE AND PRODUCTIVITY	(Pages 13 - 24)
	The consideration of statistical information relating to the performance and productivity of the Customer Services team (enclosed)	

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CHIEF EXECUTIVE

Electronic agendas sent to Members of the Overview and Scrutiny Task Group - Single Front Office

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Overview and Scrutiny Task Group

17 September 2015

Introduction

A summary of performance and productivity information is provided which shows a comparison of April to August 2014 and April to August 2015.

All performance indicators are monitored and managed on a regular basis in the Single Front Office. The regularity can be daily, weekly or monthly.

This document includes an explanatory note of the indicators detailed on the accompanying spread sheet, an analysis of Housing Benefit productivity and a snap shot of abandoned call intervals. This abandoned call information relates to June 2015 only.

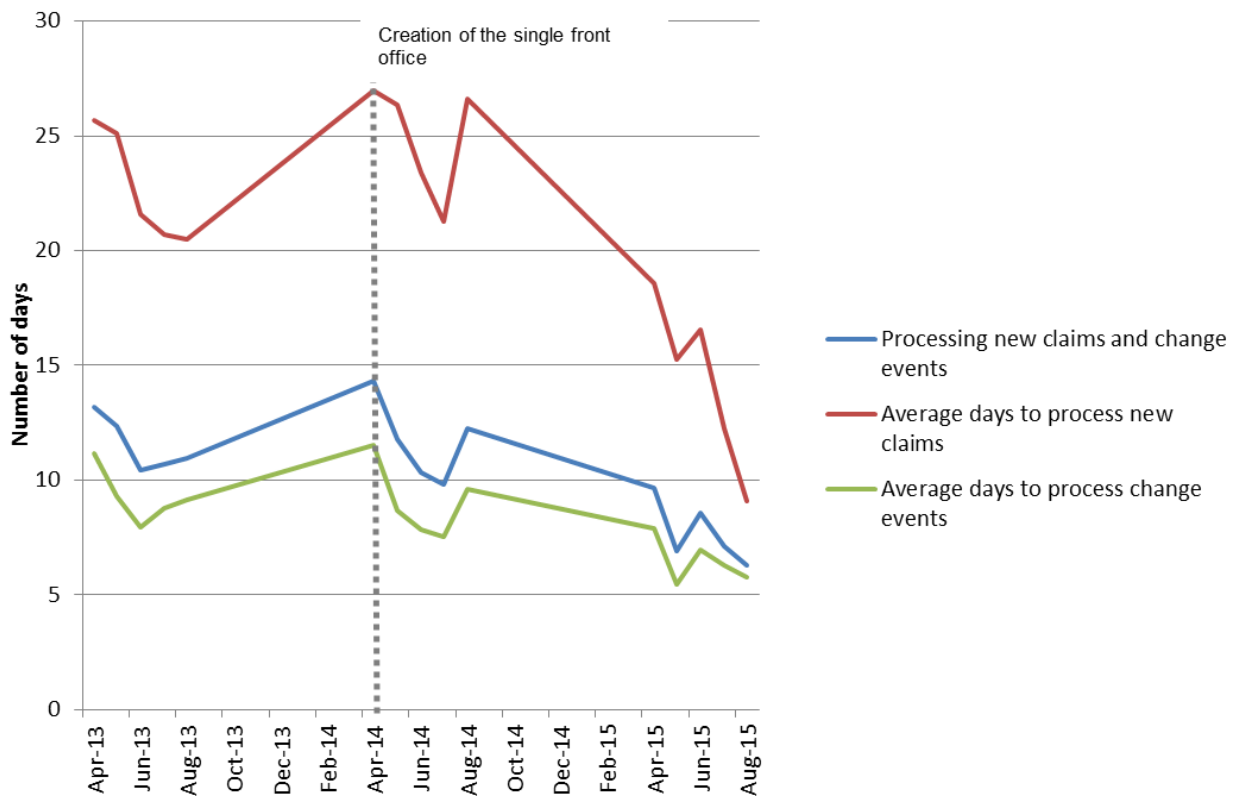
Further performance information can be provided where available.

Performance and Productivity Data – Explanatory Note

Item No.	Indicator	Description
1.	Work items o/s	The workflow of customer correspondence is managed through our document management system. These volumes represent the number of work items outstanding.
2.	Telephone Calls Received - Volumes	This is the number of calls received to the contact centre split by those to the switchboard and those to other direct incoming numbers.
3.	Telephones - Average Answered Wait Time (Mins)	This is average time a customer waits before their call is answered split by switchboard and other direct calls.
4.	Telephone Calls Abandoned - Volumes	This is the number of calls abandoned by the customer split by those to the switchboard and those to other direct incoming numbers.
5.	In month abandoned rate	This is the % of customer calls received that are abandoned before they can be answered.
6.	Complaints - numbers	Formal complaints are those dealt with by the Head of Service or CEO. Service complaints includes those logged by the contact centre but also by customers on the web site and these may include: <ul style="list-style-type: none"> • genuine complaints about council services • complaints about non council services e.g. LCC service requests • service requests e.g. noise complaints
7.	Work items completed	These volumes represent the number of work items completed for : <ul style="list-style-type: none"> • Inspections – Council Tax and Business Rates Empty Properties • Inspections – New Properties • Bereavement Services • Parking Services
8.	Collection Rates	This includes: <ul style="list-style-type: none"> • % of net collectable debit for Council Tax and NNDR that has been paid • % of Council Tax and Business Rates direct debit payers • % of Sundry Debtor invoices outstanding for more than 120 days • Number of average days for Sundry Debtor invoices to be paid. N.B. A full Sundry Debtor review is underway across all services, including consultation with Heads of Service, to improve performance in this area.
9.	Recovery - volumes	The volume of Council Tax and Business Rates recovery actions represents the number of non- payment letters sent to customers and includes: <ul style="list-style-type: none"> • Reminders • Final Notices • Summonses • 14 Day Letters It also includes the number of Council Tax and Business Rates cases referred to the bailiff.

Housing Benefit Productivity

One of the key aims of the creation of the single front office in 2014 was to improve the productivity of services and better manage demand. There are three key service measures, focussed on the processing of benefit claims, which provide a useful indication over time on the overall productivity of a service that has been integrated into the single front office. The graph below sets out the performance in processing times between April 2013 and August 2015. It demonstrates that there has been a reduction in the amount of time taken to process benefit claims since the creation of the single front office.



Graph - Average number of days to process new claims and change events

Percentage of New Housing Benefit Claims – Completion Timescales.

	July 2013	July 2014	July 2015	Aug 2015
New Claims processing within:	%	%	%	%
1 day of receipt date	0.2	0.2	25.1	31.8
5 days of receipt date	9.6	15.8	45.8	58.0
1 month of receipt date	75.1	65.5	83.5	88.5
Over a month from receipt date	24.9	34.5	16.5	11.5
1 day of all proofs being received.	34.4	41	73.6	74.9

Analysis of abandoned call intervals – June 2015

SERVICE	Calls Received	Calls Abandoned	Abandon Rate	Av Wait Time Abandon	Max Wait Time Abandon	Abandoned intervals in seconds				
						0-20	21-60	61-120	121-180	181>
Benefits	4263	611	14.3	00:02:29	00:12:11	6.7	15.9	27.5	18.7	31.3
Building Control	23	4	17.4	00:00:16	00:00:36	75	25	0	0	0
Council Tax	11100	2056	18.5	00:02:19	00:13:43	7.8	17.3	27.6	18.6	28.6
Elections	1676	457	27.3	00:02:19	00:09:57	4.8	18.4	29.8	17.3	29.8
Environment	2128	272	12.8	00:02:39	00:09:32	4.8	9.2	24.6	27.6	33.8
Housing	39	0	0	00:00:00	00:00:00	0	0	0	0	0
Leisure	64	8	12.5	00:00:53	00:02:19	50	12.5	25	12.5	0
Licensing	14	0	0	00:00:00	00:00:00	0	0	0	0	0
Members	281	18	6.4	00:01:06	00:02:36	33.3	11.1	27.8	27.8	0
General	2	0	0	00:00:00	00:00:00	0	0	0	0	0
Switchboard	16296	989	6.1	00:01:32	00:14:19	12.5	25.1	36.7	14.6	11.1
Travel Passes	738	153	20.7	00:02:09	00:10:04	10.5	17	24.8	23.5	24.2
Waste	5215	1136	21.8	00:02:27	00:12:50	2.8	15	30.6	21.7	29.8
Total	41839	5704	13.6	00:02:14	00:14:19	7.4	17.7	29.7	19	26.2

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Item No.	Indicator	Target	Apr-14	Apr-15
1	Work items o/s volumes			
	Housing Benefits	0	1273	298
	Council Tax Billing	0	698	110
	Council Tax Recovery	0	103	56
	Business Rates	0	112	113
	Licensing	0	49	21
	Fixed Penalty Notices	0	0	0
	Disc. Housing Payments - No o/s			25
	Appeals - o/s greater than 30 days			4
2	Telephone Calls Received - Volumes			
	Switchboard		5511	5480
	Other calls		9635	9828
3	Telephones - Average Answered Wait Time (Mins)			
	Switchboard		0.29	0.31
	Other calls		3.01	2.18
4	Telephone Calls Abandoned - Volumes			
	Switchboard		272	375
	Other calls		1857	2158
5	In month abandoned rate %			
	Switchboard	5	4.9	6.8
	Other calls	5	19.3	22
6	Complaints - numbers			
	Formal		6	4
	Service		118	108
7	Work items - completed			
	Council Tax Inspections completed	None	0	625
	Business Rates Inspections completed	None	0	31
	Council Tax new properties visited	None	0	57
	Business Rates new properties visited	None	0	0
	Burials completed	None	13	11
	Memorials permits issued	None	2	5
	Parking (completed)	None	69	63
8	Collection Rates			
	Council Tax Collection rate	10.25%	10.46%	10.47%
	Business Rates collection rate	12.11%	12.46%	13.50%
	Council Tax Direct Debit payers	Year on year increase	72.23%	73.62%
	Business Rates Direct Debit payers	Year on year increase	54.55%	51.57%
	Number of average days for Sundry Debtor invoices to be paid.	30 days	45	71
	Sundry Debtor invoices o/s % older than 120 days	< 14%	20.31%	19.66%
9	Recovery - volumes			
	Council Tax Recovery Action		3415	4641

Council Tax Bailiff	25	194
Business Rates Recovery Action	6	286
Business Rates Bailiff	15	9

Target	May-14	May-15	Target	Jun-14	Jun-15	Target
0	673	696	0	337	480	0
0	207	129	0	163	103	0
0	132	35	0	82	107	0
0	169	128	0	11	38	0
0	46	82	0	40	69	0
0	2	0	0	3	0	0
		37			45	
		6			5	
	5599	5012		5795	5804	
	9381	7773		8516	7944	
	0.41	0.3		0.29	0.22	
	3.07	2.07		2.16	1.29	
	409	337		292	277	
	2075	1464		1228	1093	
5	7.3	6.7	5	5	4.8	
5	16.6	18.8	5	14.7	13.8	
	6	4		3	3	
	105	120		113	121	
None	316	229	None Not available		779	None
None	0	35	None Not available		6	None
None	0	6	None	25	42	None
None	0	0	None	0	0	None
None	14	7	None	8	11	None
None	13	9	None	7	5	None
None	35	44	None	98	72	None
19.33%	19.69%	19.71%	28.57%	28.76%	28.87%	37.81%
21.83%	22.48%	21.90%	32.39%	31.68%	29.98%	40.42%
r increase	72.95%	74.19%	r increase	73.26%	74.70%	ar increase
r increase	54.43%	51.40%	r increase	54.68%	51.41%	ar increase
30 days	165	54	30 days	28	38	30 days
< 14%	3.68%	18.55%	< 14%	41.38%	27.40%	< 14%
	2761	3443		2901	2686	

205 187
352 200
0 9

193 0
202 165
3 9



Jul-14	Jul-15	Target	Aug-14	Aug-15
888	499	0	1678	491
378	224	0	378	309
64	109	0	110	205
43	38	0	97	110
22	64	0	41	86
0	0	0	1	0
	32		11	26
	12		7	15
6371	6054		5097	4991
9454	8268		9057	7757
0.33	0.24		1.02	0.35
2.35	1.42		2.51	2.16
320	314		482	377
1381	1121		1630	1602
5	5.2		9.5	7.6
14.4	13.6		18	20.7
13	3		4	3
157	127		142	113
237	339	None	101	670
0	77	None	114	179
37	267	None	4	2
15	19	None	0	0
8	11	None	6	12
15	19	None	7	4
69	56	None	64	61
37.93%	37.97%	46.89%	47.03%	46.89%
39.40%	38.49%	52.44%	50.21%	47.20%
73.77%	75%	var increase	74.07%	75.26%
54.29%	52.16%	var increase	53.50%	52.64%
59	46	30 days	66	99
31.15%	46.60%	< 14%	21.70%	31.77%
2094	2206		2079	2082

57	225	492	200
136	147	363	128
0	24	9	11

