

LCC Customer Services

Customer Contact – National Industry Trends

- Average call durations have doubled
- Voice channel not diminished
- Omni-channel expectations
- Multichannel handling
- Complex and more varied telephony contact
- Speed to answer
- Single sign on and integrated applications – not straightforward
- Recruitment & retention challenges
- Handling contact - hybrid operation preferred
- Growing emphasis on customer experience

Customer Contact – Key Trends

Good afternoon

I just wanted to drop a line to the management of Customer services re my experience today.

After many and I mean many attempts to get an update on the dropped Kerb at XXXXXXXX I finally managed to get through to a human voice and I have to say what a pleasure that was. XXXXXX introduced herself to me and it was a very positive conversation. She was like a breath of fresh air and so person centred in her approach. She was kind, professional, and respectful ensuring that the concern being raised was passed to the relevant body. She was the epitome of Customer Care in her compassion and determination to find the right person/department for the enquiry to be directed to and utilised her team leader for advice and support therefore giving the best outcome I could have hoped for.

In a world full of stress and pockets of self-centred approach it was lovely to speak with her and find someone who embraces the core values of care and support – I hope your management value your team as I value you as a person and partner in the provision of person-centred care and support to those who need it.

From the bottom of my heart, I thank you and hope that the rest of the day is as positive as our call. You were amazing XXXXXX.

Warmest Regards
XXXXXX

Customer Contact – LCC Model

Typical routes in:

- Customer service line (telephony provision)
- Customer service centre (face to face provision)
- Email and webform queries (digital provision)
- Direct to service

Two-tiered approach

Online Portal Name	Link to Online Portal
My Account	Landing - Self (leicester.gov.uk)
Housing Online	Welcome to Housing Online (leicester.gov.uk)
Housing Application	Applying for housing and other housing options (leicester.gov.uk)
Open Portal (Revenue and Benefits)	My Revenues and Benefits (leicester.gov.uk)
Housing Benefit and Council Tax Support Application	Housing benefit (leicester.gov.uk)
Love Clean Streets	Love Leicester - Log In
School admissions	Citizen Portal - Sign in (leicester.gov.uk)
Libraries	Home - Leicester Arena
Sport services	Swim Leicester
Adult social care portal	Secure login - step 1 (leicester.gov.uk)
Residents parking permits	Permit Gateway - (leicester.gov.uk)
Register to vote	Register to vote - GOV.UK (www.gov.uk)
Payments	Make a payment (leicester.gov.uk)
Apply for a blue badge	Apply for a Blue Badge (leicester.gov.uk)
Apply for a senior citizen's bus pass	Apply for a senior citizens bus pass (leicester.gov.uk)
Do it online	Do it online (leicester.gov.uk)
Adult Social Care	https://mysupportneeds.leicester.gov.uk/web/portal/pages/home

Customer Contact – LCC Customer Service Line

Service Area	Opening Hours	Service Type/Activity
Corporate General Enquiries	10:30-15:30hrs	Point of contact where it isn't clear how to proceed, where to get information, or who to speak to, and includes anything covered by the dedicated lines
Environment line	08:00-18:00hrs	Pest control; Stray/Nuisance Dogs; Noise; Pollution; Private Sector Housing; Food Safety general enquiry; Street lighting; Highways; City Wardens; Street Cleansing; Trees; Parks
General Switchboard	08:00-18:00hrs	Redirection to named officer – automated or advisor; Named officer not known – advisor redirect
Housing Benefit line	09:30-15:30hrs	General enquiry – new & existing claims; Universal credit; Council tax support enquiry; Discretionary award enquiry; Payments; Change of details; Energy rebate enquiry
Housing Repairs line	08:00-18:00hrs	Emergency Repairs; Non-Emergency Repairs; Communal Repairs; Housing Online query; Leaseholder repairs
Housing Options line	08:30-17:00hrs	Housing application – commence/update; Homelessness 1 st contact; Private sector housing query; Options Duty Desk referral
Housing Management line	10:30-17:00hrs	ASB; Domestic Violence; Harassment; Property Alterations; Gardening/Landscaping; Moving Home; Rent Account Query; Changes of Tenancies etc.

Customer Contact – LCC Customer Service Line

Service Area	Opening Hours	Service Type/Activity
Local Taxation line	08:30-17:00hrs	General account and bill queries; Change of details; Council tax adjustments and exemptions; Debt related queries
Waste Management line	09:30-15:30hrs	Bulky collections; Assisted collections; New bin requests; Garden waste requests; Missed collections
Social Care Switchboard	08:30-17:00hrs	Crisis calls; Non-crisis calls; CSC enquiry
School Admissions line	09:30-15:00hrs	School appeals – 1 st contact; Catchment enquiry; New school application; In-year transfers; General school enquiry
Registrars line	08:00-18:00hrs	Births, deaths, marriages registration enquiries; Replacement certificates; Citizenship ceremony enquiries
Electoral Registration	08:00-18:00hrs	General enquiries; Voter registration; Change of address
Support Grants	09:30-16:00hrs	Community support grant; Household support fund
Parking & Transport line	10:30-15:30hrs	General enquiry; PCN enquiry & payments; PCN challenge; Permits; Bus Pass enquiries & applications; Blue Badge enquiries & applications; Bus Lane enforcement enquiries & applications

Customer Contact – LCC Customer Service Centre

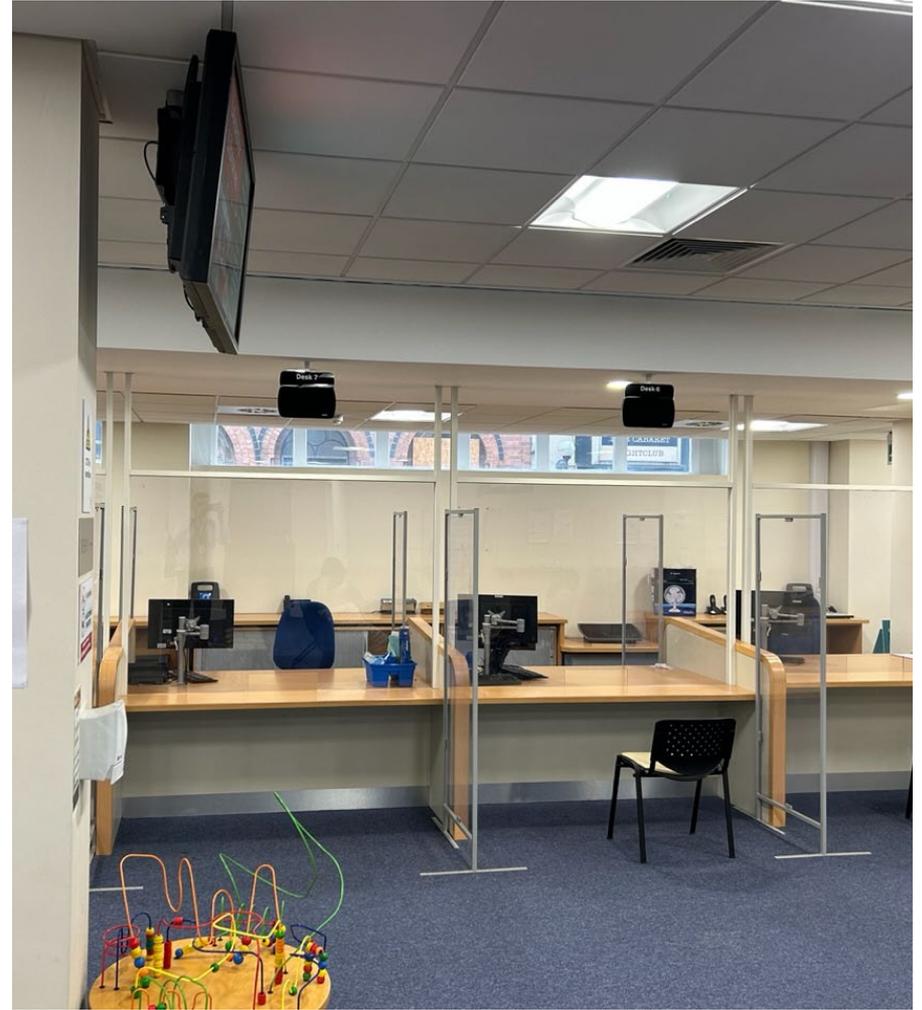
York House

- Tuesdays and Thursdays, 9.30am to 4.30pm
- Ground and first floor space
- Corporate Customer Service triage and support activities
- Service specific and led activities, incl. Housing Options, Licensing, Private Rented Sector housing advice, and Business Support Payments etc.









Customer Contact – LCC Customer Service Centre

Ground floor Corporate CS activity consists of:

- Walk in attendance for general advice
- Walk in attendance for additional support
- Appointment based services
- Scan station use
- Self-service facilities

First floor activity consists of:

- Desks space for Citizens Advice face to face appointments
- Interview rooms for interviews under formal caution
- Crisis room – customers fleeing DV and present as walk in's
- Other meeting room and office space

Customer Contact – Performance Snapshot

- Review – April to June
- 1600+ visitors
- Ave. 60 per day

2023 April - June	
	Vol.
Scan Stations	583
Telephones	295
Self-Service PC	211
Advice	191
Payment Kiosk	122
Forms	109
Support	74
Appointments	17
Total Vistors	1602

Customer Contact – Performance Snapshot

2023 YTD	Total Calls	% Change	
Total CSL Calls	254875	12.5	↓
Housing Repairs	44456	33.3	↓
LT Tier 1 Calls	42474	3.2	↓
General Switchboard	28611	7.8	↓
Housing Management	22052	7.0	↓
Housing Options	20980	7.7	↓
HB Tier 1 Calls	17739	13.1	↓
Social Care Switchboard	14843	2.5	↓
Waste Management Service Line	11131	15.1	↓
Payments and Rent Enquiries	10387	10.2	↓
School Admissions	9716	0.1	↓
Parking Bus Passes and Blue Badge	9109	7.0	↑
Electoral Registration	6370	94.7	↑
Environment Service Line	6058	8.6	↓
Community Support Grants	5800	39.2	↓
General Enquiries	5064	0.6	↓

- Volume down, wait and handle time up
- Housing Repairs – improvement effort
- Resource availability & capability key
- Unpick ‘reason’ for calling

Customer Contact – Performance Snapshot

Total CSL Calls	2022	2023 YTD (end Aug)	
Presented CSL Lines	436950	254875	↓
Answered CSL Lines	339044	188256	↓
Average Time to Answer	0:06:57	0:09:25	↑
Average Handling Time	0:05:19	0:06:18	↑
Electoral Registration			
Presented Electoral Registration	4907	6370	↑
Answered Electoral Registration	4521	5894	↑
Average Time to Answer	0:01:34	0:01:24	↓
Average Handling Time	0:04:33	0:08:00	↑
Environment Service Line			
Presented	9938	6058	↓
Answered	7468	4594	↓
Average Time to Answer	0:07:58	0:10:21	↑
Average Handling Time	0:06:40	0:08:44	↑
General Enquiries			
Presented	7640	5064	↓
Answered	5340	3308	↓
Average Time to Answer	0:10:20	0:14:57	↑
Average Handling Time	0:05:18	0:06:13	↑
General Switchboard			
Presented	46527	28611	↓
Answered	28553	12969	↓
Average Time to Answer	0:06:15	0:12:06	↑
Average Handling Time	0:01:26	0:01:54	↑
HB Tier 1 Calls			
Presented	30614	17739	↓
Answered	24064	12882	↓
Average Time to Answer	0:12:39	0:18:02	↑
Average Handling Time	0:06:40	0:18:02	↑

Calls	2022	2023 YTD (end Aug)	
Housing Management			
Presented	35563	22052	↓
Answered	25718	15217	↓
Average Time to Answer	0:08:49	0:14:21	↑
Average Handling Time	0:05:54	0:07:04	↑
Housing Options			
Presented	34111	20980	↓
Answered	33053	20237	↓
Average Time to Answer	0:01:31	0:02:01	↑
Average Handling Time	0:05:03	0:06:40	↑
% Transferred to Duty Line	50%		
Housing Repairs			
Presented	100018	44456	↓
Answered	77276	36223	↓
Average Time to Answer	0:06:18	0:07:49	↑
Average Handling Time	0:05:31	0:07:30	↑
Housing Repairs			
Presented	99256	43407	↓
Answered	76738	35497	↓
Average Time to Answer	0:06:32	0:08:17	↑
Average Handling Time	0:05:34	0:07:22	↑
LT Tier 1 Calls			
Presented	65786	42474	↓
Answered	52073	31362	↓
Average Time to Answer	0:09:40	0:14:29	↑
Average Handling Time	0:05:47	0:07:08	↑
% Transferred to Tier 2 Lines	22%		

Customer Contact – Performance Snapshot

Calls	2022	2023 YTD (end Aug)	
Parking Bus Passes and Blue Badge			
Presented	12768	9109	↑
Answered	8588	5466	↓
Average Time to Answer	0:10:24	0:16:38	↑
Average Handling Time	0:05:20	0:06:30	↑
Payments and Rent Enquiries			
Presented	17344	10387	↓
Answered	12691	6825	↓
Average Time to Answer	0:08:33	0:15:40	↑
Average Handling Time	0:06:05	0:08:29	↑
Social Care Switchboard			
Presented	22840	14843	↓
Answered	21363	13752	↓
Average Time to Answer	0:01:45	0:02:19	↑
Average Handling Time	0:04:03	0:05:01	↑
Waste Management Service Line			
Presented	19672	11131	↓
Answered	14627	7933	↓
Average Time to Answer	0:07:34	0:11:50	↑
Average Handling Time	0:05:19	0:06:49	↑
School Admissions			
Presented	14594	9716	↓
Answered	10771	6593	↓
Average Time to Answer	0:09:58	0:12:19	↑
Average Handling Time	0:05:34	0:06:46	↑
Community Support Grants			
Presented	14315	5800	↓
Answered	12669	4936	↓
Average Time to Answer	0:02:03	0:02:32	↑
Average Handling Time	0:05:55	0:09:22	↑

Customer Contact – Service Transformation & Change

Areas of focus:

- Themes – Resources, Customer Experience, Workforce Development, Digital & Technology, Quality & Standards, Data & Insight
- Resources
 - CSL opening hours – review
 - Relocation of the Customer Service Line team
 - Face-to-face customer service provision – options
- Quality & Standards AND Customer Experience
 - Customer service standards
 - Call queues/routes and customer experience
- Data & Insight
 - Failure demand / duplicate contact
 - Targeted service improvement
- Digital & Technology
 - Microsoft Digital Contact Centre
- Workforce Development
 - CSM recruitment & review of management team roles