

This quarter's rating:



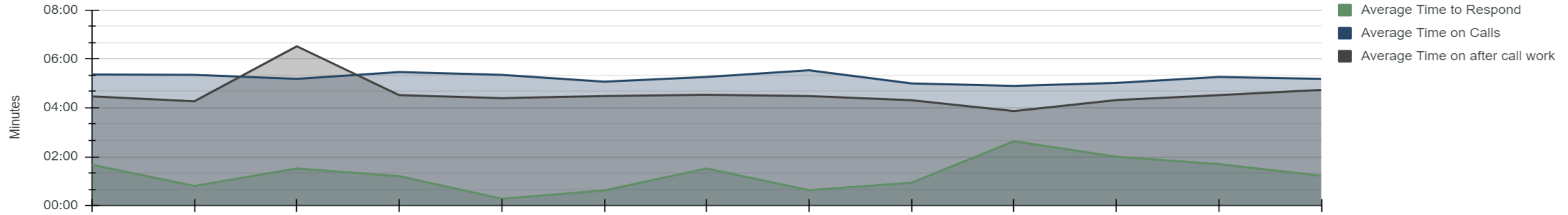
Satisfied



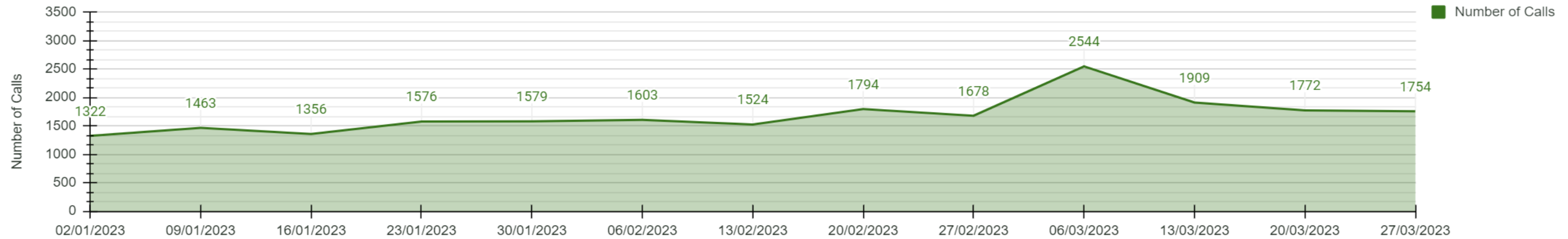
WEST OXFORDSHIRE DISTRICT COUNCIL

# 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.