



Solihull Connect Contact Centre Service

Performance Statistics
Year End Report
2018/19

1. Contact Centre

2. A.S.C

3. Connect Walk In Centres

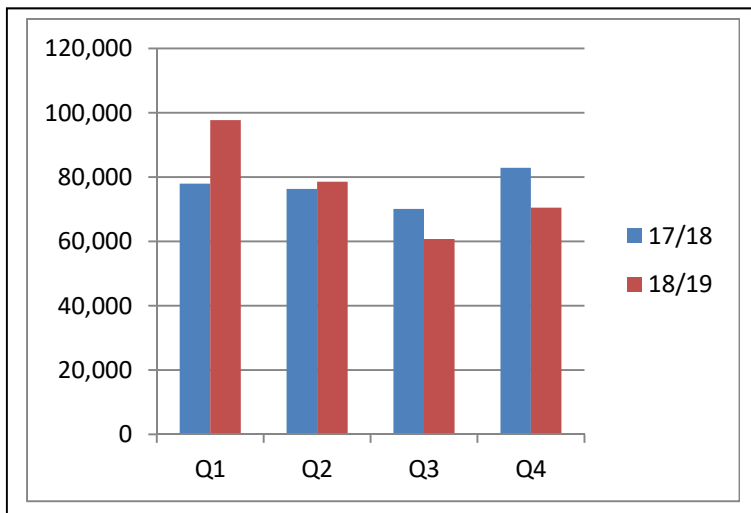
4. Website

5. Digital Access Channels

Customer Contacts

		Last year
Total calls	307,516	307,202
Calls answered	262,839	266,577
SLA	50.7%	41.7%
Abandoned	13.8%	12.6%

Quarterly performance



Performance Summary

Total calls	Abandoned Rate	SLA
Volume of calls increased from previous year by 314.	ABD target of 5% not achieved 86.2% of calls answered.	70/30 target not achieved with 50.7% calls answered, this is an improvement on the previous year.

Quarter 1	Q1 is traditionally the busiest quarter for telephone services, however calls for Q1 increased by 19,744 compared to last year
Quarter 2	Q2 again increase in calls by 2,274 compared to last year
Quarter 3	Q3 decrease in calls by 9,347 compared to last year
Quarter 4	Q4 decrease in calls by 12,357 compared to last year.

Customer Contacts

Performance Summary

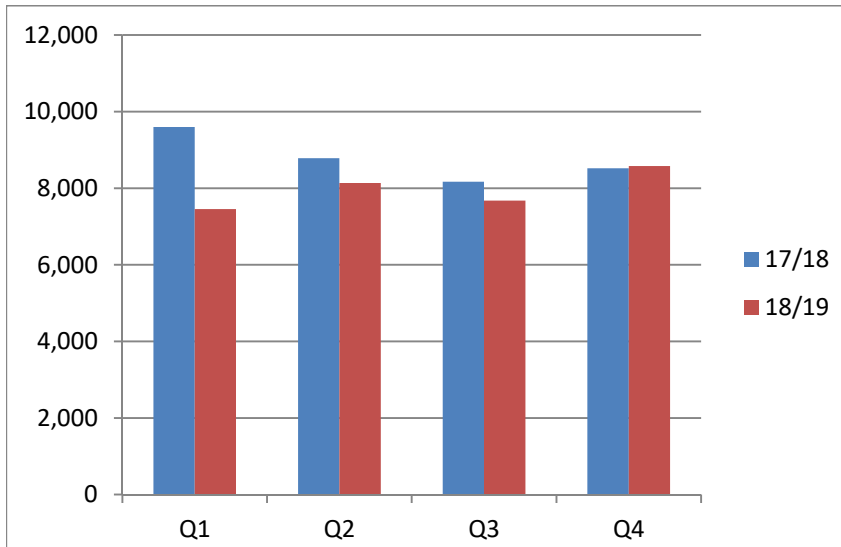
Total customer contact decreased from previous year by 3,224.

Abandoned rate for calls decreased to 2.4% from 8.2% the previous year.

Total calls handled by Contact Centre advisors

Total calls	31,847	Last years performance	
SLA	76.8%	35,071	• Total calls
Abandoned	2.4%	59%	• SLA
		8.8%	• Abandoned

Month on month performance

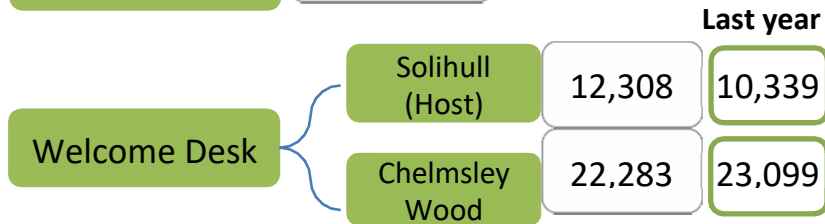
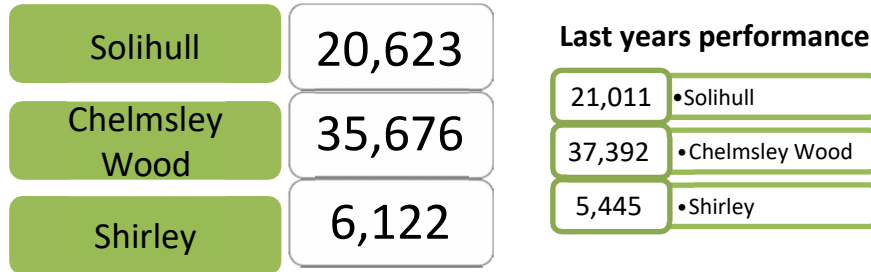


Quarterly Analysis

Quarter 1 (Apr – Jun)	Calls down by 2,143 compared to last year
Quarter 2 (Jul – Sep)	Calls down by 646 compared to last year
Quarter 3 (Oct – Dec)	Calls down by 492 compared to last year
Quarter 4 (Jan – Mar)	Calls up by 57 compared to last year

Customer Contacts

Walk In Centres offer services for customers to self serve, using our self serve terminals, wait to get advice from an advisor or if a short enquiry to get help from our Welcome Desk advisors or our hosting service at Solihull Connect



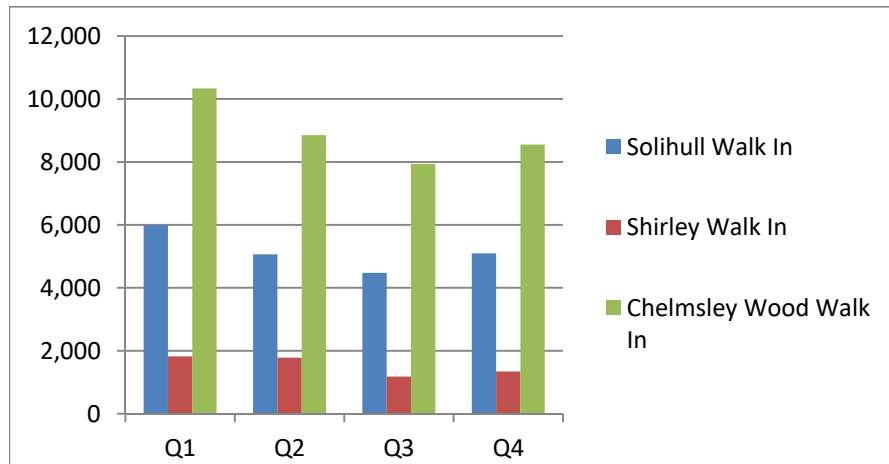
Performance

Visitors to Chelmsley Wood and Solihull Walk-In Centre have both decreased from last year where customer enquiries have been handled by an advisor. Solihull Walk-In Centre has seen a decrease of 388. Chelmsley Wood Walk-In has seen a decrease of 1716. Shirley Walk-In Centre remains the Walk-In Centre that receives the least number of customers however has seen a slight increase in customer contact this year of 677.

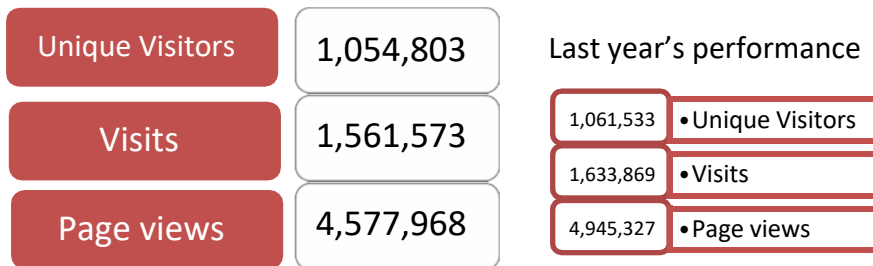
Welcome Desk / Self Serve

Solihull welcome desk have seen an increase by 1,969 however there has been a decrease at Chelmsley Wood by 816. Self Serve statistics show an increase of 316 compared to last year.

Quarterly Performance



Customer Contacts



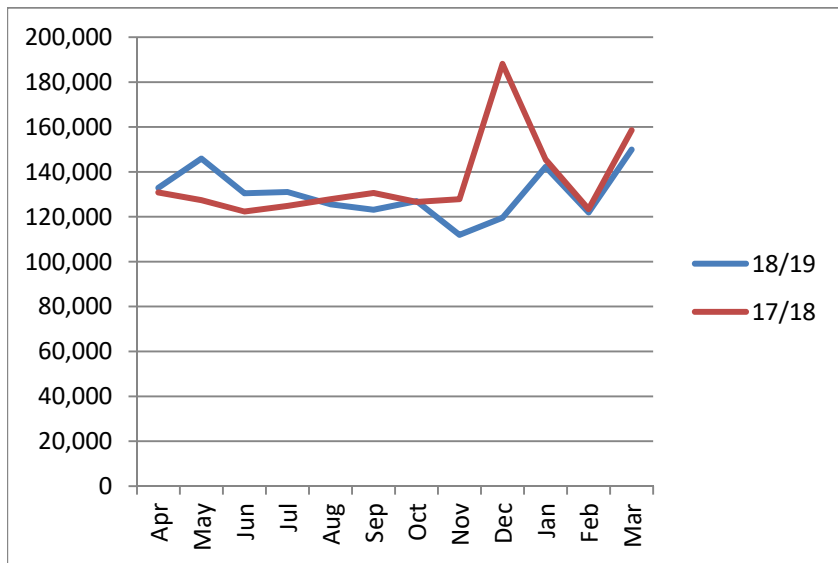
Most popular pages

	Page views
Resident	448,891
Planning Applications	136,904
Bin collection calendar	106,788
School terms	90,566
Rubbish & Recycling	77,748

Unique visitors

Refers to a person who visits a site at least once within the reporting period

Month on month analysis of unique visitors



Performance Summary

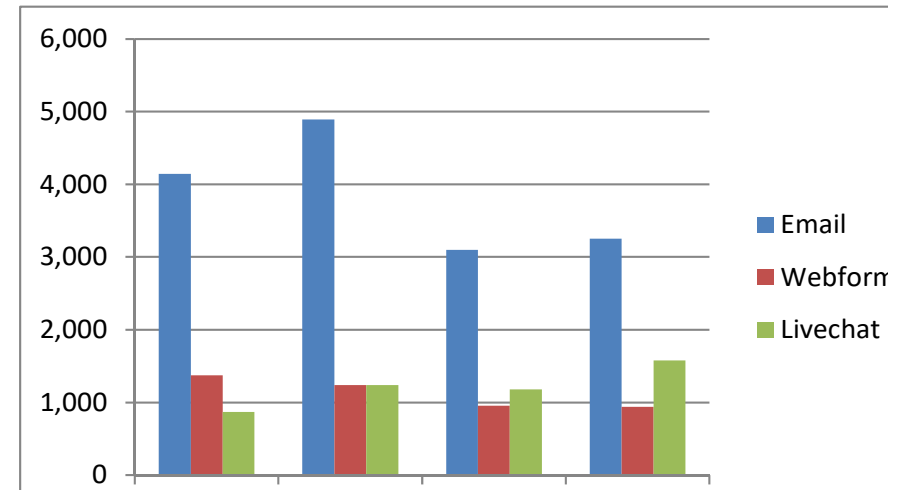
No of unique visitors to website decreased by 6,730.

Visitors to website remain fairly static through the months of April – November. In line with previous years December saw an increase in visits. The peak in March 2019 is due this being the main billing period for Council Tax.

Customer Contact

		Last Year
Webform	4,510	5,424
Emails	15,374	12,042
Livechat	4,870	3,944

Quarterly Performance



Performance Summary

The number of webforms submitted has decreased in comparison to the previous year by 915.

Inline with the digital strategy, the number of emails received and customer's contacting us via live chat have both seen an increase.

Customer contact via email has increased by 3,332 compared to the previous year.

Live chat customer contact has increased by 926 in comparison to the previous year. A major contributing factor for this increase is due to the live chat facility moving to the Contact centre for handling.