

**Appendix B – Housing Scuting Meeting
January 2017**

Housing Services Analysis Apr-Dec 2016 Within Customer Services.

Analysis consists of comparison for Average figures for Apr-Oct To Nov & Dec figures for
Phone Calls & Face 2 Face

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09/01/2017

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HOUSING PHONES COMMENTARY

Within the Customer Service Centre (CSC) Granby Street, phone call numbers for Housing related calls are recorded under 6 Service Lines. They are Housing Management, Housing Repairs, Housing Repairs High Priority, Housing Options Tier 1, Housing Options Tier 2 and Payment and Rent Enquiries.

For the first 10 months of this financial year we answered a total of 171,141 calls at an average of 17,114 per month. For November we answered a total of 19,145 calls and a further 14,309 in December.

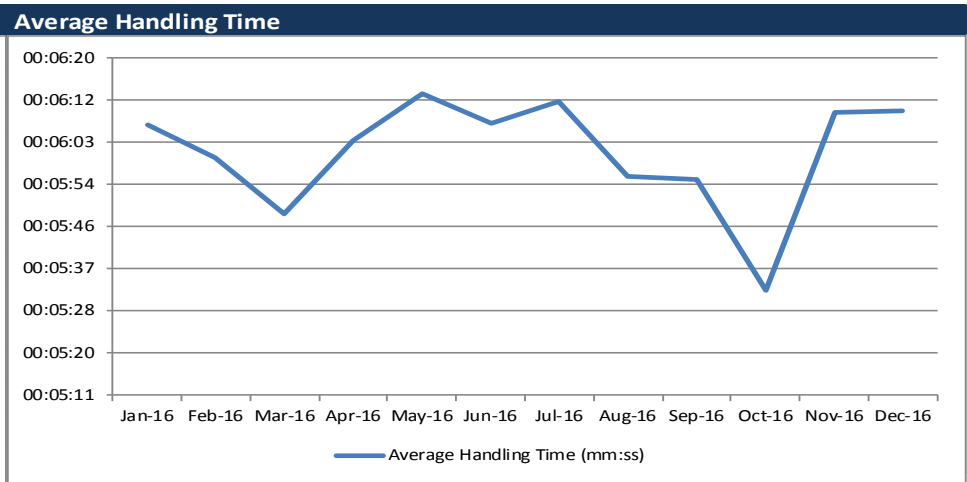
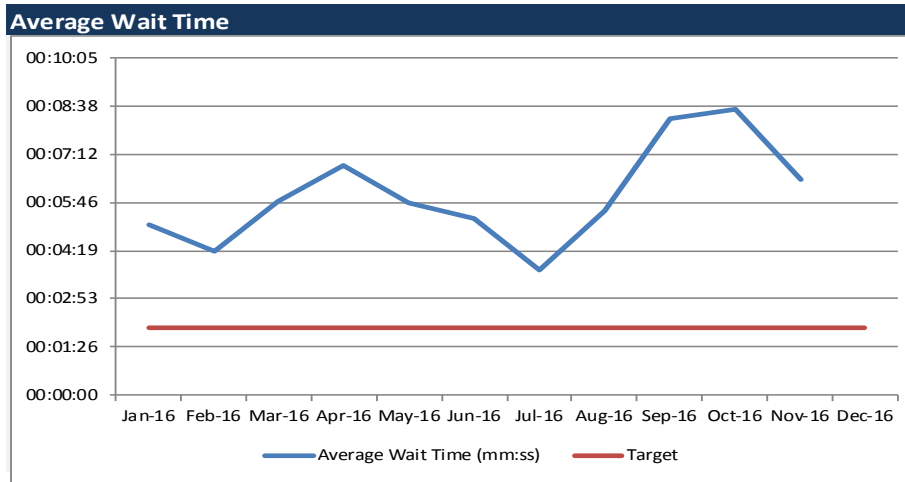
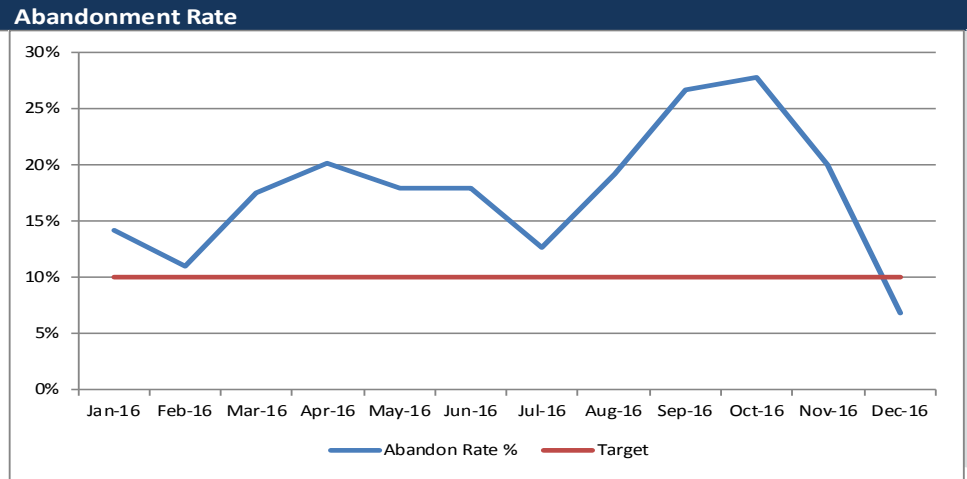
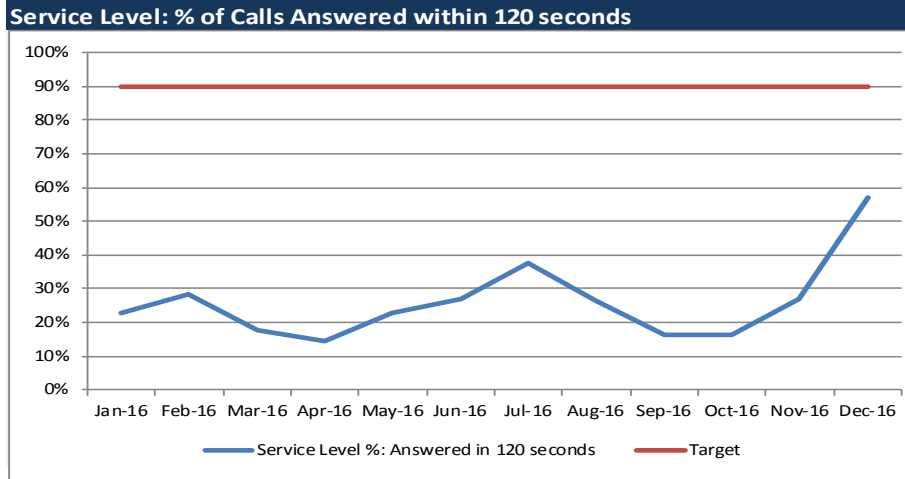
Considering the increase in calls answered in November compared to the average for the previous 10 months the Average Wait Times remained relatively constant. In December the Average Wait Time reduced dramatically to 02:18 mins.

For the same periods the Average Handling Times reduced for three Service Lines and increased for the other three. Overall for the period Average Handling Times have remained constant at around 6 minutes.

Our call Abandon Rates reduced for all of the Housing Services Lines when comparing the average for the first 10 months of the year to November, apart from Housing Repairs and Housing Options Tier 1. In December the combined lines Abandonment Rate reduced dramatically to 7%.

The CSC SLA for % of calls Answered within 2 minutes is 90%. For the first 10 months the average % achieved was 23% which increased to 27% for November. Further improvement was achieved in December with a figure of 57% of calls answered within our SLA.

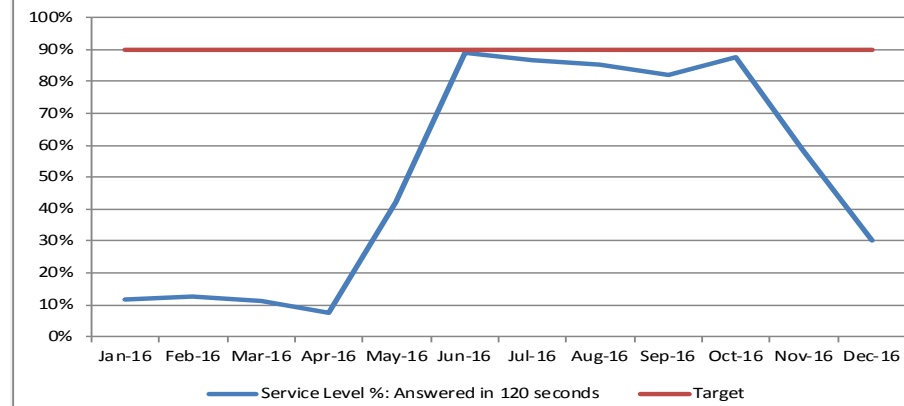
Housing Phones Combined	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Calls Offered	23302	22886	22918	22635	20626	21961	19113	20774	21590	22670	24420	15756
Calls Answered	18926	19325	17786	16691	16160	17843	16536	16641	15614	16219	19145	14309
Calls Abandoned	3320	2517	4018	4550	3700	3935	2432	3976	5749	6297	4904	1071
Calls Redirected	0	0	0	0	0	0	0	0	0	0	0	0
Abandon Rate %	14%	11%	18%	20%	18%	18%	13%	19%	27%	28%	20%	7%
Service Level %: Answered in 120 seconds	23%	28%	17%	14%	23%	27%	37%	26%	16%	16%	27%	57%
Average Wait Time (mm:ss)	00:05:05	00:04:19	00:05:48	00:06:52	00:05:46	00:05:16	00:03:45	00:05:30	00:08:15	00:08:34	00:06:26	00:02:18
Average Handling Time (mm:ss)	00:06:06	00:06:00	00:05:48	00:06:03	00:06:13	00:06:07	00:06:11	00:05:56	00:05:55	00:05:33	00:06:09	00:06:09



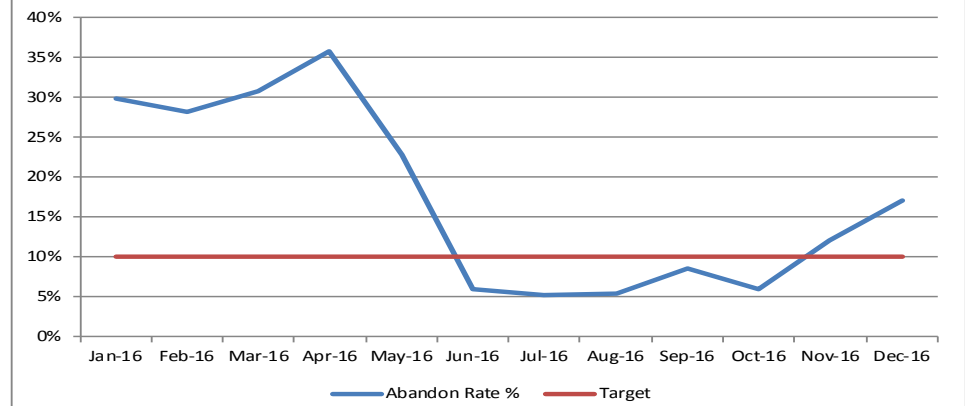
BREAKDOWN BY LINES

Housing Management	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Calls Offered	3546	3693	3626	3906	3367	3053	2787	2882	2652	2604	3066	2200
Calls Answered	2490	2649	2512	2512	2601	2870	2642	2725	2425	2450	2695	1824
Calls Abandoned	1056	1044	1114	1394	766	183	145	157	227	154	371	376
Calls Redirected	0	0	0	0	0	0	0	0	0	0	0	0
Abandon Rate %	30%	28%	31%	36%	23%	6%	5%	5%	9%	6%	12%	17%
Service Level %: Answered in 120 seconds	12%	13%	11%	8%	42%	89%	87%	85%	82%	87%	58%	30%
Average Wait Time (mm:ss)	00:06:17	00:05:59	00:06:35	00:07:53	00:03:57	00:00:44	00:00:51	00:00:53	00:00:59	00:00:50	00:02:35	00:02:20
Average Handling Time (mm:ss)	00:05:56	00:05:38	00:05:46	00:05:47	00:05:52	00:05:48	00:06:04	00:05:44	00:05:33	00:05:12	00:05:41	00:05:41

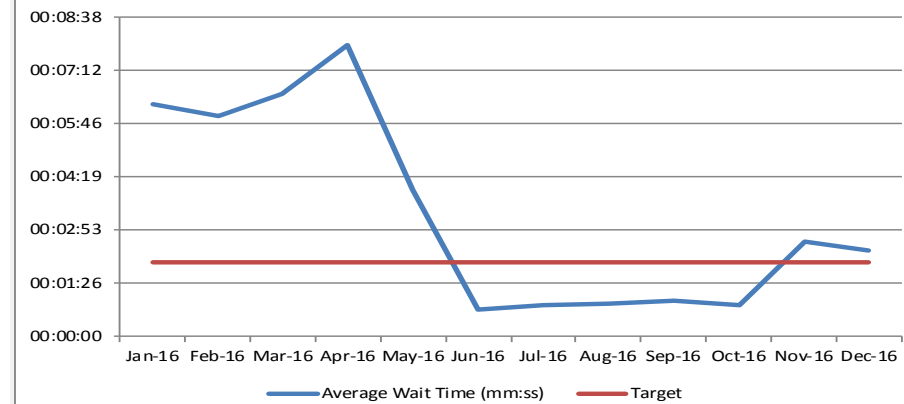
Service Level: % of Calls Answered within 120 seconds



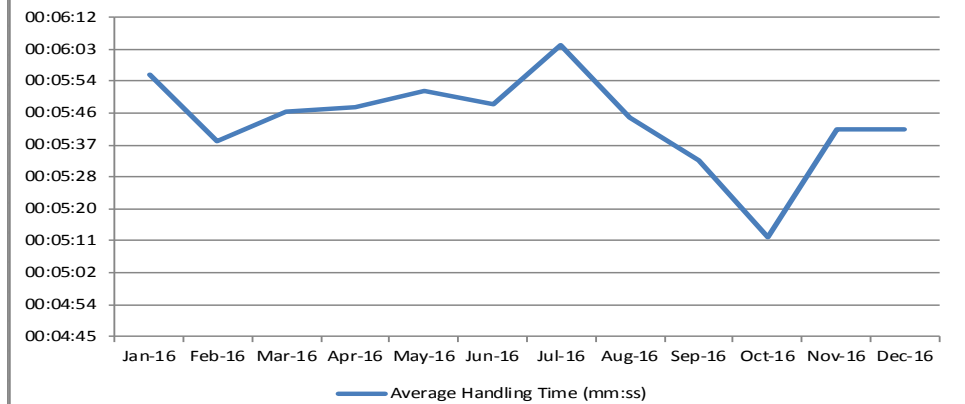
Abandonment Rate



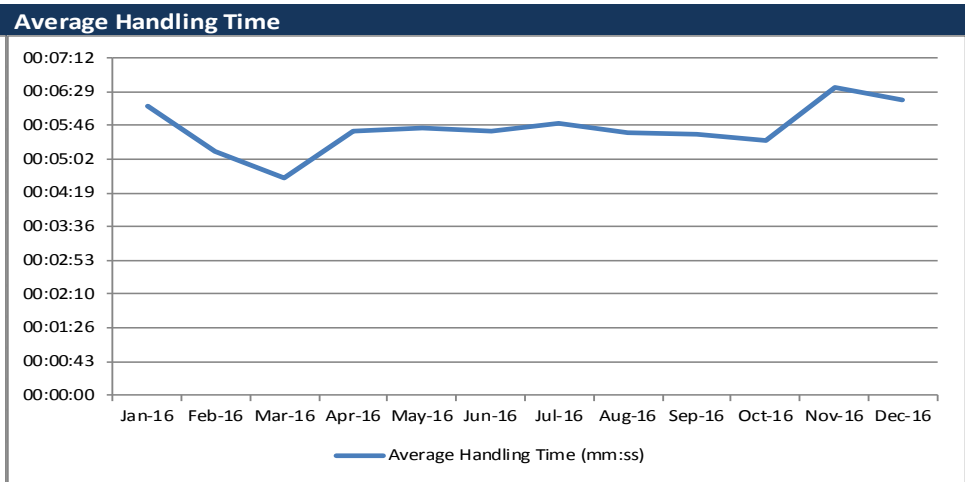
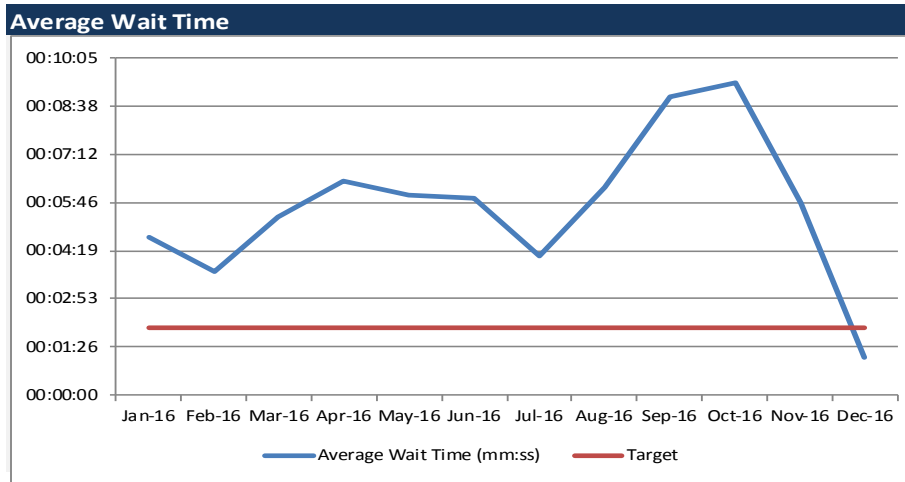
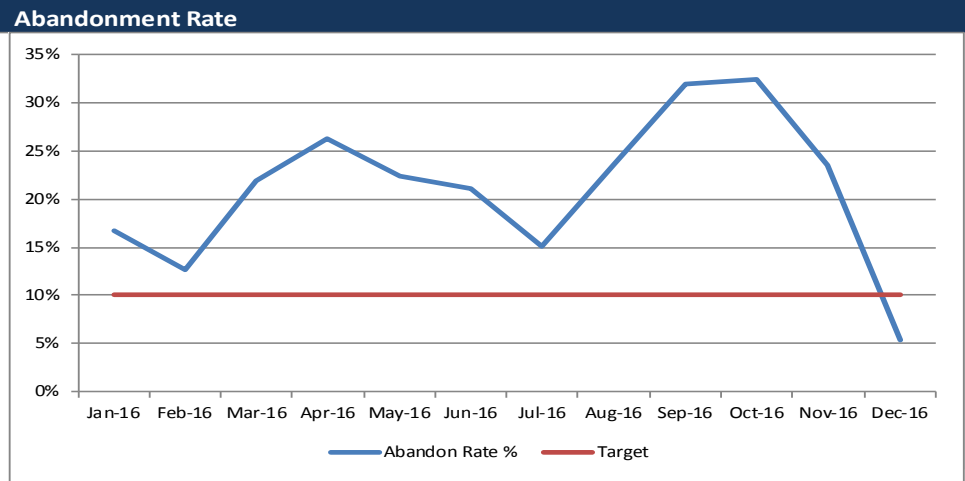
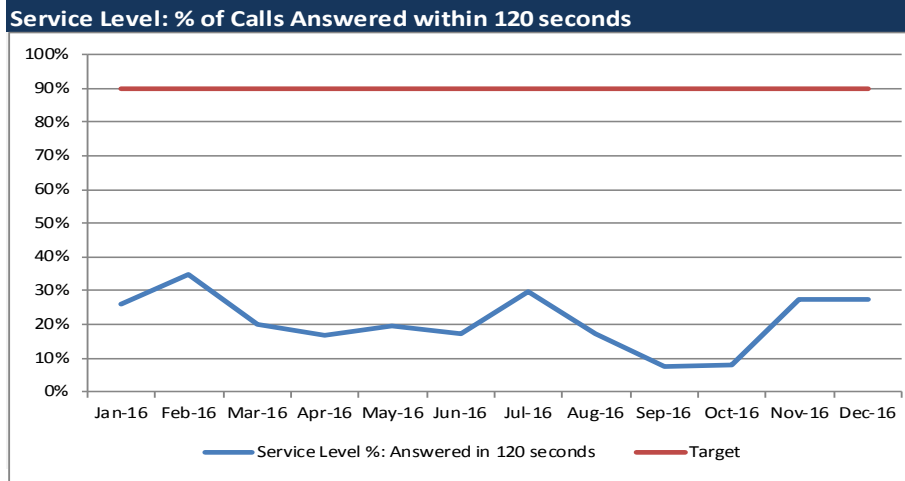
Average Wait Time



Average Handling Time

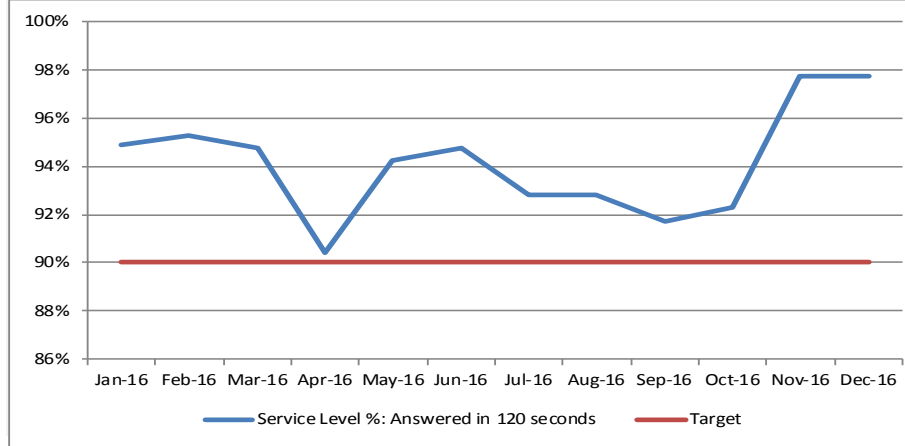


Housing Repairs	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Calls Offered	11228	10355	10392	10223	9488	10565	8724	9671	10623	11906	13147	7813
Calls Answered	9355	9045	8110	7537	7368	8345	7406	7384	7226	8036	10060	1392
Calls Abandoned	1873	1310	2282	2686	2120	2220	1318	2287	3397	3870	3087	421
Calls Redirected	0	0	0	0	0	0	0	0	0	0	0	0
Abandon Rate %	17%	13%	22%	26%	22%	21%	15%	24%	32%	33%	23%	5%
Service Level %: Answered in 120 seconds	26%	35%	20%	17%	19%	17%	30%	17%	8%	8%	28%	28%
Average Wait Time (mm:ss)	00:04:42	00:03:43	00:05:20	00:06:23	00:05:58	00:05:53	00:04:11	00:06:12	00:08:55	00:09:20	00:05:45	00:01:08
Average Handling Time (mm:ss)	00:06:10	00:05:12	00:04:38	00:05:38	00:05:42	00:05:39	00:05:49	00:05:37	00:05:35	00:05:26	00:06:33	00:06:18

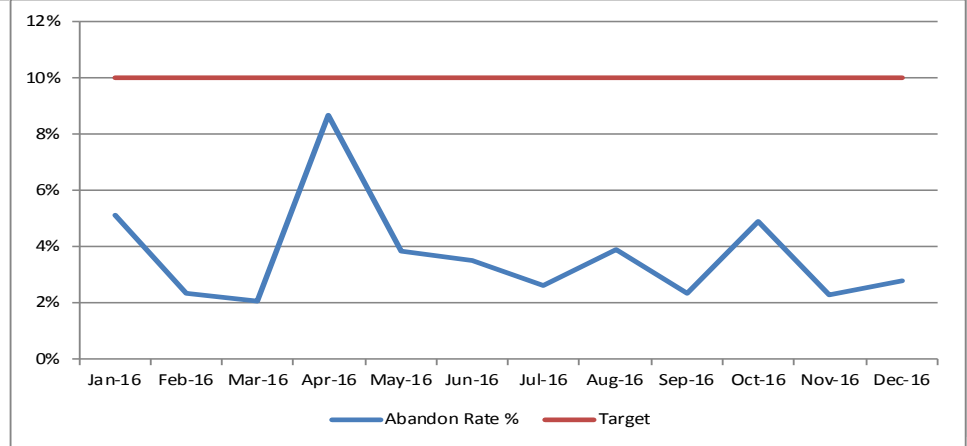


Housing Repairs High Priority	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Calls Offered	78	85	96	115	157	172	153	153	169	143	44	36
Calls Answered	74	83	94	105	151	166	149	147	165	136	43	35
Calls Abandoned	4	2	2	10	6	6	4	6	4	7	1	1
Calls Redirected	0	0	0	0	0	0	0	0	0	0	0	0
Abandon Rate %	5%	2%	2%	9%	4%	3%	3%	4%	2%	5%	2%	3%
Service Level %: Answered in 120 seconds	95%	95%	95%	90%	94%	95%	93%	93%	92%	92%	98%	98%
Average Wait Time (mm:ss)	00:00:28	00:00:32	00:00:34	00:00:32	00:00:36	00:00:38	00:00:38	00:00:41	00:00:49	00:00:44	00:00:35	00:00:22
Average Handling Time (mm:ss)	00:06:58	00:06:23	00:05:58	00:06:01	00:06:14	00:06:04	00:05:43	00:05:31	00:05:36	00:05:04	00:05:31	00:05:58

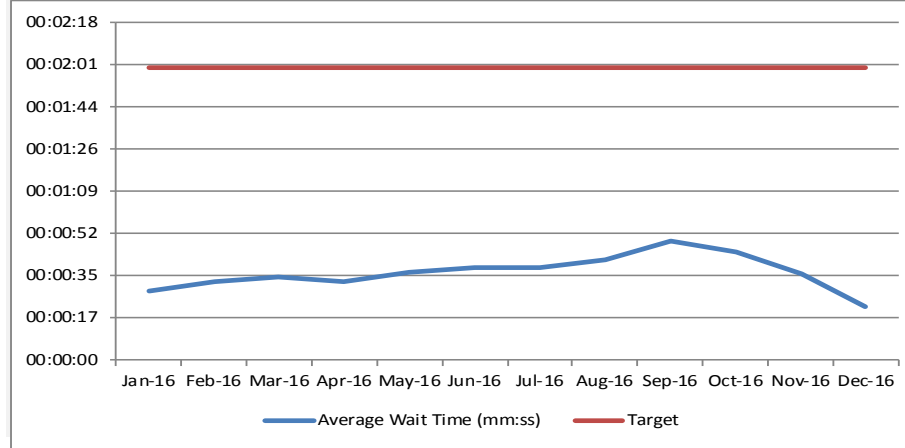
Service Level: % of Calls Answered within 120 seconds



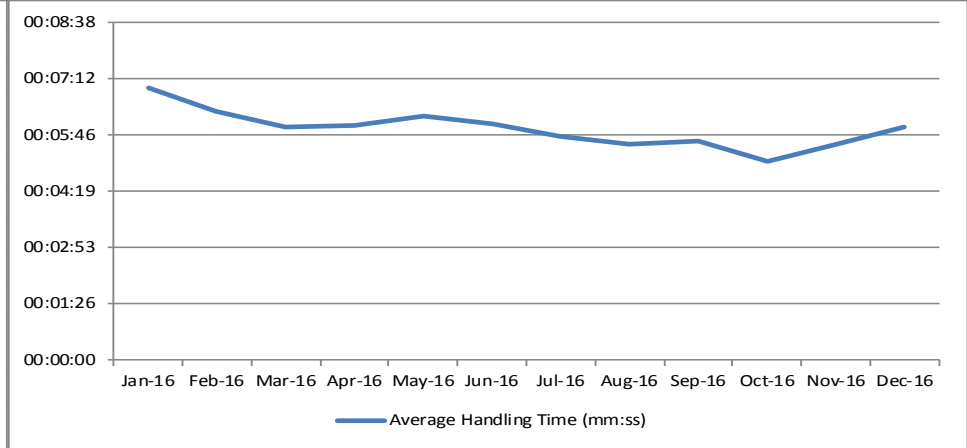
Abandonment Rate



Average Wait Time

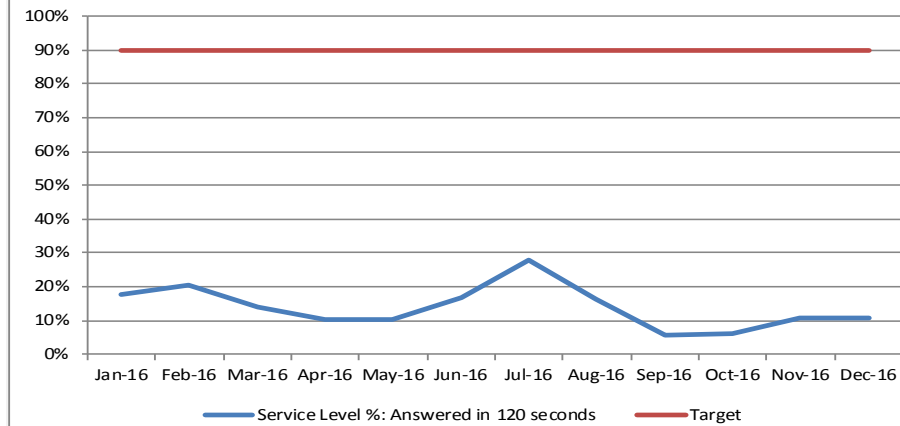


Average Handling Time

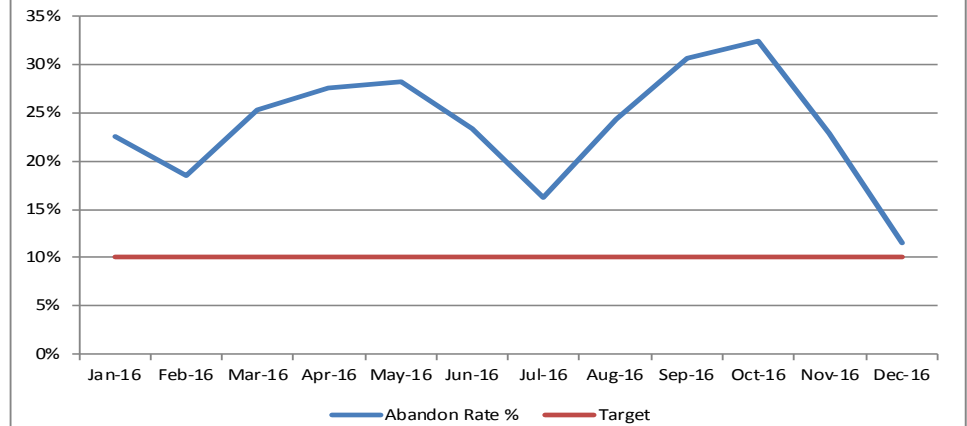


Payments & Rent Enquiries	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Calls Offered	2798	2789	2825	2634	2235	2286	2229	2110	2271	2386	2748	1934
Calls Answered	2166	2275	2112	1908	1605	1752	1869	1597	1576	1613	2120	1711
Calls Abandoned	632	514	713	726	630	534	360	513	695	773	628	223
Calls Redirected	0	0	0	0	0	0	0	0	0	0	0	0
Abandon Rate %	23%	18%	25%	28%	28%	23%	16%	24%	31%	32%	23%	12%
Service Level %: Answered in 120 seconds	17%	20%	14%	10%	10%	17%	28%	16%	6%	6%	11%	11%
Average Wait Time (mm:ss)	00:05:56	00:05:11	00:06:24	00:07:48	00:07:24	00:06:15	00:04:25	00:06:17	00:09:25	00:09:58	00:08:37	00:04:00
Average Handling Time (mm:ss)	00:06:15	00:06:00	00:06:19	00:06:07	00:06:02	00:06:40	00:06:13	00:05:55	00:05:50	00:05:33	00:05:29	00:05:30

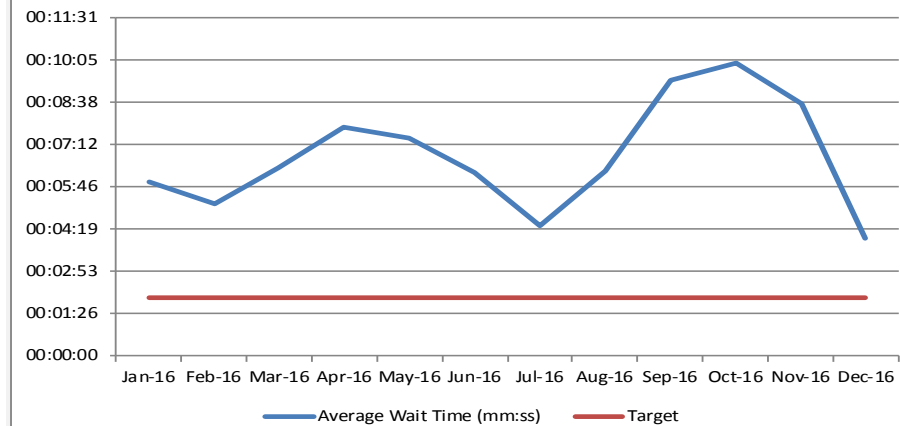
Service Level: % of Calls Answered within 120 seconds



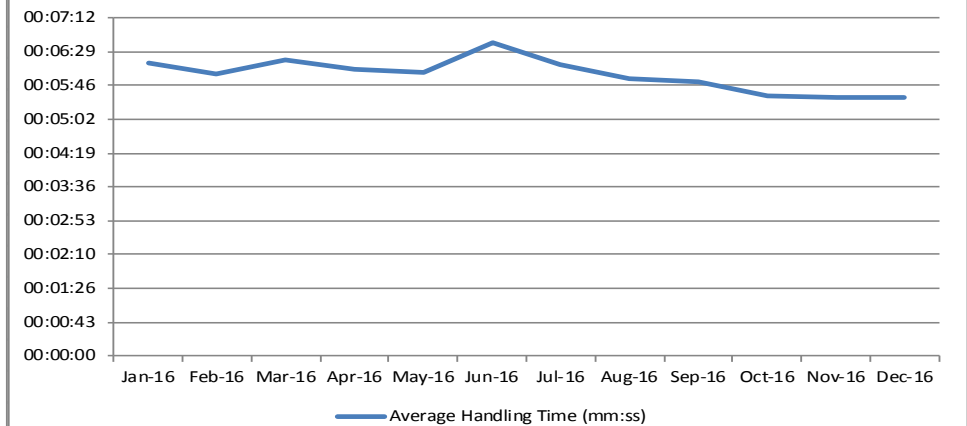
Abandonment Rate



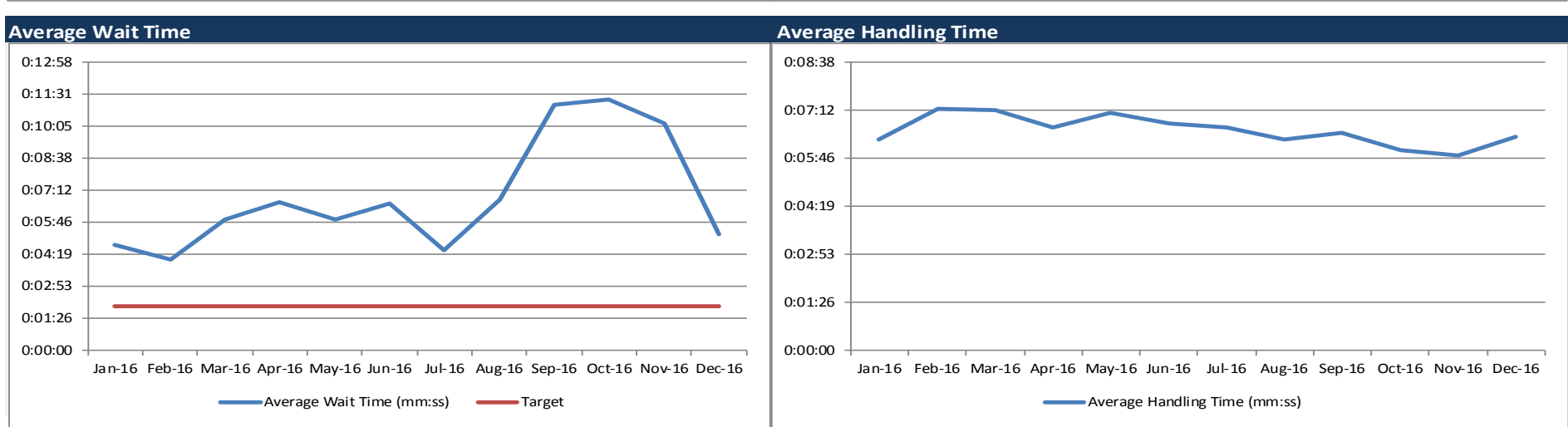
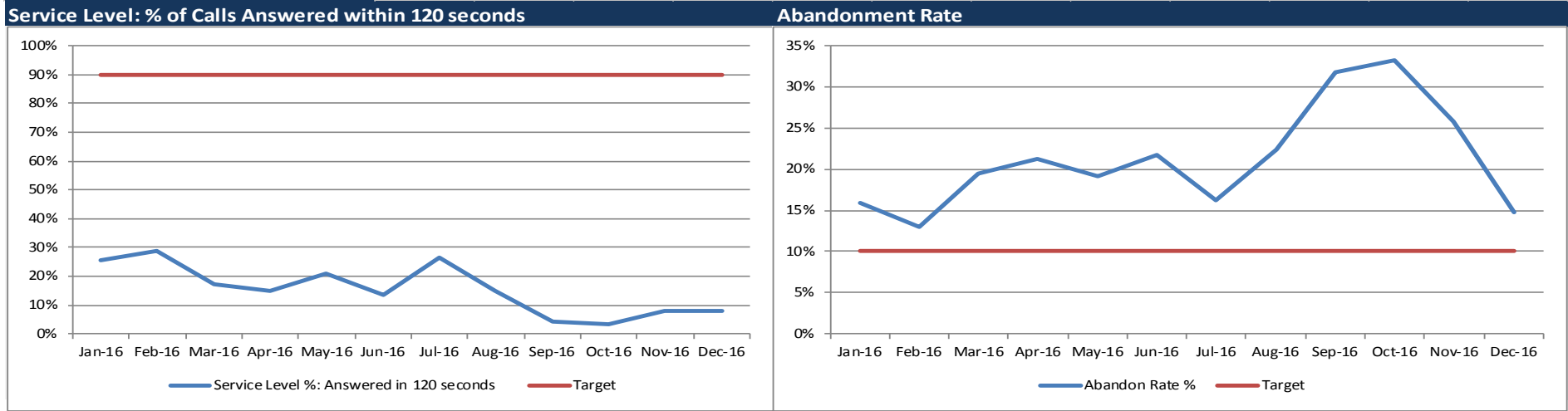
Average Wait Time



Average Handling Time

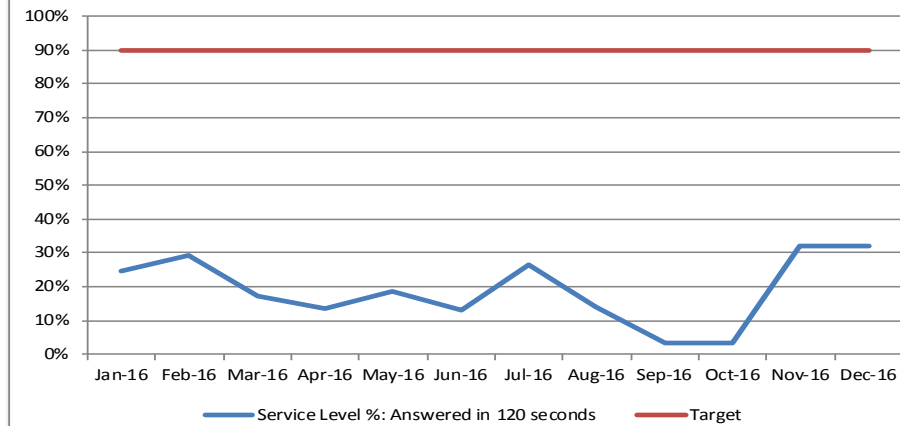


Housing Options Tier 1	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Calls Offered	3710	4086	4107	4112	3723	4227	3536	3966	3961	3749	3773	2624
Calls Answered	3122	3556	3307	3240	3009	3307	2963	3077	2700	2500	2799	2238
Calls Abandoned	588	530	800	872	714	920	573	889	1261	1249	974	386
Calls Redirected	0	0	0	0	0	0	0	0	0	0	0	0
Abandon Rate %	16%	13%	19%	21%	19%	22%	16%	22%	32%	33%	26%	15%
Service Level %: Answered in 120 seconds	26%	29%	17%	15%	21%	14%	26%	15%	4%	3%	8%	8%
Average Wait Time (mm:ss)	0:04:46	0:04:06	0:05:53	0:06:40	0:05:53	0:06:36	0:04:30	0:06:48	0:11:03	0:11:18	0:10:11	00:05:13
Average Handling Time (mm:ss)	0:06:20	0:07:15	0:07:13	0:06:41	0:07:08	0:06:49	0:06:40	0:06:20	0:06:32	0:05:59	0:05:51	00:06:25

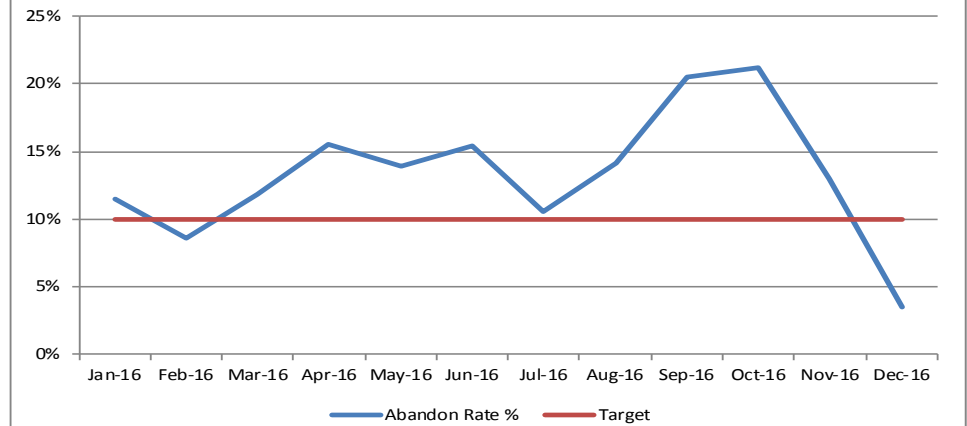


Housing Options Tier 2	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Calls Offered	1942	1878	1872	1645	1656	1658	1684	1992	1914	1882	1642	1149
Calls Answered	1719	1717	1651	1389	1426	1403	1507	1711	1522	1484	1428	1109
Calls Abandoned	223	161	221	256	230	255	177	281	392	398	214	40
Calls Redirected	0	0	0	0	0	0	0	0	0	0	0	0
Abandon Rate %	11%	9%	12%	16%	14%	15%	11%	14%	20%	21%	13%	3%
Service Level %: Answered in 120 seconds	25%	29%	17%	14%	18%	13%	26%	14%	3%	3%	32%	32%
Average Wait Time (mm:ss)	0:05:03	0:04:21	0:06:21	0:07:15	0:06:30	0:06:57	0:04:44	0:07:14	0:11:18	0:11:41	0:08:08	00:01:29
Average Handling Time (mm:ss)	0:05:24	0:08:06	0:08:08	0:07:12	0:07:44	0:07:11	0:07:16	0:06:57	0:07:08	0:06:01	0:05:43	00:06:29

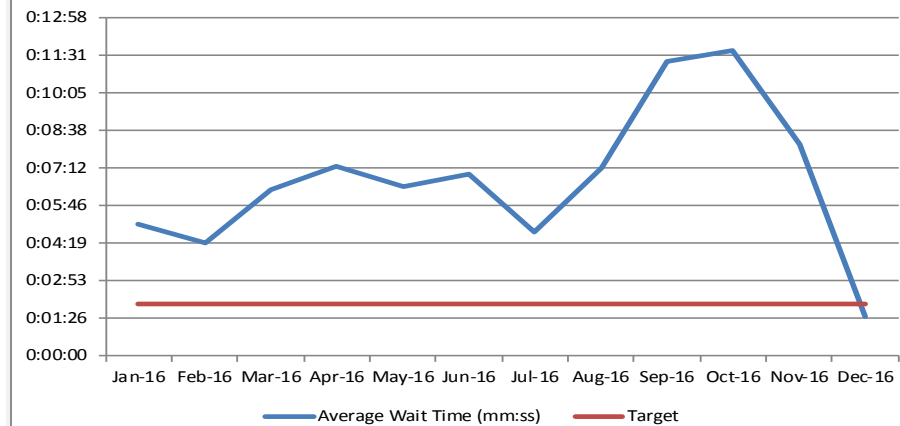
Service Level: % of Calls Answered within 120 seconds



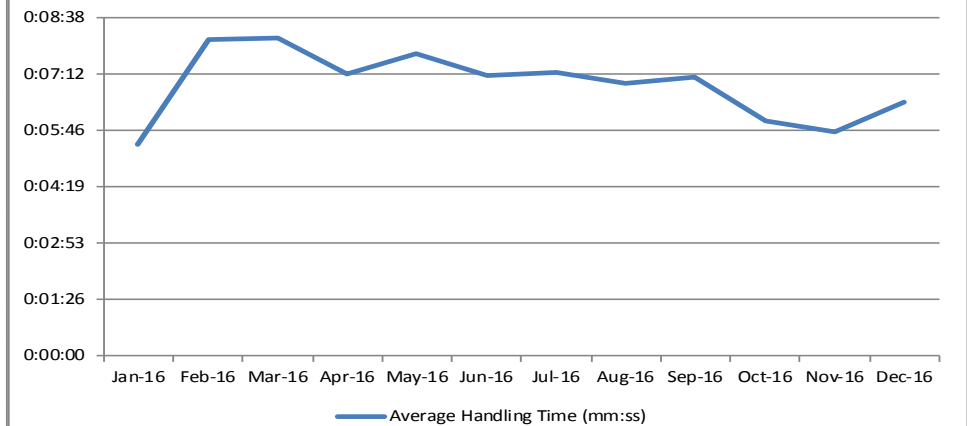
Abandonment Rate



Average Wait Time



Average Handling Time



HOUSING FACE 2 FACE COMMENTARY

Within the Customer Service Centre (CSC) Granby Street visitor numbers for Housing related queries are recorded under 3 Services. They are Housing, Housing Options Appointments and Housing Options Emergency.

For the first 10 months of this financial year we have served a total of 1,757 customers at an average of 176 per month. For November we served a total of 150 customers and a further 93 in December.

For the same periods of measures, both Average Waiting Time and Average Transaction Time have decreased. For the Housing and Housing Options Appointments Service Queues the decreases for Average Waiting times were dramatic at over 50%.

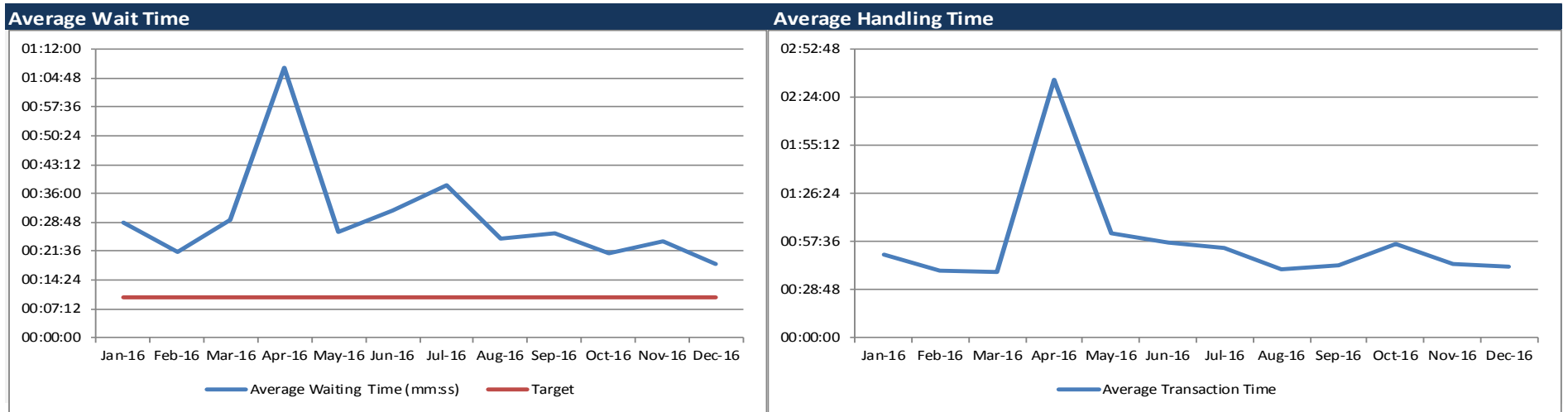
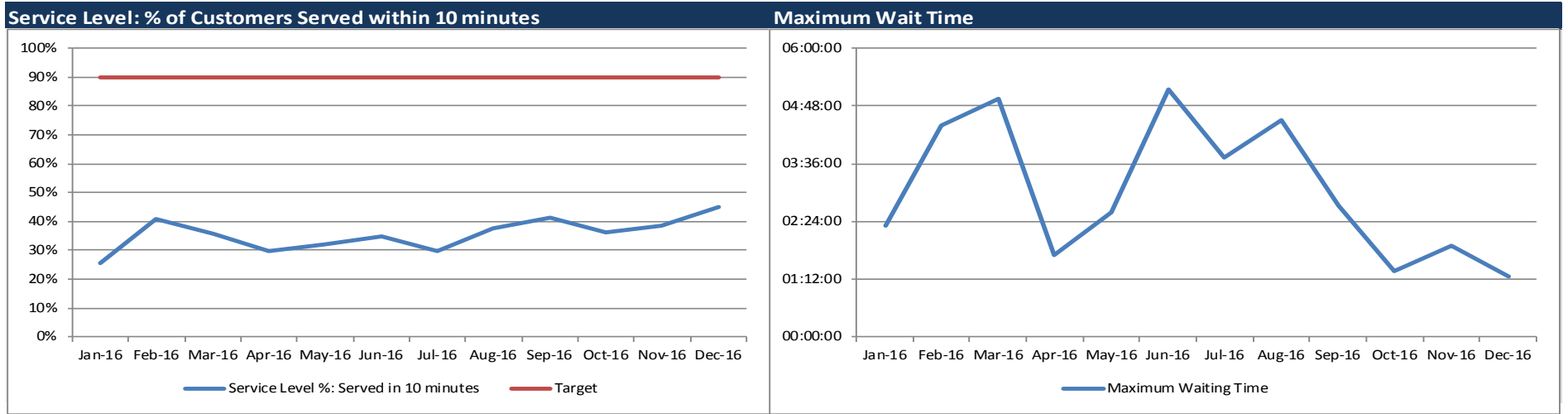
Our Satellite Offices are now closed but for the first 6 months of the financial year they served a further 387 customers.

Satellite Offices	Served Apr-Sept
Housing Management	160
Repairs	26
Keys Fobs	5
Housing Appointment Arrivals	3
Housing Options	4
Housing Applications	40
HomeChoice	1
Housing Rents	127
Other Housing	21

From October these Customers have had to visit the CSC-Granby Street for their Face 2 Face Housing Services queries. At present this has not increased visitor numbers to any great extent.

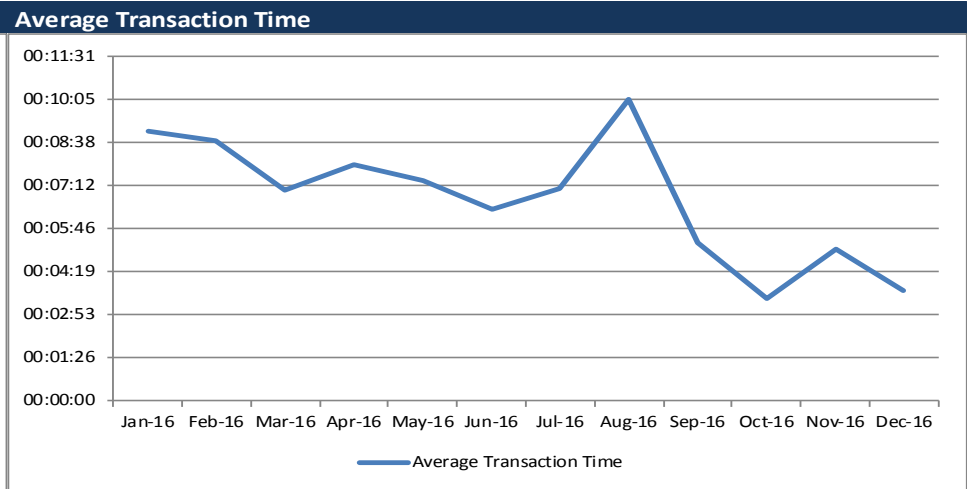
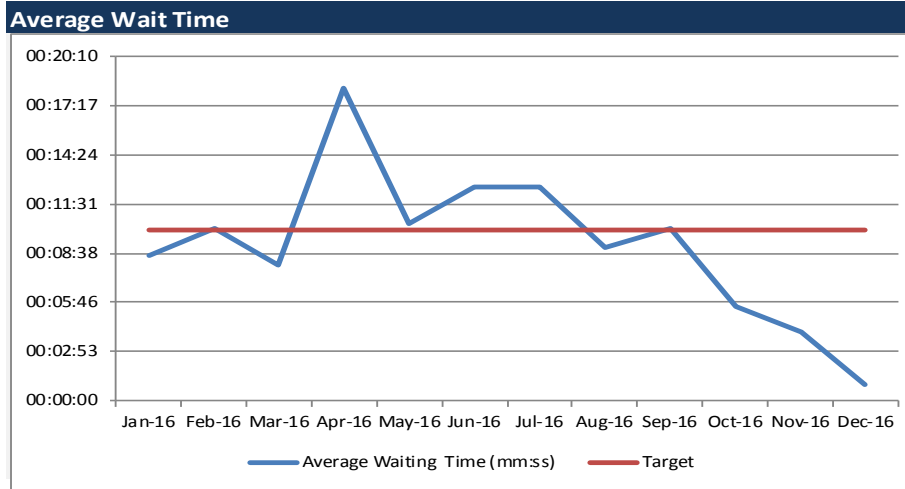
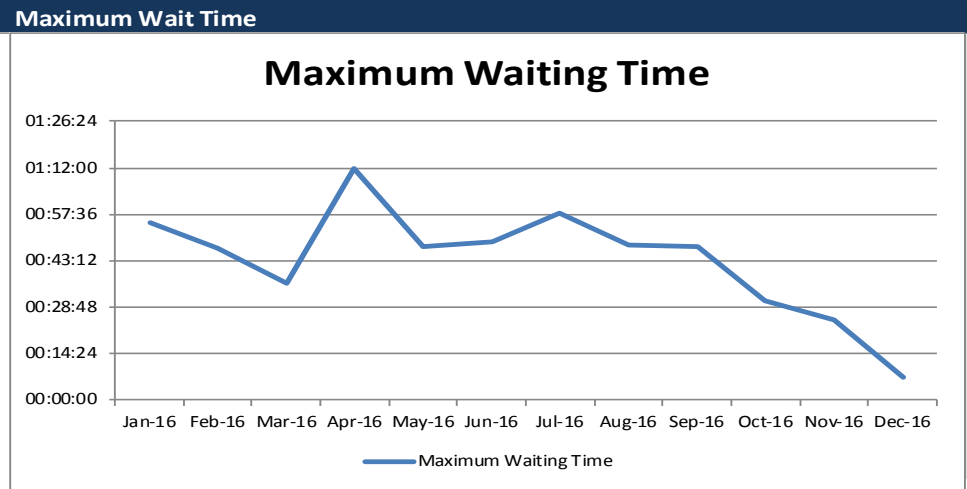
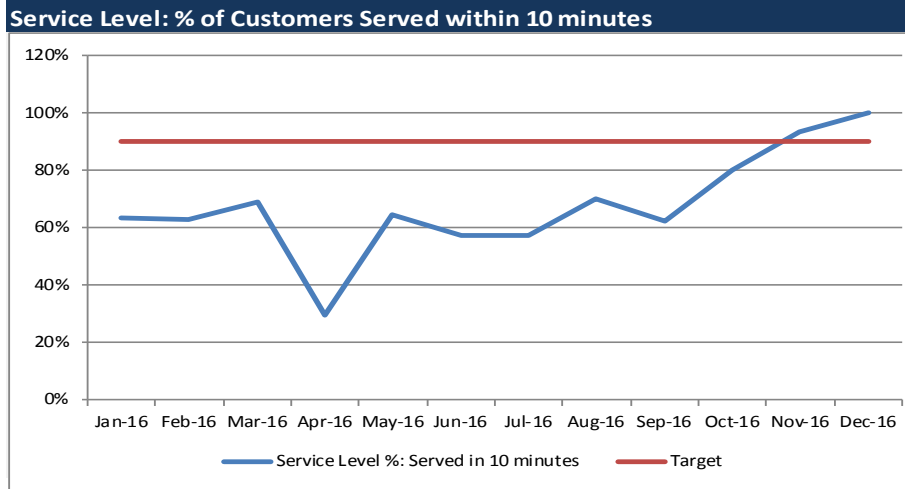
The CSC SLA for % Served within 10 minutes is 90%. For the first 10 months the average % was 34% which increased to 39% for November. December has seen further improvement with an SLA of 45%.

Housing Combined	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Arrived	196	182	199	213	172	210	176	217	183	152	152	95
Served	187	176	165	193	159	192	161	206	174	144	150	93
Average Waiting Time (mm:ss)	00:28:35	00:21:15	00:29:26	01:07:28	00:26:27	00:31:43	00:38:09	00:24:50	00:25:58	00:20:56	00:24:03	00:18:30
Maximum Waiting Time	02:18:30	04:24:16	04:57:15	01:41:42	02:34:38	05:08:58	03:43:59	04:30:51	02:43:20	01:22:38	01:53:54	01:15:45
Average Transaction Time	00:50:03	00:39:48	00:38:57	02:34:19	01:02:40	00:56:34	00:53:45	00:41:06	00:42:58	00:56:26	00:43:51	00:42:31
Service Level %: Served in 10 minutes	26%	41%	36%	30%	32%	35%	30%	37%	41%	36%	39%	45%

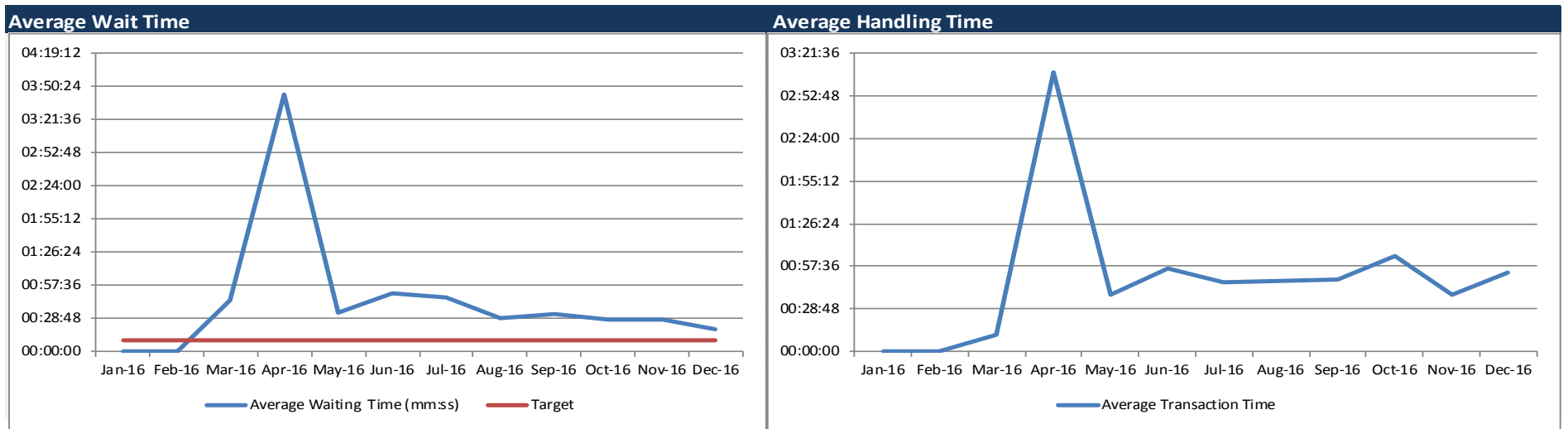
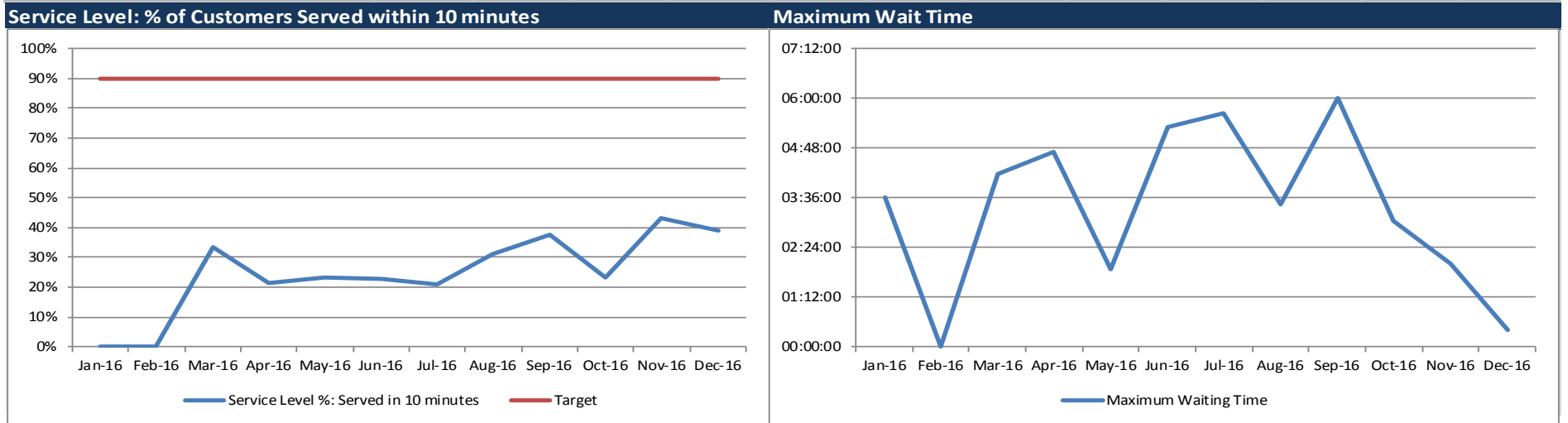


BREAKDOWN BY QUEUES

Housing	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Arrived	43	61	50	38	33	48	36	40	36	13	15	15
Served	41	59	45	34	28	47	33	37	32	10	15	15
Average Waiting Time (mm:ss)	00:08:33	00:10:05	00:07:59	00:18:19	00:10:22	00:12:29	00:12:33	00:09:00	00:10:05	00:05:30	00:04:03	00:00:55
Maximum Waiting Time	00:55:10	00:47:12	00:36:18	01:11:40	00:47:34	00:48:49	00:57:50	00:47:51	00:47:39	00:30:38	00:24:59	00:06:46
Average Transaction Time	00:09:02	00:08:42	00:07:03	00:07:53	00:07:23	00:06:23	00:07:05	00:10:04	00:05:17	00:03:26	00:05:06	00:03:41
Service Level %: Served in 10 minutes	63%	63%	69%	29%	64%	57%	58%	70%	63%	80%	93%	100%

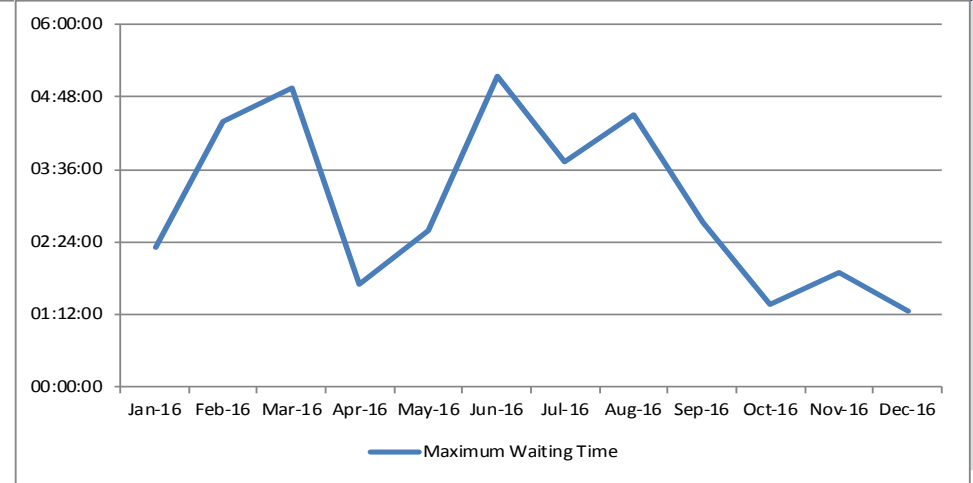
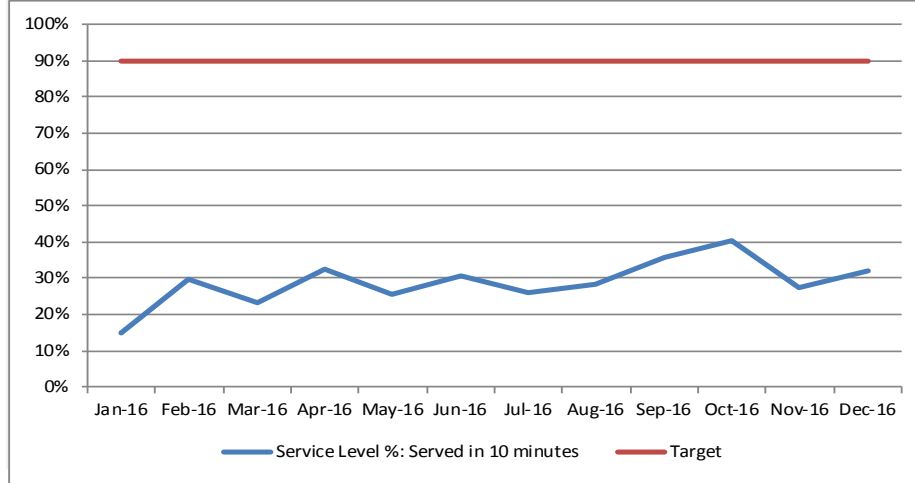


Housing Options Appointment	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Arrived	4	0	10	54	33	66	95	114	68	63	45	32
Served	0	0	3	42	30	57	86	109	64	60	44	31
Average Waiting Time (mm:ss)	00:00:00	00:00:00	00:44:02	03:43:16	00:34:21	00:50:21	00:47:26	00:28:50	00:32:38	00:27:16	00:27:22	00:19:40
Maximum Waiting Time	03:36:59	00:00:00	04:11:13	04:41:41	01:51:55	05:17:35	05:37:44	03:27:01	06:00:06	03:01:21	02:01:17	00:23:21
Average Transaction Time	00:00:00	00:00:00	00:11:13	03:08:45	00:38:40	00:56:13	00:47:14	00:48:12	00:48:42	01:04:10	00:38:38	00:53:13
Service Level %: Served in 10 minutes	0%	0%	33%	21%	23%	23%	21%	31%	38%	23%	43%	39%

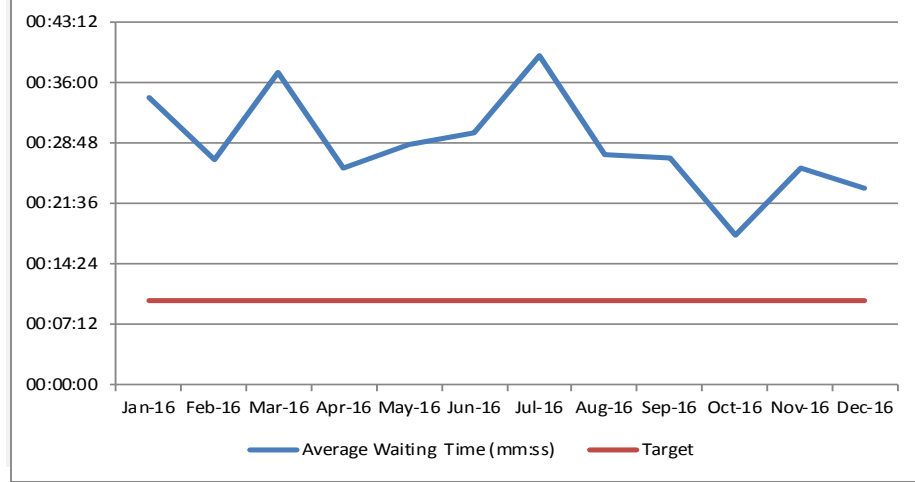


Housing Options Emergency	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Arrived	149	121	139	121	106	96	45	63	79	76	92	48
Served	146	117	117	117	101	88	42	60	78	74	91	47
Average Waiting Time (mm:ss)	00:34:12	00:26:53	00:37:19	00:25:49	00:28:33	00:29:56	00:39:16	00:27:20	00:27:01	00:17:54	00:25:45	00:23:21
Maximum Waiting Time	02:18:30	04:24:16	04:57:15	01:41:42	02:34:38	05:08:58	03:43:59	04:30:51	02:43:20	01:22:38	01:53:54	01:15:45
Average Transaction Time	01:01:34	00:55:29	00:51:56	03:04:31	01:25:07	01:23:35	01:43:44	00:47:19	00:53:43	00:57:19	00:52:46	00:47:52
Service Level %: Served in 10 minutes	15%	30%	23%	32%	26%	31%	26%	28%	36%	41%	27%	32%

Service Level: % of Customers Served within 10 minutes **Maximum Wait Time**



Average Wait Time



Average Handling Time

