

Complaints, Information Governance and Customer Services Q4 2021/22

Status	Indicator	Comments	Frequency	Result	Target		Short Trend	Long Trend
Complaints & Information Governance	Complaints answered within timescale (%)	This indicator represents the number and percentage of complaints at each stage which were closed in full within the predetermined timescales of 15 and 20 working days. Cases where an extension to the timescales has been authorised are included. Although most Council services are now operating fully, there are certain aspects of the Corporate Complaints and Client Relations Team's work that were being impacted due to the challenges being faced during the coronavirus (COVID-19) pandemic. In some circumstances, this could result in a temporary delay in issuing a full response or finding alternative measures, away from our usual practice, to resolve concerns. Staff who have roles that include managing and responding to complaints continue to work either from home or their usual place of work within their service areas. Service levels have been maintained and continue to deliver both statutory and mandatory processes.	Quarterly	62.99	100			
	FOI Responses (%)	Significant drop in the number of requests due to be issued this month.	Monthly	82.00	100			
Customer Services	% calls answered	Below target, but an improvement since February. Operation of information centres has impacted the department. Absences continue to be monitored and policies followed closely to ensure as many people are taking calls as possible. Customer Services Centres are closed which has created additional resources to take calls. Customer Services has remained a predominantly home based workforce due to COVID19, homeworking has allowed service levels to be maintained, ensuring customers are dealt with as efficiently and fully as possible.	Monthly	86.30	90			
	Average time to answer calls (seconds)	above target, significant improvement since February. Absences continue to be monitored and policies followed closely to ensure as many people are taking calls as possible. Customer Services Centres are closed which has created additional resources to take calls. Customer Services has remained a predominantly home based workforce due to COVID19, homeworking has allowed service levels to be maintained, ensuring customers are dealt with as efficiently and fully as possible.	Monthly	153.00	180			
	Calls answered within 180 seconds (%)	This is below target, but an improvement on February and the highest since January 2021. Operation of Information Centers has impacted the department. The Customer Services team are predominately working from home and maintaining high service levels as the number of calls into the contact centre have increased. Customer Services has remained a predominantly home based workforce due to COVID19, homeworking has allowed service levels to be maintained, ensuring customers are dealt with as efficiently and fully as possible.	Monthly	71.70	95			