

Quarter 4		2022/2023 Outturn				
Q4 Target Met	Q4 Commentary	2022/2023 Outturn	Direction of travel from 2021/2022 Outturn Up arrow = improvement Down arrow = reduced performance	2022/2023 Target	2022/2023 Target Met	2022/2023 Outturn Commentary
n/a	Contact Centre - 117,391, Repairs - 11,150, Repairs OOH - 1,420 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 management / monitored by the Corporate Contact Centre	424,302 - Telephone 762,783 - MySunderwell 59,822 - Fax to Face 46,835 - e-mail	n/a	n/a	n/a	Contact Centre - 440,728, Repairs - 36,264, Repairs OOH - 14,236 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 management / monitored by the Corporate Contact Centre
n/a		41.86% Telephone	Decrease on 21/22 yr end	n/a	n/a	
n/a		51.11% MySunderwell	Increase on 21/22 yr end	n/a	n/a	
n/a		3.93% Fax to Face	Increase on 21/22 yr end	n/a	n/a	
n/a		1.20% - Email	Decrease on 21/22 yr end	n/a	n/a	
We again remain within target of 5% and this has remained consistent from the previous quarter 3%. This averages out to 8 calls per day	Performance exceeds expectations, 5% below our 5% target.	1.84% (2202 Calls)	Decrease on Performance 22/23 yr end	5%	Target met.	Performance exceeds expectations.
We have exceeded our target by 34 seconds, which has not improved from the previous quarter	Analysis of the capacity and demand in the contact centre has evidenced a deficit of agent resources. The absolute absence and period of vacancies have also impacted connectivity at home and access to systems, is a contributing factor and affects the agents' wait time when trying to wrap up a call or they often have to restart either the application or on occasion the laptop. We have had a few days in the last few months where SAS has been down for a whole day affecting this.	Average Wait 00:01:11	Decrease in performance as previous year came in at 51 seconds	30 Seconds	Target not met	The deficit in agent resources has been evident since Q2. The demand on the Adult Social Care Contact Centre has increased over recent years, owing to the impact of the Covid 19 pandemic (Increase in awareness of the service) and increased applications for Blue Badge. The staffing structure has remained unchanged since its conception in 2010. An additional 4FTE agents have been agreed for 23/24 on a temporary basis.
We have come in close to our target of 540 seconds as our average call time for quarter 4 is 503 seconds which is 37 seconds over.	The Call Time measure has come in just shy of the 540 target. We have identified a number of call/emails meant for other departments around the council (in a result of changes in customer facing services i.e. phone numbers/emails closed or directing to online services), a task is currently about to list to analyse these calls.	Average Call Time 508 seconds per call	Decrease in performance as previous year was 530 seconds	540 Seconds	Target not met.	The type and variety of calls to the ASC contact centre has changed, as some other council services have moved to primarily digital types of contacts with customers. This is being monitored. Overall performance was only slightly below expectations, and considering the requirement for additional resources the service is still providing good customer service at least.
YES	New staff have joined the team and have had an impact on taking Council Tax calls. Most energy rebate enquiries have been dealt with and refunds issued. Operational backlog have started to reduce and targeted work on Council Tax accounts is being undertaken to ensure all liabilities are correct in time for loan billing. Also reviewing the customer triage service correctly and utilising that resource more effectively has benefited the service.					
n/a	As above we have had more resources to take calls we have also embedded the triage service we offer at the counters and utilised appointment requests along with getting the resources of that contact has been a benefit. We have also introduced a triage to our service which although underutilised customers are using and providing positive feedback.					
no	Calls are traditionally longer at the end of the financial year as Customers often need to make financial arrangements to clear Council Tax arrears apply for any assistance they may be entitled to to clear their outstanding Council Debts before the end of the financial year. More resources has enabled us to offer more engagement with the customer to come to an amicable arrangement					
4.38% difference	Corporate Contact Centre 13.39% / Repairs Team - 23.26% / Repairs OOH Team - 5.76% The overall abandoned call includes Repairs Team and Repairs OOH both of which are not managed by the Corporate Contact Centre. All targets in the CC were missed which can be attributed to a number of factors including vacancies, sickness, ICT issues, continuing support in the OSH and from the 21st March also providing a front facing services at West Bromwich and Blackheath Library have a week as part of the Community Hub Pilot. Interviews took place in January, 4 advisors were appointed, however 1 later withdrew. A further recruitment drive took place in February 2 advisors were appointed, and we have just completed another round of interviews on 20th April and have successfully appointed 4 further 3 advisors. We will be re-advertising again to fill the remaining vacancies which are 3 through 1 x 12hrs FTE (1 x 9hrs FTE / 1 x 12 hrs), whilst interviews have been taking place we have also attempted several times to fill vacancies with temps without success. Regular ICT issues have also impacted on performance during Q4.	11.68%	↑	8%	3.68% difference	Corporate Contact Centre 10.36% / Repairs Team - 28.54% / Repairs OOH Team - 7.12%. As calls to our Income Management Duty Line. Voluntees can sometimes be difficult to manage so we are planning for the Housing Hub to take most of these calls in the near future, we just need to onboard new recruits from the latest round of recruitment and train them. When complete this will address the abandonment rate and free up capacity for the Income Officers to deal with more complex case work.
2 minutes 24 seconds over	Corporate Contact Centre 4:54 / Repairs Team - 4:48 / Repairs OOH Team - 2:48 The overall Call Wait time includes Repairs Team and Repairs OOH both of which are not managed by the Corporate Contact Centre. Call Wait times in the CC have also increased in Q4, again due to staff sickness, supporting other front facing services and ICT issues. We have also experienced a high increase in the number of calls regarding the new garden waste services during February and March compared to previous years - February 148% / March 151% which has also impacted call wait times.	4 minutes 17 seconds	↑	2 minutes 30 seconds	2 minutes 27 seconds over	Corporate Contact Centre 4:45 / Repairs Team - 7:51 / Repairs OOH Team - 2:48
n/a	Corporate Contact Centre 7:38% / Repairs Team - 7:21% / Repairs OOH Team - 3:03% Call Wait times includes Repairs Team and Repairs OOH both of which are not managed by the Corporate Contact Centre. Call times have increased but are within the expected range.	06:59	N/A	N/A	N/A	Corporate Contact Centre 6:57 / Repairs Team - 8:01 / Repairs OOH Team - 2:56
na	Five cases were logged with the LGO and HO for full Ombudsman investigations, which represents the smallest number of investigations for a quarter this financial year.	Housing - 2 LGO 7	↓	na	na	Ombudsman investigations are difficult to track in a 12 month period as some of the investigations carry over from one year to the next if they are particularly complex. Customer Feedback Team have seen that in the past 12 months a greater response from most service areas to Ombudsman investigations and changing the process at the start of the year has brought about positive results.
n/a	There are no performance targets against the number of SARs received as this can't be controlled. The cumulative figure for Q1, Q2, Q3 and Q4 is 178	178	na	na	na	There are no performance targets against the number of SAR requests received as this can't be controlled. We have however received 79 less SAR requests in 2022 / 2023 compared to 2021 / 2022.
na	The timescale for completing a SAR is one calendar month and this is a statutory timescale. It is possible to extend the timescale for a total of three calendar months, where a request is complex. The cumulative figure for Q1, Q2, Q3 and Q4 is 67 % The figures from April 2022 have been produced using a manual method which has previously been discussed. This allows us to properly incorporate extended timescales and late leaving clarification or LD. As such we are able to produce a much more accurate figure.	67.00%	na	95.00%	na	
na	There are no performance targets against the number of FOI requests received as this can't be controlled. The cumulative figure for Q1, Q2, Q3 and Q4 is 1089	1089	na	na	na	There are no performance targets against the number of FOI requests received as this can't be controlled. We have however received 49 more FOI requests in 2022 / 2023 compared to 2021 / 2022.
no	The timescale for completing a FOI request is 20 working days and this is a statutory timescale. The cumulative figure for Q1, Q2, Q3 and Q4 is 76 % We have seen an improvement in compliance with statutory timescales in each quarter of 2022 / 2023 from 61.9% Q1 to 87% in Q4. This is showing that the measures put in place by the Governance Team and Directorates across the Council are starting to work. Actions to improve performance include regular meetings with Directorates and Directors to discuss performance, improved reporting, Governance Team Case Workers being allocated to Directorates to give more dedicated support, and training being provided across the Council.	76.00%	na	95.00%	na	We have seen an improvement in compliance with statutory timescales in each quarter of 2022 / 2023 from 61.9% Q1 to 87% in Q4. This is showing that the measures put in place by the Governance Team and Directorates across the Council are working. We are expecting this upward travel in performance to continue into 2023 / 2024.
na	Both Stage 1 and Stage 2 complaints were up by 32.5% on Q3, but were very similar figures to both Q1 and Q2 complaints.	Total Stage 1 - 1330 Total Stage 2 - 142	↑	na	na	
na	The number of Stage 1 complaints upheld (28.1%) and Stage 2 complaints (12.9%) were consistent with Q3	Stage 1 - 1045 Stage 2 - 22	na	na	na	Despite a 27% increase in the number of Stage 1 and Stage 2 complaints received this year, the percentage of upheld complaints is slightly down on last year 30.7% v 31.7%.
na	Fiscal quarter was the highest quarter of the year for MP enquiries. Almost 30% up on Q3 but only slightly higher than first 2 Q's	285	↑	na	na	There has been a big push on answering MP enquiries in the last Q which has seen an impressive decrease in the number of MP enquiries going past their SLA (10 days)
na		382	na	na	na	Total number of complaints were exactly the same as last year