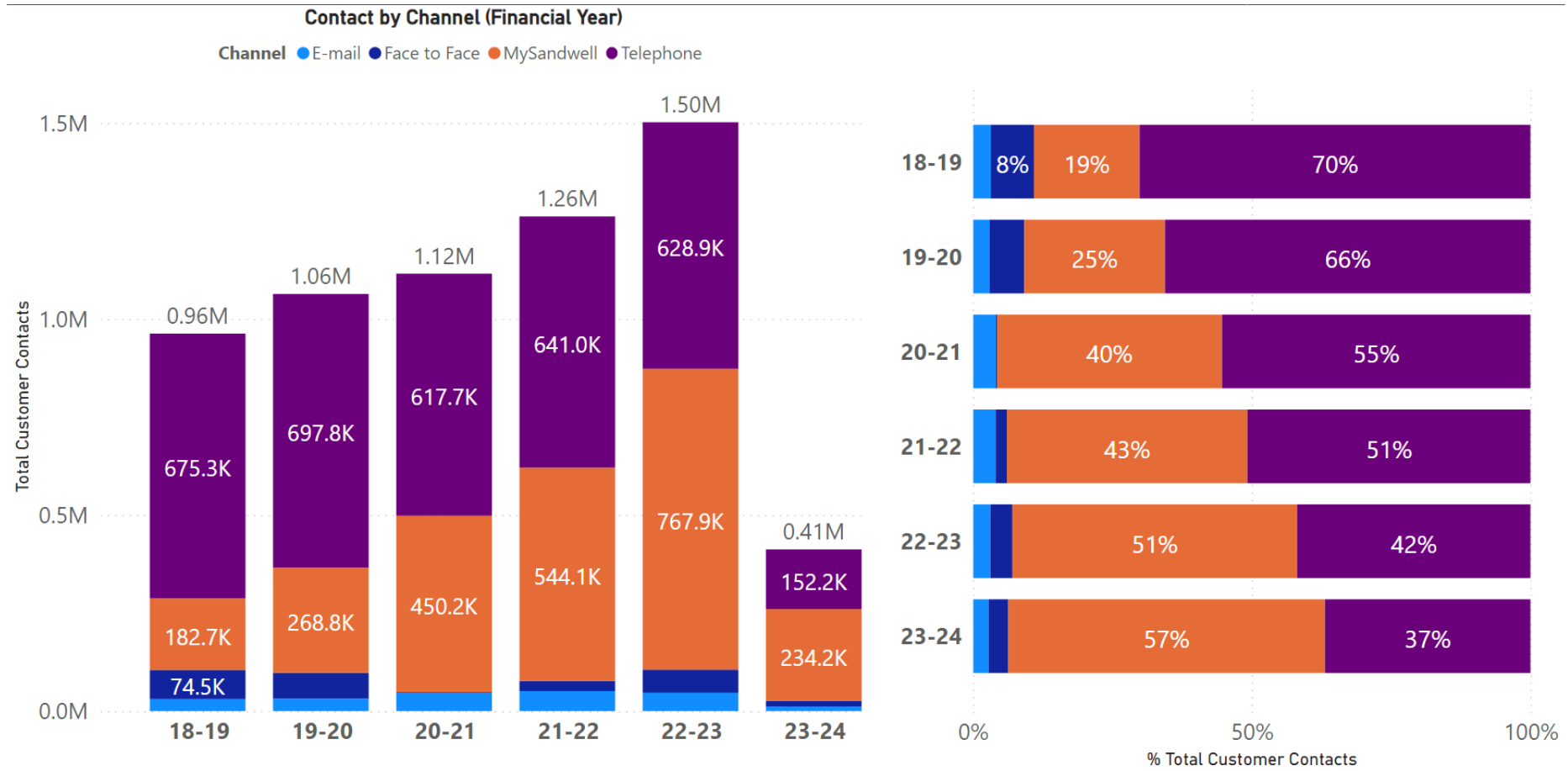
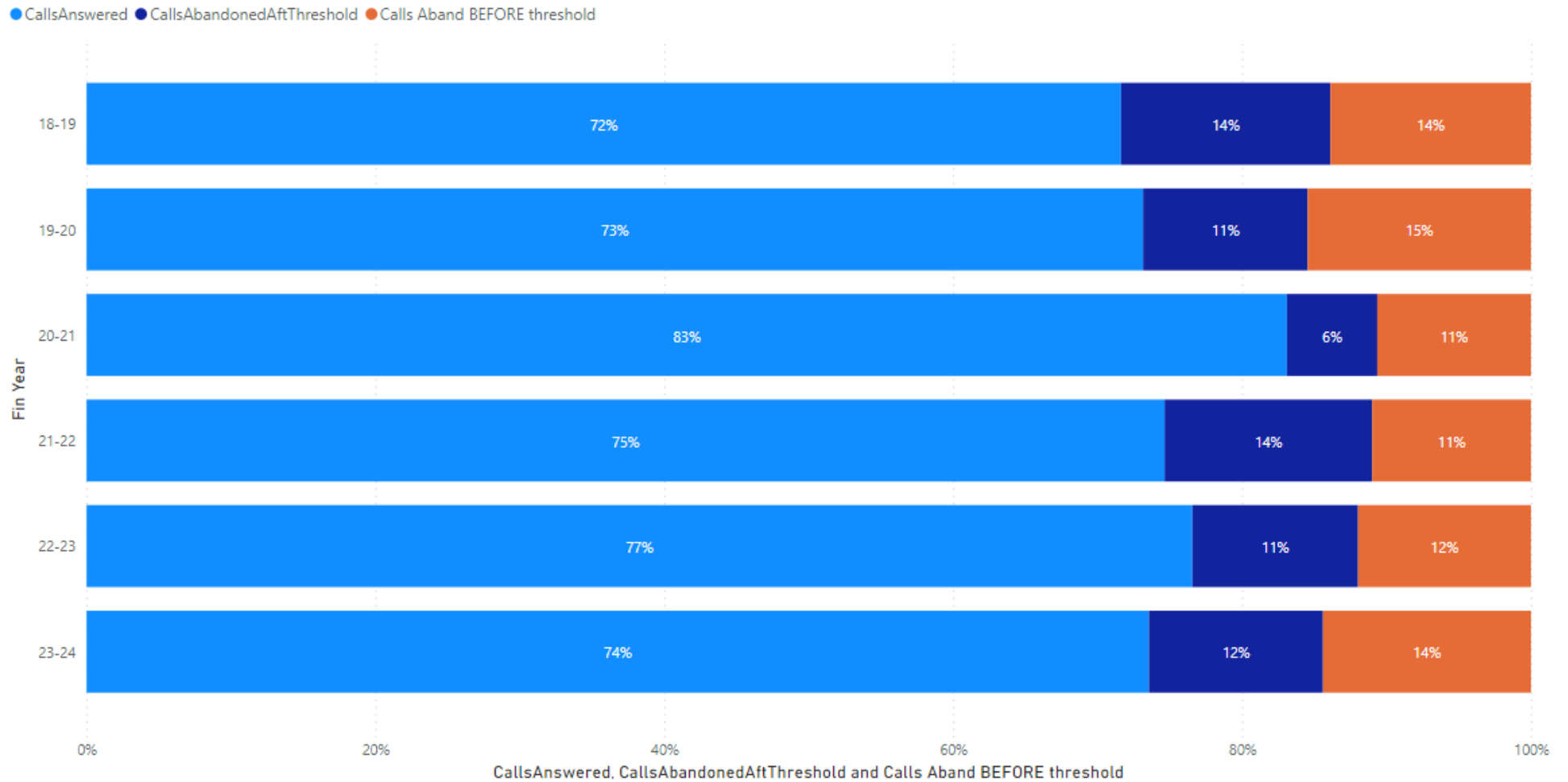


1. Customer Performance Indicators and Commentary

1.1 Channel Shift



1.2 Contact Centre Call Performance



1.3 Contact Centre call volume and performance

Corporate Contact Centre

< Back to report

CORPORATE CONTACT CENTRE

Fin Year	Calls Offered	Ave Wait Time	Ave Talk Time	% Abandoned Aft Threshold
⊕ 21-22	505112	06:18	06:40	16.93%
⊖ 22-23	491018	04:56	06:47	11.68%
⊖ Q1	117337	02:37	06:04	5.98%
April	39276	02:46	05:52	6.20%
May	40122	02:34	06:10	6.22%
June	37939	02:32	06:09	5.50%
⊖ Q2	117274	04:30	06:27	10.54%
July	38371	02:36	06:05	5.85%
August	38453	04:50	06:33	10.94%
September	40450	06:14	06:44	14.61%
⊖ Q3	124046	08:25	07:21	17.43%
October	42305	11:53	07:16	24.89%
November	42972	09:01	07:44	17.62%
December	38769	04:08	07:01	9.09%
⊖ Q4	132361	04:53	07:21	12.36%
January	43410	04:05	07:24	9.19%
February	38821	03:14	07:11	7.13%
March	50130	07:10	07:27	19.17%
⊖ 23-24	121683	05:36	07:07	13.19%
⊖ Q1	121683	05:36	07:07	13.19%
April	39433	05:30	07:10	13.22%
May	38338	05:34	07:15	12.83%
June	43912	05:43	06:56	13.48%

1.4 Revs and Bens Contact Centre

< Back to report

REVENUES & BENEFITS CONTACT CENTRE

Fin Year	Calls Offered	Ave Wait Time	Ave Talk Time	% Abandoned Aft Threshold
21-22	61060	03:25	08:12	5.15%
22-23	58342	11:04	08:46	14.89%
Q1	17762	13:57	09:03	18.71%
April	5900	14:14	08:22	20.29%
May	6143	13:26	09:17	17.81%
June	5719	14:13	09:30	18.05%
Q2	13965	14:51	09:02	19.46%
July	5038	15:03	09:18	19.69%
August	4373	14:51	08:46	19.14%
September	4554	14:37	08:58	19.52%
Q3	12215	09:41	08:32	12.20%
October	4789	16:39	08:48	18.06%
November	4625	07:31	08:33	10.34%
December	2801	03:32	08:10	5.25%
Q4	14400	05:57	08:27	8.02%
January	5200	06:32	08:38	9.12%
February	3890	05:42	08:29	7.71%
March	5310	05:34	08:16	7.18%
23-24	10500	05:11	08:12	7.68%
Q1	10500	05:11	08:12	7.68%
April	3557	09:41	08:27	13.49%
May	3211	03:14	07:60	4.52%
June	3732	02:57	08:09	4.85%

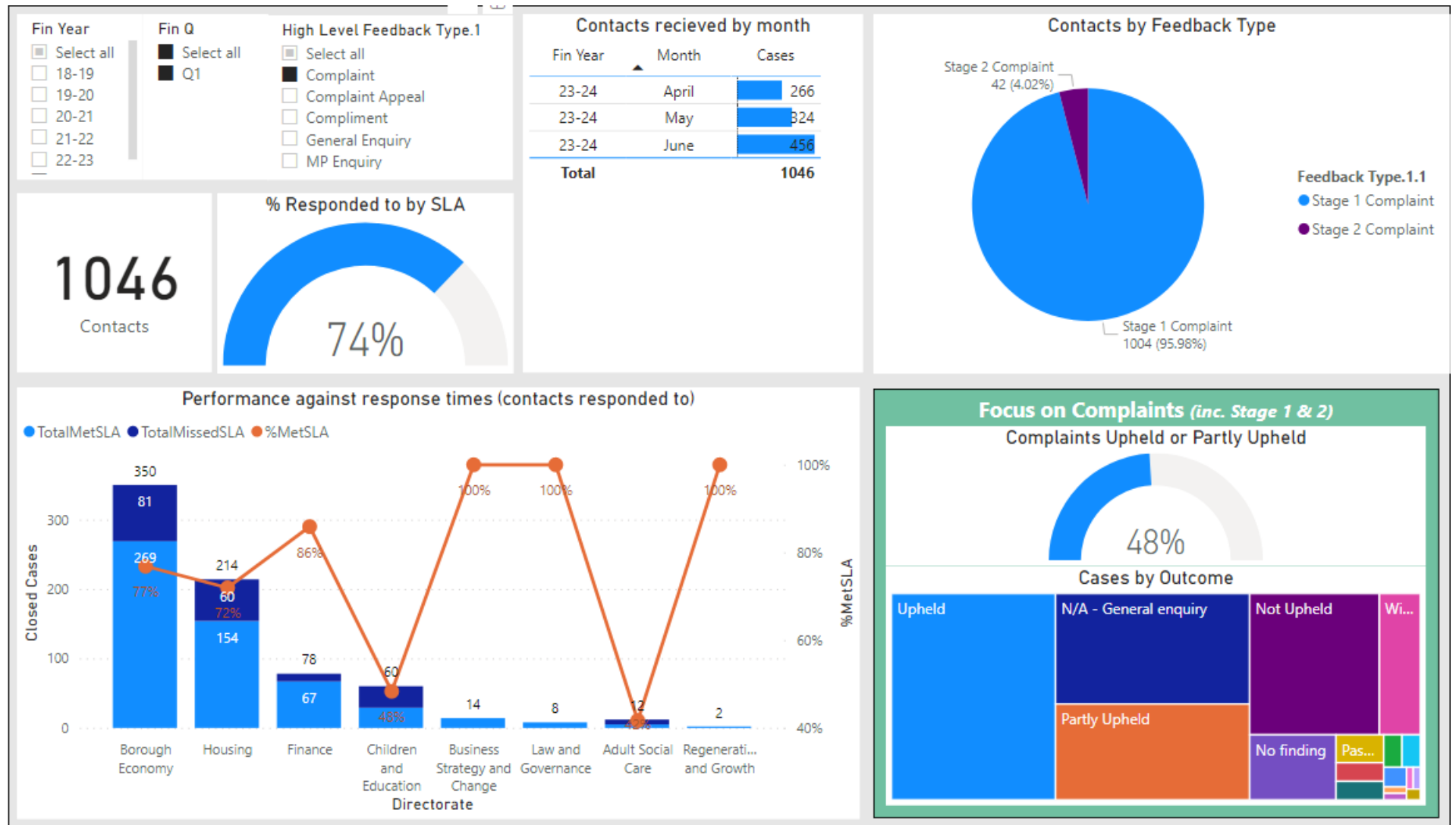
1,5 Adults Contact Centre

[Back to report](#)

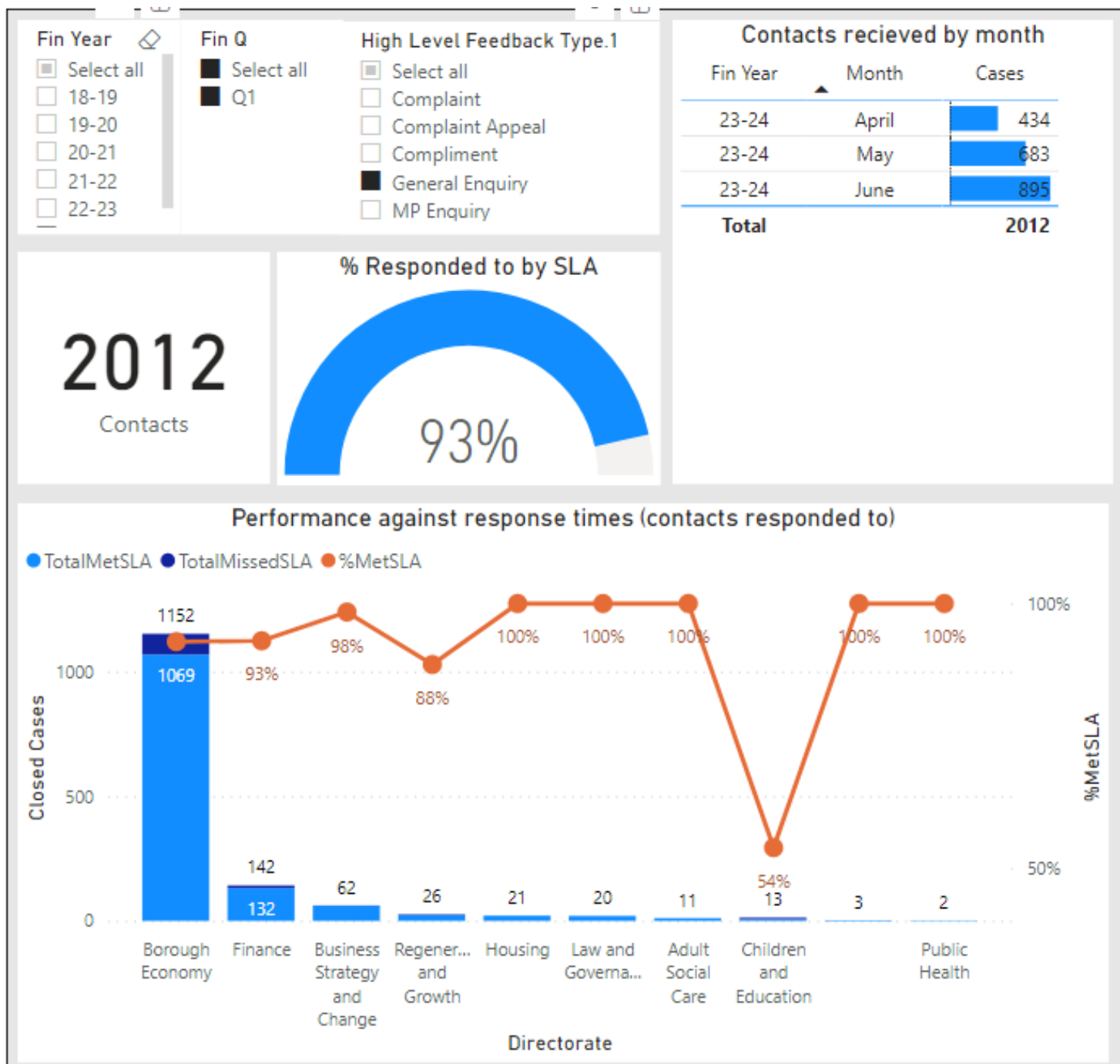
ADULT SOCIAL CARE CONTACT CENTRE

Fin Year	Calls Offered	Ave Wait Time	Ave Talk Time	% Abandoned Aft Threshold
⊕ 21-22	74816	00:31	04:59	1.45%
⊖ 22-23	79550	01:12	05:14	3.87%
⊖ Q1	19066	01:02	05:28	3.08%
April	5681	00:34	05:29	1.62%
May	6565	01:01	05:37	2.79%
June	6820	01:26	05:19	4.57%
⊖ Q2	20959	01:49	05:16	5.82%
July	6914	01:52	05:07	6.38%
August	7094	01:25	05:16	4.21%
September	6951	02:11	05:25	6.89%
⊖ Q3	17836	00:50	05:06	2.93%
October	6563	00:47	05:08	2.27%
November	6523	00:55	05:07	2.79%
December	4750	00:47	04:60	4.02%
⊖ Q4	21689	01:04	05:07	3.46%
January	7574	01:19	05:07	4.07%
February	6866	01:03	05:08	3.36%
March	7249	00:50	05:04	2.92%
⊖ 23-24	19967	01:09	05:20	3.49%
⊖ Q1	19967	01:09	05:20	3.49%
April	5862	01:15	05:16	3.75%
May	6992	01:18	05:19	3.79%
June	7113	00:55	05:25	2.97%

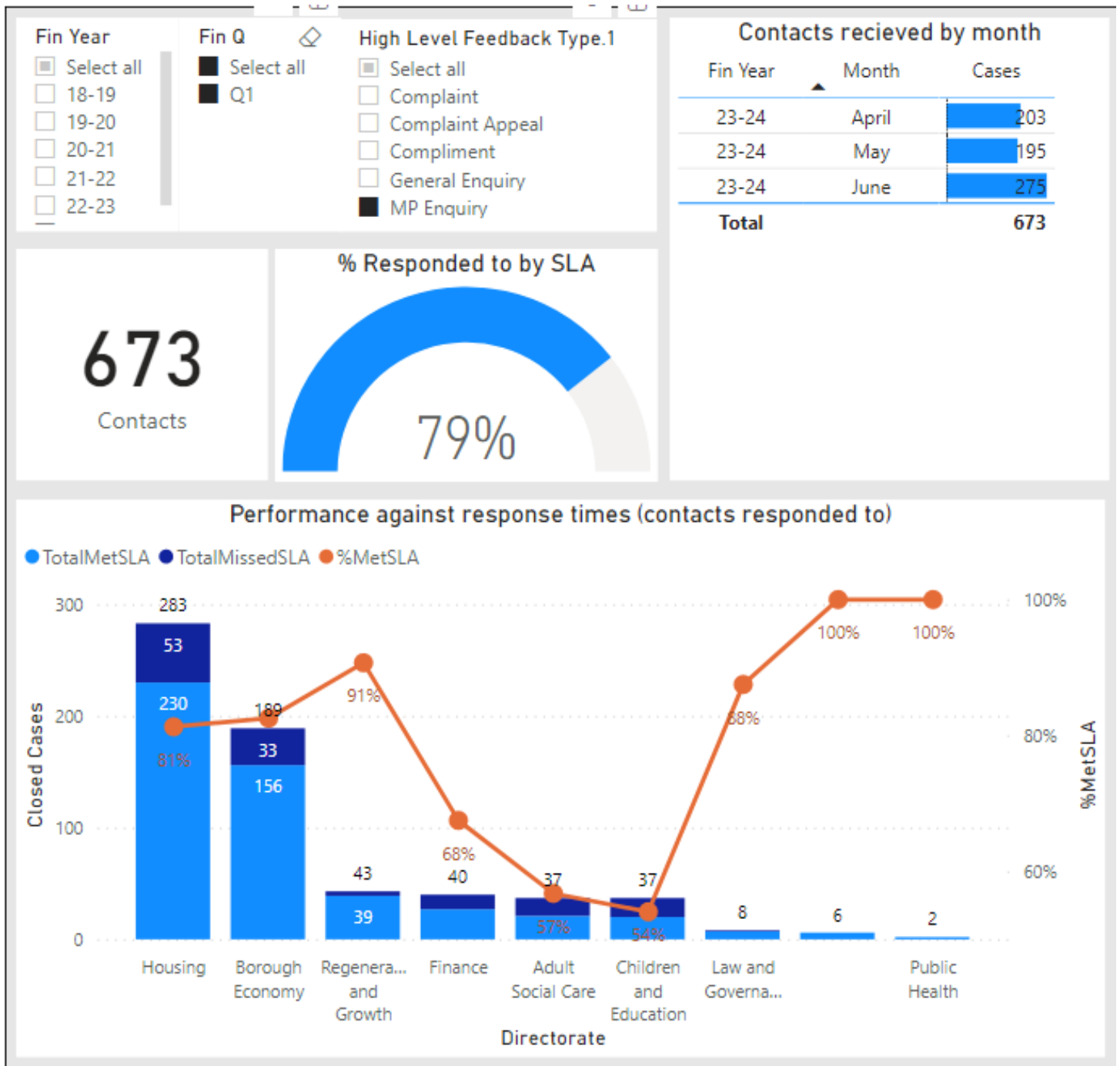
1.6 Complaints Stage 1 and 2



1.7. General Enquiry –



1,8 MP Enquiries



1.9 - My Councillor Portal Open Cases

Directorate	Total Cases Awaiting Response	Cases with officers	Cases with Cllrs	With officers, over 10 days	% With officers, Over 10 Days	Oldest case with officer, awaiting response	Average age of Case with Officer
⊕ Borough Economy	192	189	3	118	62%	59	21
⊕ Housing	85	83	2	37	45%	385	47
⊕ Business Strategy and Change	32	12	20			6	2
⊕ Regeneration and Growth	21	20	1	6	30%	266	40
⊕ Children and Education	17	17		9	53%	304	29
⊕ Adult Social Care	10	10		5	50%	38	13
⊕ Finance	10	10		1	10%	22	7
⊕ Sandwell Children's Trust	4	4		2	50%	30	12
⊕ Law and Governance	1	1		1	100%	13	13
Total	372	346	26	179	52%	385	27

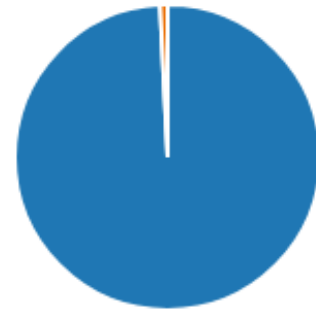
2. Customer Experience Insights

2.1 Corporate Contact Centre Customer Feedback Pilot/Snapshot

1. Are you happy with the service we have provided today?

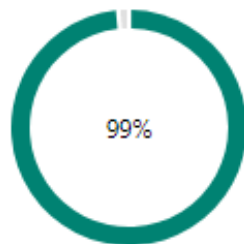
[More Details](#)


 Insights




 Update

99% of people answered **Yes** for this question, and the majority answered "**Yes**" for Question 2.



 99% people answered "Yes" for question 1



 78% of them answered "Yes" for question 2

2. Have we resolved your query today?

[More Details](#)



3. If not, is this because

[More Details](#)

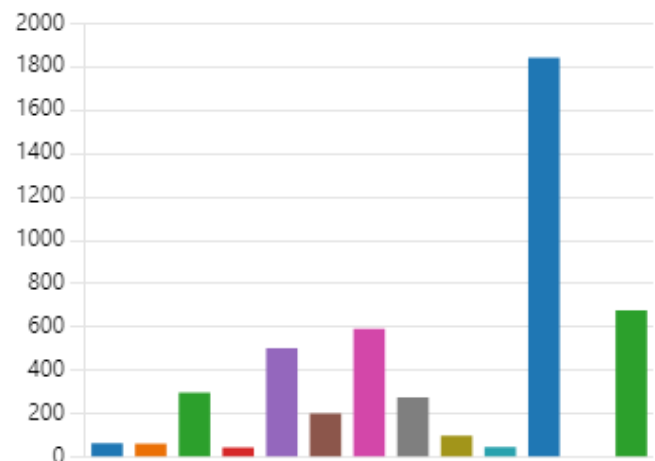
● Call Back is requested from Serv...	1428
● Further Action is required by Ser...	3304
● Other	570



4. Which service is further action required from

[More Details](#)

● ASB	65
● Childrens	63
● Choice Based Letting	299
● Customer Feedback	46
● Envirionmental	504
● Highways	204
● Homeless	592
● Registrars	278
● Regulatory Services	101
● Rents	49
● Repairs	1840
● Safeguarding	0
● Tenancy	678



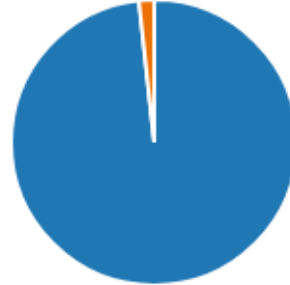
2.2 b Revs and Bens Contact Centre Customer Feedback Pilot/Snapshot

1. Are you happy with the information I have provided today?

[More Details](#)

 Insights

 Yes	230
 No	4



2. Have I solved your enquiry or addressed the issue?

[More Details](#)

 Yes	225
 No	8

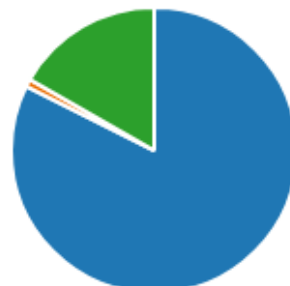


3. Are you clear on any next steps you need to take?

[More Details](#)

 Insights


 Yes	192
 No	2
 N/A	39



4. Are you clear on any next steps we (SMBC) need to take?

[More Details](#)

 Insights

 Yes	118
 No	4
 N/A	106



2.3 Corporate customer Experience Insights by service



Customer Experience Insights



Out of a possible 5 stars...

...When rating the service delivered in response to the request...

...the average rating left by **5075** customers after a case is closed case is **4.3**



13%
1 or 2 Stars



3%
3 Star



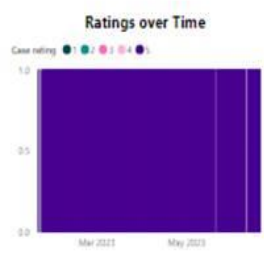
84%
4 or 5 Stars

Ratings by Service

Process	Total Ratings	Ave Experience Rating
Tip Booking	2964	5
Missed collection	592	3
Bulky collection	544	5
Housing repairs	313	4
Fly-tipping inc private land	235	4
Pest control	74	4
Contact us about revenues and benefits	62	3
Dog mess	53	3
Tree problem	49	2
Damaged or replacement bin	38	4
Street lights and street furniture	29	3
Total	5075	4

Ratings Over Time

Year	Total Ratings	Ave Experience Rating
2023	5075	4
January	188	4
February	824	4
March	911	4
April	1228	4
May	1249	4
June	675	4
Total	5075	4



...When rating the experience of using MySandwell to log a contact...

The average rating left by **415875** customers when logging a case is **4.5**



6%
1 or 2 Stars



7%
3 Stars



86%
4 or 5 Stars

Ratings by Directorate

directorate	Total Ratings	Average Rating
Borough Economy	187683	5
Finance	118406	4
Housing & Communities	42800	4
Law & Governance	10669	5
Children & Education	7047	5
Public Health	5118	5
Business Strategy & Change	370	5
Adult Social Care	2	3
Education	1	5
Total	372096	4

Ratings over Time

Year	Total Ratings	Average Rating
2019	22445	4
2020	66418	4
2021	111666	4
2022	106865	5
2023	64702	5
January	8220	5
February	10852	5
March	13002	5
April	12814	5
May	12860	5
June	6954	5
Total	372096	4

Ratings over Time

2.4 Community Hubs Monthly Performance

	March	April	May	June	Total
Attendees	46	107	143	128	424

5 Star	4 Star	3 star	2 star
322	84	1	1