

Customer Performance Monitoring		2022 / 2023			Quarter 1					
Area	Indicator	Reporting Frequency	Data Owner	Data Collected By	2021-2022 Year End	Q1 Performance	Direction of travel from previous quarter (to arrow = improvement Down arrow = reduced performance)	Q1 Target	Q1 Target Met (n/b/ tolerances for RAG to be established)	Q1 Commentary
Channel Shift	Numbers of Contact by Channel	Quarterly	Helen Green & Digital Transformation Team	Digital Team / BE	634,834 - Telephone 528,726 - MySandwell 25,895 - Face to Face 51,024 - E-mail	152,894 - Telephone 232,331 - MySandwell 13,056 - Face to Face 10,656 - E-mail	n/a	n/a	n/a	Contact Centre - 106,310, Repairs - 8379, Repairs OOH - 2048. The total figure for the CCC, includes calls taken by the Repairs Out of Hours (OOH) and the Repairs Team, both of which are not managed / monitored by the Corporate Contact Centre
	% Contact by channel	Quarterly	Helen Green & Digital Transformation Team	Digital Team / BE	51.26% - Telephone 42.53% - MySandwell 2.09% Face to Face 4.12% - Email	40.07% Telephone 53.03% MySandwell 4.10% Face to Face 2.79% - Email	n/a	n/a	n/a	Increase in Face to Face % Contact since Year end
Contact Centre Performance	Adults Contact Centre Abandonment Rate	Quarterly	Charlotte Leadbeater	Ross Bailey	1.57% (1205 Calls)	1.57% (825 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	Charlotte Leadbeater	Ross Bailey	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	Charlotte Leadbeater	Ross Bailey	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	Ian Dunn	Theresa Shrigley	5.20%	19.20%	↓	15.00%	No	Council Tax recovery being re introduced along with administering the energy rebate have contributed to the huge change between the first quarter last year and this year. RSCs 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	Ian Dunn	Theresa Shrigley	3mins 55seconds	14 mins	↓	n/a	N/A	Target is Variable as our Stakehold line does not come through Inform 360 so this looks out our timing but the average wait we aim for is approximately 30 minutes. Council Tax recovery being re introduced along with administering the energy rebate have contributed to the huge change between the first quarter last year and this year. RSCs 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	Ian Dunn	Theresa Shrigley	8mins 27seconds	9mins 04seconds	↓	8mins	No	Council Tax recovery being re introduced along with administering the energy rebate have contributed to the huge change between the first quarter last year and this year. RSCs 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 awaiting to Sandwell residents and the current economic climate.
	Corporate Contact Centre Abandonment Rate	Quarterly	Helen Green / Tracy Causar	Theresa Smith	16.96%	5.96%	↑	8%	Yes	Contact Centre - 3.95%, Repairs - 32.16%, Repairs OOH - 4.72%. The overall Abandonment rate includes Repairs Out of Hours (OOH) and the Repairs 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	Helen Green / Tracy Causar	Theresa Smith	6mins 19 seconds	2mins 37 seconds	↑	2mins 30 seconds	7 seconds below target	Contact Centre - 00:02:14, Repairs - 00:08:49, Repairs OOH - 00:02:14. The overall Average Wait Measure includes the Repairs Out of Hours (OOH) and the Repairs 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	Helen Green / Tracy Causar	Theresa Smith	6mins 50 seconds	6mins 14 seconds	↑	n/a	n/a	Contact Centre - 00:06:10, Repairs - 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 Repairs 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	Helen Green / Tracy Causar	Theresa Smith	13 upheld	n/a	n/a	n/a	n/a	Quarter 1 - 5 still awaiting outcome for 3 cases. Year End: 38 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	Vanessa Mahersmith	Dave Molinoux	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	Vanessa Mahersmith	Dave Molinoux	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, Governance Team Case Workers being allocated to Directorates to give more dedicated support, and training being provided across the Council.
	FOI volumes	Quarterly	Vanessa Mahersmith	Dave Molinoux	1050	298	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	Vanessa Mahersmith	Dave Molinoux	Unable to provide	66.00%	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 new backlog of FOI requests within the system. Work will continue to ensure that a backlog 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	Helen Green / Tracy Causar	Theresa Smith	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	Helen Green / Tracy Causar	Theresa Smith	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	Helen Green / Tracy Causar	Theresa Smith	2127	620	n/a	n/a	n/a	
	Numbers of compliments received	Quarterly	Helen Green / Tracy Causar	Theresa Smith	382	111	n/a	n/a	n/a	
	Lessons learnt from Complaints	Quarterly	Tracy Causar	Tracy Causar						This is currently being looked at by the customer feedback team focusing on
Views from Residents' Panel / Survey	Quarterly	Kate Ashley	Iba						Residents' Survey Reported separately	