

This quarter's rating:



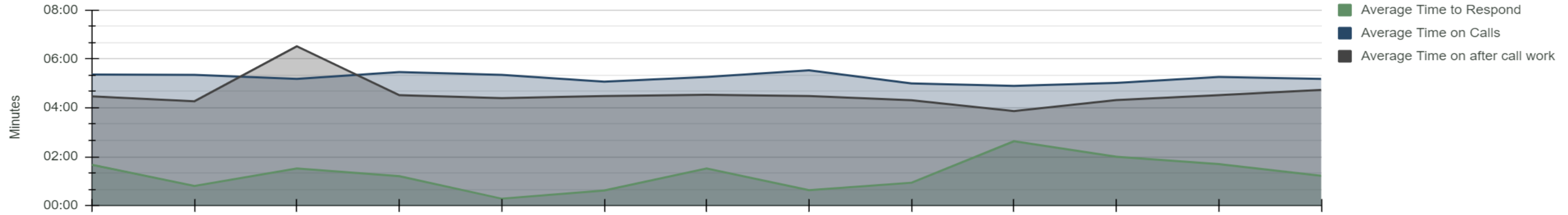
Satisfied



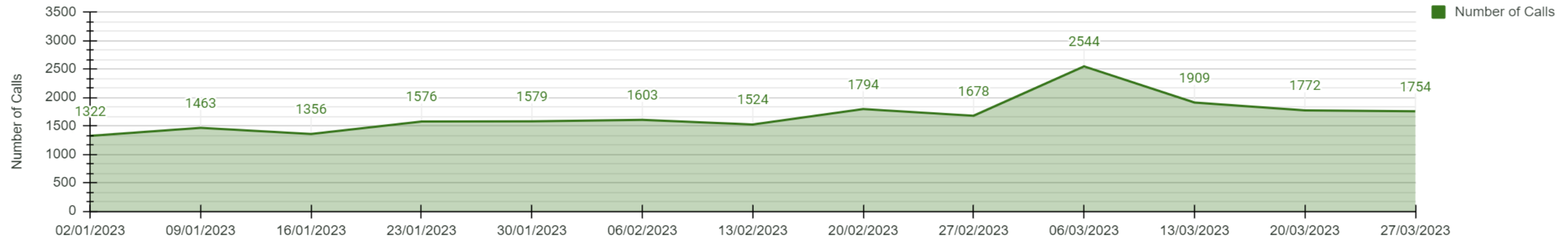
WEST OXFORDSHIRE
DISTRICT COUNCIL

Customer Services Quarter 4

Average time to respond, on calls, and on after call work



Call volumes



Business as Usual

Business as Usual

Sickness and two on compassionate leave

Waste Service failures; broken down vehicles. Compassionate leave x 2; 1000 Tax Reminders

HNL's elections - whole district

Business as Usual

Diddly squat - inundated with emails.

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Business as Usual

Annual billing dropped WODC

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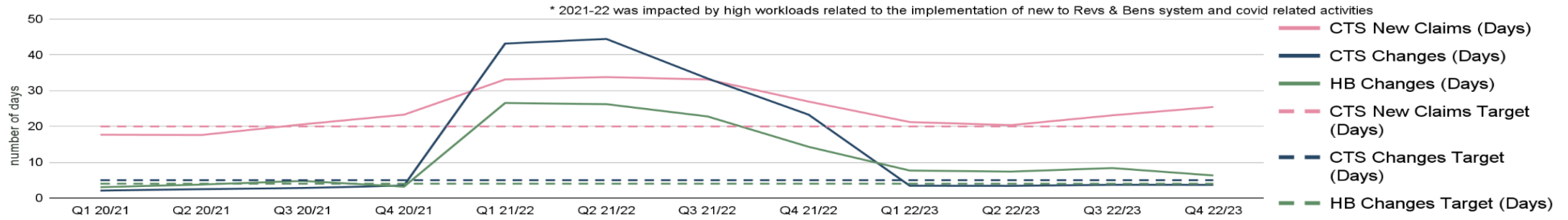
Average waiting time for increased slightly during Q4 as expected. Workloads were higher in Q4 due to annual billing, garden waste renewals and the introduction of voter ids. The staggered approach to comms regarding annual billing and garden waste sign ups has had a positive impact surrounding managing demand. Peaks in after call work in mid January relate to cementing the training of new advisors.

Despite an increase in calls from Q3, the annual number of calls continues to drop in line with improved online reporting and the advisors promoting the online services with leaflets and QR codes. There was around 14% drop in calls from 2021-22 to 2022-23

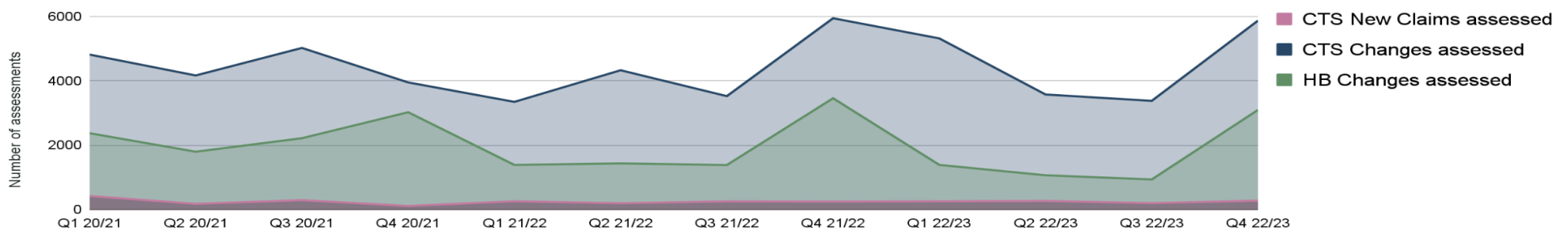
The service continues to have a higher turnover of staff as advisors move onto other roles within the business but a new highly structured training programme means that new starters can usually be ready for all phone lines within 3 months.

Revenues and Benefits Quarter 4

Average number of days to process Council Tax Support (CTS) New Claims and Changes and Housing Benefit (HB) Changes

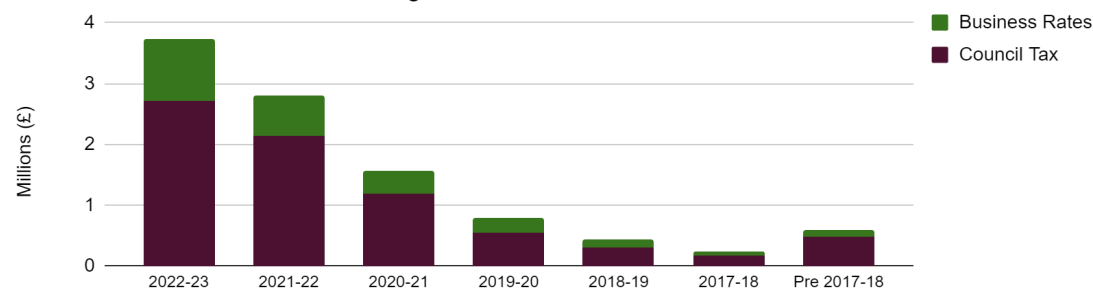


Number of assessments for Council Tax Support (CTS) New Claims and Changes and Housing Benefit (HB) Changes



22/23 Collection Rates				
	Council Tax		Business Rates	
	Actual	Target	Actual	Target
QTR	7.3%	8.9%	15.5%	12%
YTD	97.4%	99%	97.3%	99%

Council Tax & Business Rates Aged Debt



Qtrly Aged Debt	
% Change Council Tax	-7.36
% Change Bus. Rates	-31.47

Although the Collection Rates for both Council Tax and Non-Domestic Rates have increased year-on-year, they are both still below the target. The improved collection rates have been helped by the Recovery Cycle being up to date with reminders and summonses being issued when needed. Debts are only ever written off when all avenues of recovery have been exhausted. The rising cost of living has affected the annual in-year collection rates. Overall customer contact with the service has increased and the number of applications for reductions in council tax in special circumstance (Section 13A) is rising. The Council Tax Support schemes have been revised in line with inflation to support more households and will be introduced in 2023-24. As expected, workloads did increase during Q4 as both the Revenues and Benefits teams implemented the additional £25 payment to all working age and pension age individuals in receipt of Council Tax Support; as well as the alternative energy payments. The processing time for CTS new claims has risen in Q4, as a result of customers failing to provide the correct information. A report has been developed around defective claims that will indicate where to focus website and process improvements.