

Q1 Monitoring - Customer Performance									
Area	Indicator	Reporting Frequency	2022-2023 Year End	Q1 Performance	Direction of travel from previous quarter <i>Up arrow = improvement</i> <i>Down arrow = reduced performance</i>	Q1 Target	Q1 Target Met (nb/ tolerances for RAG to be established)	Q1 Commentary	
Channel Shift	Numbers of Contact by Channel	Quarterly	618,629 - Telephone 526,726 - MySandwell 25,895 - Face to Face 51,024 - E-mail	148,775 - Telephone 141,665 - MySandwell 12,659 - Face to Face 10,664 - E-mail	n/a	n/a	n/a	Contact Centre - 106,310, Rents - 8379, Repairs OOH - 2648. The total figure for the CCC, includes calls taken by the Repairs Out of Hours (OOH) Team and also calls taken by the Rents Team both of which are not management / monitored by the Corporate Contact Centre	
	% Contact by channel	Quarterly	50.61% - Telephone	47.2% Telephone	n/a	n/a	n/a	Increase in Face to Face % Contact since Year end	
			43.09% - MySandwell	45.15% MySandwell					
			2.12% Face to Face	4.03% Face to Face					
			4.17% - Email	3.40% - Email					
Contact Centre Performance	Adults Contact Centre Abandonment Rate	Quarterly	1.57% (1205 Calls)	1.57% (325 Calls)	↔	5%	Yes	The previous quarter was 1.55%. Performance exceeds expectations, 3.43% below our 5% target. This is an average of 5 calls per day.	
	Adults Contact Centre Average Wait Measure	Quarterly	31 seconds	31 seconds	↔	30 seconds	1 Second over	The previous quarter was 00:00:30. We only just came in over our target by 1 second.	
	Adults Contact Centre Average Call Time	Quarterly	530 seconds	532 Seconds	↓	540 Seconds per call	8 Seconds below target	The previous quarter was 544. Our agents have a target of 540 seconds (9mins) in which we measure talk time, hold time and wrap time to total to 540secs. we have done very well on this front coming in 8 seconds under.	
	Revs and Bens Contact Centre Abandonment Rate	Quarterly	5.20%	19.20%	↓	15.00%	No	Council Tax recovery being re introduced along with administering the energy rebate have contributed to the the huge change between the first quarter last year and this year. RBCS are also running with long term sickness and 6 vacancies which in the last month has increased to 8. We are currently in the process of recruitment.	
	Revs and Bens Contact Centre Average Wait Measure	Quarterly	3mins 55seconds	14 mins	↓	n/a	N/a	Target is Variable as our Stakehold line does not come through Inform 360 so this knocks out our timings but the average wait we aim for is approximately 5 minutes. Council Tax recovery being re introduced along with administering the energy rebate have contributed to the the huge change between the first quarter last year and this year. RBCS are also running with long term sickness and 6 vacancies which in the last month has increased to 8. We are currently in the process of recruitment	
	Revs and Bens Contact Centre Average Call Time	Quarterly	8mins 27seconds	9mins04seconds	↓	8mins	No	Council Tax recover being re introduced along with administering the energy rebate have contributed to the the hugh change between the first quarter last year and this year. RBCS are also running with long term sickness and 6 vacancies which in the last month has increased to 8. We are currently in the process of recruitment. Although the talk time is longer, this is expected due to the complexity of grants and funds we are currently <u>awarding to Sandwell residents and the current economic climate</u>	
	Corporate Contact Centre Abandonment Rate	Quarterly	16.96%	5.96%	↑	8%	Yes	Contact Centre - 3.95%, Rents - 32.16%, Repairs OOH - 4.72%, The overall Abandoned rate includes Repairs Out of Hours (OOH) and the Rents Team, both of which are not managed / monitored by the Corporate Contact Centre. Performance remains positive in relation to AR and below the 8% target.	
	Corporate Contact Centre Average Wait Measure	Quarterly	6mins 19 seconds	2mins 37 seconds	↑	2mins 30 seconds	7 seconds below target	Contact Centre - 00:02:14, Rents - 00:08:49, Repairs OOH - 00:02:14. The overall Average Wait measure includes the Repairs Out of Hours (OOH) and the Rents Team both of which are not managed / monitored by the Corporate Contact Centre. Performance remains positive in relation to average wait times, and much improved on previous years figures. When only the Corporate CC figures are included, the Q1 target has been met.	
	Corporate Contact Centre Average Call Time	Quarterly	6mins 50 seconds	6mins 14 seconds	↑	n/a	n/a	Contact Centre - 00:06:10, Rents - 00:07:57, Repairs OOH - 00:02:43 The overall Average Call Time includes calls taken by the Repairs Out of Hours (OOH) and the Rents Team both of which are not managed / monitored by the Corporate Contact Centre. Performance in this area is positive and in line with expected call durations. Staff Performance in relation to this and other indicators are monitored and reported on locally on a monthly basis.	
Information Requests	Ombudsman Numbers Upheld	Quarterly	13 Upheld	n/a	n/a	n/a	n/a	Quarter 1 : Still awaiting outcome for 5 cases Year End: 78 in total, awaiting outcome for 10 cases. Out of the 13 Ombudsman cases upheld, 7 were investigated by the Local Government Ombudsman. The remaining 6 cases were investigated by the Housing Ombudsman.	
	SARs volumes	Quarterly	257	66	n/a	n/a	n/a	There are no performance targets against the number of SARs received as this can't be controlled.	
	SARs compliance with timescales	Quarterly	Unable to provide	56.00%	n/a	95.00%	No	The timescale for completing a SAR is one calendar month and this is a statutory timescale. We have been unable to provide Year End figures due to system issues which have now been fixed but dont allow us to retrospectively report. Steps are being taken to bring performance in line with the target including improved reporting of performance, Governance Team Case workers being allocated to Directorates to give more dedicated support, and training being provided across the Council.	
	FOI volumes	Quarterly	1050	299	n/a	n/a	n/a	There are no performance targets against the number of FOI requests received as this can't be controlled.	
	FOI compliance with timescales	Quarterly	Unable to provide	62.00%	n/a	95.00%	No	The timescale for completing a FOI request is 20 working days and this is a statutory timescale. We have just completed a piece of work to ensure that there is no no back log of FOI requests within the system. Work will continue to ensure that a back log does not build up again however this will require the continued support from all teams across the Council to ensure that timescales are met. Other steps are being taken to bring performance in line with the target including improved reporting, Governance Team Case Workers being allocated to Directorates to give more dedicated support, and training being provided across the Council. Together with the clearance of the backlog, it is expected that these actions will start to improve performance. We have been unable to provide Year End figures due to system issues which have now been fixed but dont allow us to retrospectively report.	
Customer Feedback	Numbers of complaints received	Quarterly	2593 Stage 1 Complaints, 135 Stage 2 Complaints	951 Stage 1 Complaints, 45 Stage 2 Complaints	↓	n/a	n/a	Qtr. 1 Figures show that there is an increase in complaints. Further investigation is required to understand the cause.	
	Numbers of stage 1 and stage 2 Complaints upheld	Quarterly	846 Stage 1 Upheld, 20 Stage 2 Upheld	374 Stage 1 Upheld, 4 Stage 2 Upheld	↓	n/a	n/a	Qtr. 1 Figures show that there is an increase in stage 1 complaints upheld. Further investigation is required to understand the cause.	
	Number of MP Enquiries received	Quarterly	2127	620	n/a	n/a	n/a		
	Numbers of compliments received	Quarterly	382	111	n/a	n/a	n/a		
	Lessons learnt from Complaints	Quarterly	Under development. Not available for this reporting period						
	Views from Residents' Panel / Survey	Quarterly	Under development for Q2 reporting						