

AGENDA MANAGEMENT SHEET

Name of Committee	Resources, Performance & Development Overview & Scrutiny Committee	
Date of Committee	29th April 2008	
Report Title	Report on the Development of Customer Service & Access for Warwickshire County Council	
Summary	The purpose of this report is to appraise members of progress during 2007/2008 in regards to the development of the One Stop Shops/Kiosks and the Customer Service Centre.	
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Would the recommended decision be contrary to the Budget and Policy Framework?	N/A	
Background papers	Reports to Overview & Scrutiny Committee on the Development of Customer Access for Warwickshire County Council – June 2006, September 2006, January 2007, June 2007 and November 2007	

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s) Not applicable
- Other Elected Members Councillor G Atkinson
Councillor D Booth
Councillor F McCarney
- Cabinet Member Councillor P Fowler.
- Chief Executive
- Legal Sarah Duxbury
- Finance
- Other Chief Officers All Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals Paul Williams, Scrutiny Officer

FINAL DECISION N/A

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Resources, Performance & Development Overview & Scrutiny Committee

29th April 2008

Executive Summary

The following report sets out to appraise members of progress during 2007/2008 in regards to the development of the One Stop Shops/Kiosks and the Customer Service Centre.

The key messages include:

- Milestones in relation to the engagement of Cabinet, Strategic Directors, Heads of Service and Members
- Area by area progress on the delivery of new front line services
- Information on services now offered through the Customer Service Centre and the One Stop Shops
- Progress on the developments within the Customer Service Centre
- Analysis of media coverage
- Performance against the key performance indicators

Members are asked to:-

Consider and comment on the progress during 2007/2008 in regards to the development of the One Stop Shops/Kiosks and the Customer Service Centre

Indicate any further information they require

Confirm that quarterly reporting should continue.

Agenda No

Resources, Performance & Development Overview & Scrutiny Committee

29th April 2008

Report on the Development of Customer Service & Access for Warwickshire County Council

Report of the Strategic Director of Performance and Development

Recommendation

That members consider and comment on the progress during 2007/2008 in regards to the development of the One Stop Shops/Kiosks and the Customer Service Centre.

That members indicate any further information they require

That quarterly reporting continues

1. Background

- 1.1 The County Council has the strapline 'Working for Warwickshire'. This means putting citizens, customers and clients at the very core of our business thinking and service delivery.
- 1.2 On 27 June 2006, Cabinet approved the Customer Service & Access Strategy 2006-2009. The Strategy outlines Warwickshire County Council's vision for customer service over the next three years. It aims to put the customer at the heart of everything the Council does. It recognises the importance of customers' needs and attempts to ensure that our services are driven and shaped by all those who live, work and visit Warwickshire by embedding a passion for customer focus across the organisation.

2 Introduction

- 2.1 The Customer Service & Access agenda sits at the very core of the New Ways of Working Programme. Although the workload has been encapsulated within the associated workstream, the principles and requirements are visible in both the direction and content of the majority of workstreams which together comprise the Programme.

During the period of 2007/2008 the progress and profile of this agenda has continued and the key milestones in relation to the engagement of Cabinet, Strategic Directors, Heads of Service and Members are outlined below:

4 th April 2007	New Ways of Working Programme Monthly Progress Update considered by Strategic Directors Management Team (SDMT)
5 th April 2007	Redevelopment of Shire Hall – The First Phase, considered by Leaders Liaison
24 th April 2007	Progress report on the recommendations made in the scrutiny report of 19 th September considered by Resources, Performance & Development Overview and Scrutiny Committee
10 th May 2007	New Ways of Working Programme Summary Report considered by Cabinet
19 th June 2007	Progress report for 2006/07 on the Customer Service & Access agenda considered by Resources, Performance & Development Overview and Scrutiny Committee
11 th July 2007	New Ways of Working Programme Monthly Progress Update considered by SDMT
5 th September 2007	New Ways of Working Programme Monthly Progress Update considered by SDMT
27 th September 2007	Delivering the Customer Service and Access Strategy – Business Proposals for One Stop Shops in Stratford District considered by Cabinet
27 th September 2007	Integration of Warwick District Council and Warwickshire County Council Customer Service Centres
3 rd October 2007	New Ways of Working Programme Monthly Progress Update considered by SDLT
13 th November 2007	Progress report for 2007 on the Customer Service & Access agenda considered by Resources, Performance & Development Overview and Scrutiny Committee
28 th November 2007	New Ways of Working Programme Monthly Progress Update considered by SDLT
9 th January 2008	New Ways of Working Programme Monthly Progress Update considered by SDLT
19 th March 2008	New Ways of Working Programme Monthly Progress Update considered by SDLT

2.2 The Customer Service and Access Programme Board was formed on 19th December 2006. The Programme Board consists of representatives from all Directorates and meets on a six weekly basis.

3 Progress on the development of the One Stop Shops/Kiosks and the Customer Service Centre

3.1 North Warwickshire

3.1.1 On 2 November 2006, Cabinet agreed a proposal to set up a joint One Stop Shop with North Warwickshire Borough Council at the Borough Council House reception area in Atherstone.

3.1.2 The One Stop Shop, Warwickshire Direct – North Warwickshire was officially opened on 9th May 2007 and provides a fast track meet and greet area, advisors to deal with specific queries or requests for service, interview rooms for the public and for use by, for example, the CABx, computers for use by visitors to access the website and to encourage self service, space for the Planning divisions microfiche reader is available and provides information on planning and building regulation applications. The registration of births, marriages and deaths service was introduced in June 2007 and the first marriage ceremony at the Council offices was conducted on the 7th July. Warwickshire Primary Care Trust has decided to base its 'Wellness Centre' at the One Stop Shop.

3.1.3 The benefits of working with the Borough on this Scheme include:

- Pooling resources to improve services to customers
- Joined up service delivery for both authorities through a common front door, seamless and transparent.
- Opportunity to review our joint Customer Relationship Management approaches with a view to reducing transaction costs.
- Removal of customer confusion on 'which Council does what'
- Sharing of skills and knowledge in the development of One Stop Shop processes, removing service, geographical and professional barriers.
- Provision for the registration of births, marriages and deaths service

3.1.4 There has been significant positive media coverage regarding Warwickshire Direct – North Warwickshire a summary of which is contained in appendix 1

3.1.5 Details of kiosk costs and functionality have recently been provided to colleagues in the Environment and Economy Directorate. A case is being developed involving the application for Advantage West Midlands funding for a kiosk in the Coleshill area

3.1.6 A summary of the monthly enquiries relating to County services in Warwickshire Direct – North Warwickshire is contained in Appendix 2 together with the data for the Atherstone Registrars.

3.2 Nuneaton & Bedworth Area

- 3.2.1 Warwickshire Direct – Bedworth opened to the public on the 24th November 2006 and has managed over 12,043 visitors and enquiries during the eleven months of 2007/2008. We have taken a proactive approach to developing the customer base which has included visits to: the local CAB, Bedworth Civic Hall, Pensioners Ex Service Club, Bedworth Volunteer Bureau, Bedworth Carers Group, Bedworth Widows club and the Bedworth Health Centre. The most recent activity included staff attending the 'Better Living for Today ' event at the Civic Hall in Bedworth, which was a day aimed at older people, to let them know what amenities are available to them. Staff were able to increase the awareness of the OSS by networking with other service providers from the public and voluntary sectors. Councillor Surgeries are now taking place once a month on Saturdays.
- 3.2.2 There has been significant positive media coverage regarding Warwickshire Direct – Bedworth a summary of which is contained in Appendix 1
- 3.2.3 Discussions are ongoing with Nuneaton & Bedworth Borough Council to look at the possibility of Borough Council services being offered at Kings House.
- 3.2.4 A summary of the monthly activity in Warwickshire Direct – Bedworth is contained in Appendix 3.
- 3.2.5 The Nuneaton and Bedworth Borough Council One Stop Shop, based in the Nuneaton Town Hall was launched on the 10th October 2007 and the County has a presence. The One Stop Shop has been branded Warwickshire Direct – Nuneaton and Bedworth.
- 3.2.6 A summary of activity to date in Warwickshire Direct – Nuneaton & Bedworth is contained in Appendix 4.
- 3.2.7 Following early discussions with the Extended Services in Schools Team, it was recommended that the existing infrastructure and service provision at Stockingford Early Years Centre and Library would provide an opportunity to develop the first One Stop Shop in an Early Years setting within Warwickshire.
- 3.2.8 On 15th November 2007, Cabinet supported the development of a One Stop Shop at the Stockingford and Manor Park Cluster extended services site. Ray Abbott has been appointed Project Manager for this project, which is scheduled to complete the building works by 1st September. The OSS is likely to be ready to open to the public shortly after this. The design and build is out to tender, and has a return date of 2nd April. This will be the first example of a front line integration between three services.
- 3.2.9 Opportunities to provide improved access to services are also being explored in the Camphill and Bedworth Heath areas. Details of these new

initiatives will be shared once the business proposals from partners and customer benefits have been fully explored.

3.3 Rugby Area

3.3.1 On 27 June 2006, Cabinet supported a multi-site pilot of interactive kiosks. A number of authorities have implemented kiosk facilities as part of their overall integrated customer service and access strategy.

3.3.2 Kiosks provide local council, transport, Crimestoppers, community information, free e-mail, job finding services, and access to BBC news information. The kiosks also provide an outdoor controlled broadband service and access to the Customer Service Centre. There have been 3,073 users of the free Wi-Fi since September who have used the service for an average of 26.55 minutes each.

3.3.3 In liaison with Rugby Borough Council, the following sites were identified:

- Outside Shipley's Amusements, North Street, Rugby
- Outside Thomson, 13 Market Place, Rugby
- Inside Museum, Gallery and Library foyer, Little Elborow Street, Rugby
- The Ken Marriott Leisure Centre, Bruce Williams Way, Rugby is being considered
- Outside Co-Op, 19 Main Street, Newbold, Rugby

3.3.4 The content of the kiosks was developed with the providers, City Space and in partnership with Rugby Borough Council. The kiosks in North Street and Market Place were installed on the 27th March 2007 and the Museum, Gallery and Library foyer kiosk was installed on the 1st May.

3.3.5 The usage data for the period of April to January compared well to other kiosks around the country. It is worth noting that we had 31,391 users with a relatively high usage of 53.84% outside normal office hours ie 9 – 5 and the relative use of the e-government channel compares favourably to others. The e-government channel is where the content jointly created by Rugby Borough Council and Warwickshire County Council sits, for example the A-Z of Council Services, Who's My Councillor and Council feedback. Some comments made by users of the kiosk include *"this is great you can send email when you are in town"* – **Market Place, Rugby** and *"from Danielle this is very useful"* – **North Street, Rugby**.

3.3.6 On the 4th May the kiosks were officially launched.

3.3.7 The Newbold and Ken Marriott Leisure Centre kiosks were made operational in December 2007.

- 3.3.8 There has been significant positive media coverage regarding Warwickshire Direct – Rugby a summary of which is contained in Appendix 1.
- 3.3.9 A summary of the monthly usage figures for the kiosks and Wi-Fi are contained in Appendix 5.
- 3.3.10 Rugby Borough Council (RBC) have requested that we investigate the feasibility of developing a joint One Stop Shop in the Rugby Art Gallery, Museum and Library building. RBC are formulating their service requirements, which then will be initially assessed against the available space to establish viability.

3.4 Stratford Area

- 3.4.1 A report outlining business proposals for One Stop Shops in the Stratford District was considered by the Cabinet on the 27th September. Cabinet resolved to support the co location of a One Stop Shop in Southam Library by March 2008 and the development of One Stop Shops in Elizabeth House Stratford and Globe House Alcester by June 2008.
- 3.4.2 Warwickshire Direct – Southam opened to the public on the 31st March 2008. This model will see the first integrated approach to delivering Library and other Customer Service's for Stratford-on-Avon District Council and Warwickshire County Council. Work has commenced on the Globe House proposition, with any legal implications being explored. Once the legal implications are understood we will establish a preferred service proposition with our partners.
- 3.4.3 The Digital Challenge Bid, which was submitted in January 2007 aimed to promote social inclusion by bringing multi-agency services, learning opportunities and entertainment to the fingertips of those living in or wanting to visit the District. Although the bid failed a sum of £2m was made available to the unsuccessful applicants. A Digital Challenge Board has been set up which comprises of the bid applicants and met for the first time in June 2007. David Carter is the Warwickshire County Council representative on the Board and Tonino Ciuffini and Kushal Birla are the Warwickshire County Council representatives on the Working Group. A 5 year programme for the delivery of improved services is being developed.
- 3.4.4 We are now working with Stratford District Council to ensure that revised bid for the residual funds are used effectively to improve customer access and services in the District.
- 3.4.5 Flexible Local Access through Mobile Enquiries (FLAME) Bus - Advantage West Midlands (AWM) funding has been obtained for 2 years to pilot a mobile advice bus across South Warwickshire. Members of the public will be able to obtain information, request a service and leave queries with staff on the vehicle who will forward the information electronically to the relevant department. Wherever possible it is the aim to provide the public with

instant resolution to the most common enquiries. It is also planned to use the vehicle with other agencies, for example, health, pensions and voluntary groups. To date, the vehicle has provided services in Henley in Arden, Fenny Compton, Kineton, Wellesbourne, Studley and Bidford on Avon.

- 3.4.6 The delivery mechanism for F.L.A.M.E could include surgeries and drop in centres at key community locations including leisure centres, village and community halls, libraries, and kiosks etc. Officers from Libraries Learning and Culture and Customer Service and Access are reviewing how to maximize WCC's recent investment in it's mobile Library service by exploring how it may expand the services it provides to the rural communities of Warwickshire. Discussions are also taking place on potential locations for kiosks.

3.5 Warwick Area

A range of integrated services are being and will be delivered with Warwick District Council:

- 3.5.1 Warwickshire Direct – Kenilworth (WD-K) delivers Warwickshire County Council and Warwick District Council services as a single service offering and celebrated its second birthday on 21st October 2007. A number of improvements have been/will be implemented following the nine recommendations made by this committee in its scrutiny report of the 19th September. A progress report appraising members of progress against the recommendations made was reported on the 24th April 2007.
- 3.5.2 Staff continue to deliver a first class service and consistently exceed 95% of enquiries resolved at first point of contact. The annual customer satisfaction survey ran in May. Customers said that they were 90% very satisfied with the overall service and 87% said that they would be likely to recommend the service to friends, colleagues and relatives. Full details of the performance of WD – K is contained in Appendix 6.
- 3.5.3 Additional services which have been launched include street lighting and housing repairs. Local events such as the Kenilworth Show have also been supported. Kenilworth United Charities have also extended their funding of the Citizens Advice Bureau for a further 12 months.
- 3.5.4 The staff are involved in continuous training for the services they deliver and new services being introduced which included the new library management system, Vubis, in October 2007.
- 3.5.5 Warwickshire Direct – Whitnash opened it's doors to the public in December 2007 bringing county, district and town council services as well as the Whitnash Safer Neighbourhoods Team together under one roof in Whitnash Library. A team of customer service advisors are on hand to answer queries on a range of subjects, from how to apply to go on the electoral register to apply for a disabled parking badge or a bus pass and claim housing and council tax benefit.

- 3.5.6 A summary of the monthly activity for Warwickshire Direct - Whitnash are contained in Appendix 7.
- 3.5.7 One Stop Shop in Warwick, Shire Hall - A report on the Redevelopment of Shire Hall – The First Phase was reported to The Leaders Liaison Group on the 5th April 2007 where it was resolved to proceed with the courtyard infill adjacent Council Chamber to deliver the Shire Hall One Stop Shop.
- 3.5.8 An initial project meeting held between representatives from Warwick District Council, Resources and Performance & Development Directorates, informed the generation of the project brief in May 2007. An Archaeological Observation report was completed in September. The contractors commenced on site on the 8th October and the One Stop Shop is expected to be operational by April 2008. Weekly updates regarding the progress of the project have been posted onto the intranet. Opportunities have been taken to update the residents of Warwick with our progress, details of which are contained within the media analysis in Appendix 1.
- 3.5.9 Discussions have taken place with Warwick Post Office regarding the proposed relocation to Shire Hall. A change of use planning application has now been granted, which means that the programme to achieve the relocation of the Post Office by the end of May 2008 can be progressed. It is estimated that we will be welcoming a further 6,000 visitors per month to Shire Hall once the revitalised Post Office has been launched.
- 3.5.10 A report outlining business proposals for the integration of Warwick District Council and Warwickshire County Council Customer Service Centres was considered by Cabinet on the 27th September. Cabinet resolved to support the development of an integrated Customer Service Centre with Warwick District Council. Work has now commenced on achieving co-location of the two Customer Service Centres by June 2008. A fully integrated Customer Service Centre will be achieved within 6/9 months following co-location.
- 3.5.11 One Stop Shop in Leamington Spa - Initial designs by Capita have been considered and partner feedback has been gathered. The Directors of Performance and Development and Adult Health and Community Services and the Chief Executive of Warwick District Council will be considering the design options at a site meeting at the Pump Rooms shortly after Easter 2008.
- 3.5.12 One Stop Shop in Lillington – Warwick District Council initially agreed to provide capital funding to build an extension to Lillington Library in order to create capacity for a One Stop Shop. The capital investment for this project has been diverted to the Leamington Pump Rooms proposal. A new proposition now needs to be developed within a significantly reduced cost envelope. Officers from Performance & Development and Libraries, Learning and Culture are developing a staffing approach and design layout that allows for the introduction on Radio Frequency Identification (RFID). Once the staffing and design layout are complete an implementation programme will be drawn up.

4 Progress on the developments within the Customer Service Centre

- 4.1 Following the Cabinet's decision of 27th June 2006 when the Customer Service & Access Strategy was approved progress made in 2007/2008 is outlined below.:

Service/Provision
<p>Kings House - Kings House has now been open for a year. All necessary technology has been implemented. The centre is now in the process of expanding having seen 18 new Advisors join in February of 2008. All further expansion will now be supported through Kings House with space at the Warwick office allocated to the WDC merger.</p>
<p>Highways Management - customer service centre development and integration of systems - generates approximately 37,000 calls per annum. Progress to date: Opening hours have been extended to reflect those of the CSC. Workshops have been held with Highways to agree the re-engineering of the customer interaction element of the business with new process maps determined.</p>
<p>Change of Address process - initially supporting limited services with a view to expanding to all areas Progress to date: This process is now live on the web for libraries, school meals, school transport and disabled parking badges. As new services are introduced into the centre that are name and address reliant these will be considered for inclusion in this process.</p>
<p>Skills for Life - National Pilot in conjunction with the DfES signposting and supporting learners into basic skills learning Progress to date: The process, having gone live some time ago has now been decommissioned as a consequence of lack of demand.</p>
<p>PC Bookings - booking of library based PCs Progress to date: This process is now live within the CSC.</p>
<p>Registrations- answering frequently asked questions and booking of appointments Progress to date: The processes have been built within the CSC technology to support this and the first of the offices will be transferred to the CSC in April (the other offices will be rolled out at the earliest opportunity thereafter). The scope has changed a little and it is intended that over time the CSC will order copy certificates and take phone payments, legal compliance to support this is currently being investigated.</p>
<p>Inclusion of the 19 remaining libraries Progress to date: Initial discussions have taken place in this regard. The possibility of introducing a single number for such enquiries has been considered as the cost benefit case is presently an issue due to the need to pay for a second line in each of the remaining libraries. Given the need to introduce a numbering strategy for the County as a whole this is being considered as part of the work being undertaken by the Warwickshire Direct Partnership (WDP) on Customer Access.</p>
<p>Implementation of voice recognition for the switchboard function to reduce the number of calls answered in the centre and increase self serve call resolution (not a push button IVR solution, it recognises verbal requests)</p>

<p>Progress to date: This is presently being tested before being rolled out to all WCC internal customers.</p>
<p>Education transport-frequently asked questions and advice on application</p> <p>Progress to date: This area of work has been incorporated in Admissions as a consequence of the work undertaken by the central re-engineering team. It is intended that Admissions and Education Transport are considered for migration to the CSC in 2008/2009.</p>
<p>Free School Meals-frequently asked questions and advice on application</p> <p>Progress to date: This project has been split into two parts. Initial telephone enquiry handling processes have been built in the CSC systems and will go live in April. A proof of concept work stream is building a new system for School meals and once complete this will be integrated with the CSC to maximise effectiveness of the Centres involvement.</p>
<p>Customer satisfaction - technology to automate satisfaction-testing activity. Initially trialled in CSC with a view to roll out for other services</p> <p>Progress to date: This is now live for libraries and Highways. Roll out to other services will be carried out over the coming months.</p>
<p>Integration of Street Lighting systems - to remove duplication of effort between front and back office.</p> <p>Progress to date: Street Lighting integration is now completed and the back office now have the front office system on their desks in order to monitor their work load. In most instances now the call can be taken and a request submitted immediately to the contractor with no back office intervention.</p>
<p>Introduce a performance management framework-IT work to pull together relevant statistical information across all access channels</p> <p>Progress to date: Individual targets have been set with this in mind. Since the appointment of the Resource Coordinator we have commenced work in this area. Qmax has been introduced for workforce management purposes and is now full utilised. Training is under way to support customised reporting out of Qmax. Work is also under way to construct a reporting tool which extracts data from a number of different sources/systems and delivers a consolidated picture of performance, it is anticipated that this will support the CSC initially with a view to it's being rolled out to cover the OSS outlets and potentially the WDP partnership.</p>
<p>Warwick District CSC merger</p> <p>Progress to date: IT aspects now understood and basic testing undertaken. Telephony infrastructure has been determined and Risk workshops are being undertaken to identify issues/work streams.</p>
<p>Domestic Violence Helpline</p> <p>Progress to Date: This is now live within the CSC</p>
<p>Education frequently asked questions</p> <p>Progress to Date: Meeting convened in April to explore approach – likely to incorporate school closures initially.</p>
<p>Anti-Bullying</p> <p>Progress to Date: Workshops have been held to agree how the CSC can support this service and processes agreed. It is intended that this is live within the CSC in May</p>

Traffic Progress to Date: Workshops have been held to agree how the CSC can support this service and processes drafted for consideration
Waste Management Progress to Date: Workshops have been held to agree how the CSC can support this service and processes agreed. Due to service cross over, development of these processes will be carried out alongside Waste Minimisation work.
Waste Minimisation Progress to Date: Workshops have been held to agree how the CSC can support this service and processes agreed. Due to service cross over development of these processes will be carried out alongside Waste Management work.
Complaints, Comments and Compliments Progress to Date: Discussions have been held to determine how a process to support the recording of complaints, comments and compliments within the CSC. A single telephone number will be introduced during the next few months for the public to ring to give feedback, make a complaint or give a compliment.
Emergency Planning Progress to Date: A basic proposal has been drafted for consideration with a report to be submitted to SDLT by Community Safety outlining the possibilities.
Police Customer Satisfaction surveys Progress to Date: The CSC has successfully managed outbound calling on behalf of the Police to determine levels of customer satisfaction. This contract will be renewed on its expiry in April.
Member Information Progress to Date: Initial workshop has been held to explore the existing processes within the service area. The scope for CSC support has yet to be determined though it is anticipated that this can be agreed over the coming weeks.
Business Cases are to be explored for the following services: F+R Fire - Safety Helpline-frequently asked questions F+R Help on call -frequently asked questions F+R Home call -frequently asked questions F+R Industrial + commercial unit -frequently asked questions F+R Working with Young People- frequently asked questions

5 Performance Targets

5.1 The Customer Service Centre has supported the following business since 2005:

Year	Switchboard enquiries	CSC enquiries	Disabled Parking Badges processed
2005	619635	166912	7808
2006	555827	183895	9627
2007	519610	180660	9850

5.2 The Key Performance Indicators (KPIs) for the Customer Service Centre are:

- 5% or less abandoned call rate (i.e. 5% or less customers will hang up before speaking to a person)
- 90% of calls to be answered within 20 seconds,
- 80 % of calls are answered at first point of contact (POC) i.e. 80% or more calls will be answered by a member of the Customer Service Centre team without the need to transfer the caller to the back office environment

2007 saw ongoing improvement in these areas as a consequence of:

- Reduced levels of sickness
- Increased number of permanent resource recruited
- Improved levels of training following the recruitment of a Trainer
- Focus on increasing the types of processes that the CSC can undertake

5.2 Performance against these KPIs can be seen in Appendix 8.

5.3 The following processes are now offered through the identified channels. Clearly the integration of the two Customer Services Centres offers significant opportunity for increased service provision:

Services Offered	CSC	OSS
Checking books / multimedia in and out		✓
Books on loan	✓	
Book Search	✓	Redirected to Library Enquiry Desk
Library renewals	✓	✓
Internet access in libraries	✓	✓ would direct customer to simply log on to PC – other enquiries to Library Enquiry Desk
Library opening times	✓	✓
Community information database	✓	✓
How do I join the library	✓	✓
Library Membership		✓
Updating Cards – Patron Accounting		✓
Library Fines		✓
Other information about Libraries – call transferred only when necessary	✓	✓
Returning Not at Homes		✓
Contact Assessments for adults- Social services assessment for adults, updating of referrals for adults, change of circumstance for adults.	✓	Investigating at present

Disabled Parking Badges enquiry or application	✓	Investigating at present – would download appropriate info for customer from web
Disabled Parking Badges application processing	✓	N/A
Vintage-Services for over 50s not covered in other processes.	✓	X
Freedom of information- First point of contact for telephone requests under the Freedom of Information Act 2000.	✓	✓ could potentially receive a face to face request
Abandoned Vehicle reporting	✓	✓ Introduced since last report
PHILLIS (low level care)	✓ introduced since last report	Presently available in paper format, electronic format currently being developed
Police Customer Satisfaction Testing	✓ introduced since last report	N/A
Kiosk telephone enquiries	✓ introduced since last report	N/A
Mental Capacity Act	✓ introduced since last report	N/A
Bus Timetables and information		✓
Tourist Info and Local Info		✓
Street Lighting	✓	Will be rolled out to all One Stop Shop outlets and to all District and Borough contact centres once it has been assessed.
Residents Parking		✓
Highways	✓	✓
Trading Standards		✓
WCC General		✓ Would download any appropriate info / forms from web
Benefits – Council Tax and Housing <ul style="list-style-type: none"> • New claims, issuing forms and receiving completed forms • Checking claim form and verifying required proofs • Review forms • Change of circumstances • Claim progress • Pre – Tenancy Determinations • Use of IBS application on WDC line 		✓ All
Council Tax and NNDR <ul style="list-style-type: none"> • Payment method enquiries, ordering of Allpay cards, new channels, Direct Debit • Banding and Valuation Enquiries • Death Notifications • Discounts • Exemptions • Occupying and Vacating • Payment arrangements 		✓ All

<ul style="list-style-type: none"> • General enquiries • Use of IBS application on WDC line 		
<p>Housing</p> <ul style="list-style-type: none"> • Payment method enquiries, ordering of Allpay cards, new channels, Direct Debit • Disabled adaptations • House Exchanges • Homelessness • Garage applications • Household insurance • Home Choice Info, what's available and how to bid • Key Fobs • Keys returned – House and Garage • Medical Assessment • New Housing Applications • Property Maintenance Enquires • Rent account Enquiries • Repairs • Right to Buy • Services for the Elderly • Older Peoples Accommodation • Vacating a Notice to Quit a Property • Lifeline Enquiries 		✓ All
<p>Environmental Health</p> <ul style="list-style-type: none"> • Blocked Drains • Dog Wardens • Dog Fouling • Food Safety Concerns • Pest Control • Pollution – noise, smoke etc 		✓ All
<p>Waste Management</p> <ul style="list-style-type: none"> • Refuse Collections, missed bins and info • Recycling Enquiries and Collection Info • Special Collections – info and arranging • Street Cleansing • Needles and Syringes • Graffiti 		✓ All
<p>Assisted Travel Scheme</p> <ul style="list-style-type: none"> • Bus Pass Information and Applications • Communitaxi Information and Applications 		✓ All
<p>Leisure and Amenities</p> <ul style="list-style-type: none"> • Car Parks, season ticket info, fees and charges, excess charge tickets • CCTV Cameras • Cemeteries and Crematorium Enquiries • Grass cutting • Parks and Open spaces • Public Toilet Enquiries and Cleaning • Pump Rooms and Art Gallery 		✓ All

<ul style="list-style-type: none"> • Spa Centre Enquiries • Sports and Leisure Facilities • Tree Maintenance • Town Centre Management Enquiries and Local Events 		
<p>Members Services</p> <ul style="list-style-type: none"> • Who is my Local Councillor? • Councillor and MP's surgeries • Committee Information • Council Meetings; Agendas and Minutes • Election Enquiries • Electoral Registration • View Electoral Register • Voting info – Postal and Proxy • Licensing Enquires – Taxis, Hackney Carriage, Alcohol, Small Lotteries etc 		✓ All
<p>Planning</p> <ul style="list-style-type: none"> • Appeal Enquiries • Building Control • Conservation Areas • General Enquiries and Leaflets • Make Views Known and Objections • Planning Application Forms • Street Name Signs • Site Visit Information • Tree Preservation Order Enquiries • View Planning Applications <p>Use of Planning system – web based</p>		✓ All
<p>Kenilworth Town Council</p> <ul style="list-style-type: none"> • Kenilworth Castle Pass Applications • Councillor Information • Committee Information, agendas and minutes 		✓ All
<p>DWP</p> <ul style="list-style-type: none"> • Range of booklets / leaflets • Advice on benefits available and how to apply • Pensions surgery – ceasing from 25th May, but will then arrange referrals for home visits via Northgate form • 		✓ All
<p>Age Concern</p> <ul style="list-style-type: none"> • Range of Leaflets • Advise customers how / who to contact 		✓ All
<p>Police</p> <ul style="list-style-type: none"> • Surgery Info • Community Beat Info • Assistance when station closed – will phone HQ for customers 		✓ All
<p>CAB</p> <ul style="list-style-type: none"> • Surgery from Sept 06 • Currently signposting 		✓ All

6 Maintenance of adequate staffing levels and continuous training for staff

- 6.1. All processes within the CSC have been improved with a focus on competency based assessment centres for each role. Recent testing of the Customer Service Advisor processes has resulted in 18 new starters being identified via four assessment centres.
- 6.2. The introduction of refined training processes and a skilled Trainer enabled induction training for all to be completed in five weeks thus avoiding the significant delays previously seen in bringing the Advisors into the live environment.

7 Customer Satisfaction

- 7.1 Quality checking in the Customer Service Centre has continued to be maintained to check both adherence to process and interactive skills of all employees. An overall quality level of 92.5% is presently being achieved.
- 7.2 A series of questions are now asked through the automated satisfaction tool to gauge opinion of the service provided through the CSC. The details are outlined below:

Question 1: Were you satisfied that your call was answered within an acceptable period of time?	93% Satisfied	4% No opinion	3% Not satisfied
Question 2: How satisfied were you with the helpfulness of the advisor when dealing with your enquiry?	7.08		
Question 3: Were things explained in a way that you could understand?	8		
Question 4: Did you feel the advisor listened and understood your enquiry?	8.2		
Question 5: Would you recommend this service to friends and family?	88% would recommend the service to family and friends		
Question 6: Overall, how satisfied were you with the service provided?	7.65		

- 7.3 Questions 2, 3, 4 and 6 are based on a scale where 1 is very poor and 9 is excellent

8 Recommendations

That members consider and comment on the progress during 2007/2008 in regards to the development of the One Stop Shops/Kiosks and the Customer Service Centre.

That members indicate any further information they require

That quarterly reporting continues

DAVID CARTER
Strategic Director
Performance and Development Directorate

Warwickshire County Council

Customer Service & Access: Media coverage report, April 07 – 08

Compiled by Louise Ali, Communications Officer, 07/03/08

Customer Service & Access: News releases distributed, April 07 – 08

April

23/04/2007 - King's House is jewel in crown

May

01/05/2007 – Rugby residents first to benefit from hi-tech kiosks

08/05/2007 – New 'one stop shop' officially opened in Atherstone

21/05/2007 – New home for Atherstone registration office

June

06/06/2007 – Baby Olivia is first to register at One Stop Shop

12/06/2007 – Rugby people are getting online at hi-tech kiosks

July

05/07/2007 – Charlotte and Chris first to marry at 'One Stop Shop'

10/07/2007 – 'One Stop Shop' is Charlotte and Chris' marriage venue

11/07/2007 – 'Warwickshire Direct – Whitnash' is on its way

17/07/2007 – 'One Stop' wedding venue's open day

24/07/2007 – Engaged couples brave weather to view wedding venue

26/07/2007 – Why don't you...? Enter our Summer art competition

August

20/08/2007 – Laying the foundations for better services in Whitnash

21/08/2007 – Foundations laid for better services in Whitnash

28/08/2007 – Last chance to get entries in for art competition!

September

19/09/2007 – 'Warwickshire Direct' is on its way to Warwick

24/09/2007 - Warwickshire County Council no.1 in satisfaction ratings

25/09/2007 – Spotlight falls on customer service in Warwickshire

25/09/2007 – King's House... or 'Tate Bedworth'?

28/09/2007 – All aboard for Customer Service Week in Warwick!

28/09/2007 – Customer service in spotlight in Bedworth

28/09/2007 – 'Tate Bedworth'? King's House now home to local art talent

October

01/10/2007 - All aboard for Customer Service Week in Warwick!

01/10/2007 - Customer service in spotlight in Bedworth

01/10/2007 - All aboard for Customer Service Week in Warwick!

05/10/2007 – Couple renew their vows... 57 years later!

08/10/2007 – Council staff PAWS for thought in Bedworth

08/10/2007 - Couple renew their vows... 57 years later!

11/10/2007 – Rugby goes wi-fi and celebrates 'Get Online Day'

15/10/2007 - Rugby goes wi-fi and celebrates 'Get Online Day'

November

23/11/2007 – 'We've been on the phone to you... for the past five years!'

23/11/2007 – 'We've been on the phone to you... for the past five years!'

December

04/12/2007 – One stop shop construction moves into next phase

10/12/2007 – 'Warwickshire Direct' construction moves into next phase

10/12/2007 – 'Warwickshire Direct' officially opened in Whitnash

13/12/2007 - 'Warwickshire Direct' construction moves into next phase – new photographs

17/12/2007 – 'Warwickshire Direct' comes to Whitnash

January

16/01/2007 – Mystery shoppers strike again!

February

06/02/2007 – Warwickshire pioneers Cityspace iPlus TV at Shire Hall

21/02/2007 – Warwickshire out-performs other councils on e-comms

Customer Service & Access: External coverage, April 07 - 08

Month	Headline	Subject	Date of coverage	Media outlet	Amount of coverage
April	Direct way to get advice	Bedworth One Stop Shop and Customer Service Centre	05/04/2007	Nuneaton Weekly Tribune	Half page
	King's House is jewel in crown	Bedworth One Stop Shop and Customer Service Centre	24/04/2007	WCC website (front page news story)	Quarter page (equivalent)
	'One stop shop' checked out	Bedworth One Stop Shop and Customer Service Centre	30/04/2007	Heartland Evening News	Half page
	Council 'shop' date set	Atherstone One Stop Shop	30/04/2007	Heartland Evening News	Nib (10x4)
May	New era starts for tallest building	Bedworth One Stop Shop and Customer Service Centre	03/05/2007	Nuneaton Telegraph	Half page
	Information kiosks launched	Rugby iPlus kiosks	03/05/2007	Rugby Advertiser	Nib (10x4)
	Rugby residents first to benefit from hi-tech kiosks	Rugby iPlus kiosks	04/05/2007	WCC website (front page news story)	Quarter page (equivalent)
	Rugby residents first to benefit from hi-tech kiosks (interview with Kushal Birla)	Rugby iPlus kiosks	04/05/2007	Rugby FM	Quarter page (equivalent)
	Rugby residents first to benefit from hi-tech kiosks (interview with Kushal Birla)	Rugby iPlus kiosks	04/05/2007	BBC Coventry & Warwickshire	Quarter page (equivalent)
	Rugby residents first to benefit from hi-tech kiosks	Rugby iPlus kiosks	08/05/2007	Rugby Borough Council website (front page news story)	Quarter page (equivalent)
	Town heads online with iPlus points	Rugby iPlus kiosks	08/05/2007	Rugby Times	Quarter page

Appendix 1

	New 'one stop shop' officially opened in Atherstone	Atherstone One Stop Shop	09/05/2007	WCC website (front page news story)	Quarter page (equivalent)
	Multi-services under one roof	Atherstone One Stop Shop	10/05/2007	Heartland Evening News	Full page/Centre spread/Front page
	Town first to launch new interactive kiosks	Rugby iPlus kiosks	10/05/2007	Rugby Observer	Quarter page
	Point the way	Rugby iPlus kiosks	11/05/2007	Why Magazine	Nib (10x4)
	Host of free services	Atherstone One Stop Shop	15/05/2007	Heartland Evening News	Nib (10x4)
	Town first to launch new interactive	Rugby iPlus kiosks	16/05/2007	Warwickshire Gazette	Quarter page
	One stop for health needs	Atherstone One Stop Shop	17/05/2007	Atherstone Herald	Full page/Centre spread/Front page
	Defibrillator put in shop - Helping to save lives	Atherstone One Stop Shop	18/05/2007	Heartland Evening News	Quarter page
	New 'one stop shop' for borough	Atherstone One Stop Shop	21/05/2007	Bbc Online	Quarter page (equivalent)
	Service relocate to a new home	Atherstone One Stop Shop	23/05/2007	Heartland Evening News	Column (36x1)
	One Stop for your council information	Atherstone One Stop Shop	31/05/2007	Nuneaton Weekly Tribune	Quarter page
	Getting married - in the council offices!	Atherstone One Stop Shop	31/05/2007	Coleshill Herald	Quarter page
	Getting married - in the council offices!	Atherstone One Stop Shop	31/05/2007	Atherstone Herald	Quarter page
June	Open for business	Atherstone One Stop Shop	June 2007	Warwickshire View (WCC publication)	Nib (10x4)
	Rugby kiosks are a hit	Rugby iPlus kiosks	June 2007	Warwickshire View (WCC publication)	Quarter page
	Baby Olivia is first to register at One Stop Shop	Atherstone One Stop Shop	07/06/2007	WCC website (front page news story)	Quarter page (equivalent)
	Olivia first name on register	Atherstone One Stop Shop	12/06/2007	Heartland Evening News	Half page

Appendix 1

	Rugby people are getting online at hi-tech kiosks	Rugby iPlus kiosks	14/06/2007	WCC website (front page news story)	Quarter page (equivalent)
	High Street Tech	Rugby iPlus kiosks	19/06/2007	Rugby Times	Quarter page
	We're all in it together (feature on county's One Stop Shops)	Warwickshire Direct Partnership	20/06/2007	Kenilworth Times	Full page/Centre spread/Front page
	We're all in it together (feature on county's One Stop Shops)	Warwickshire Direct Partnership	20/06/2007	Leamington Times	Full page/Centre spread/Front page
	We're all in it together (feature on county's One Stop Shops)	Warwickshire Direct Partnership	20/06/2007	Warwick Times	Full page/Centre spread/Front page
	Hi-tech information kiosks...	Rugby iPlus kiosks	27/06/2007	Warwickshire Gazette	Nib (10x4)
July	Special first for wedding couple	Atherstone One Stop Shop	07/07/2007	Heartland Evening News	Half page
	Getting married is all in a day's work for this couple	Atherstone One Stop Shop	12/07/2007	Coleshill Herald	Half page
	Who's the lucky bride and groom?	Atherstone One Stop Shop	12/07/2007	Warwickshire Telegraph	Half page
	Newlyweds now in seventh heaven	Atherstone One Stop Shop	12/07/2007	Heartland Evening News	Quarter page
	Whitnash to get new Warwickshire Direct service	Whitnash One Stop Shop	12/07/2007	Leamington Courier	Quarter page
	Whitnash library to be renamed as Warwickshire Direct – Whitnash	Whitnash One Stop Shop	13/07/2007	Leamington Courier	Quarter page
	Invite to engaged couples	Atherstone One Stop Shop	19/07/2007	Heartland Evening News	Quarter page
	Works starts to turn library into town information hub	Whitnash One Stop Shop	19/07/2007	Leamington Observer	Quarter page
	Work starts to turn library into information hub	Whitnash One Stop Shop	25/07/2007	Warwickshire Gazette	Quarter page

Appendix 1

	Engaged couples brave rain to see wedding venue	Atherstone One Stop Shop	26/07/2007	Atherstone Herald	Column (36x1)
August	An arty invite to get out your picture materials	Bedworth One Stop Shop and Customer Service Centre	02/08/2007	Nuneaton Weekly Tribune	Quarter page
	Enter the council's summer art contest	Bedworth One Stop Shop and Customer Service Centre	03/08/2007	Kenilworth Weekly News	Quarter page
	A competition to take art form	Bedworth One Stop Shop and Customer Service Centre	16/08/2007	Atherstone Herald	Column (36x1)
	Challenge for artists	Bedworth One Stop Shop and Customer Service Centre	20/08/2007	Heartland Evening News	Column (36x1)
	It was hard hats...	Whitnash One Stop Shop	23/08/2007	Leamington Observer	Column (36x1)
	Summer art competition commissioned	Bedworth One Stop Shop and Customer Service Centre	29/08/2007	Heartland Evening News	Column (36x1)
	Taking the direct approach to improving public services	Whitnash One Stop Shop	31/08/2007	Warwick Courier	Column (36x1)
September	'Que-buster' set to open	Nuneaton & Bedworth One Stop Shop	20/09/2007	Heartland Evening News	Quarter page
	Sneak preview at new look Town Hall	Nuneaton & Bedworth One Stop Shop	25/09/2007	Heartland Evening News	Half page
	Town hall shows off its bright new look	Nuneaton & Bedworth One Stop Shop	26/09/2007	Nuneaton Telegraph	Half page
	Your new look Town Hall	Nuneaton & Bedworth One Stop Shop	27/09/2007	Nuneaton Weekly Tribune	Half page

Appendix 1

	Service with a smile for council's customers	Warwickshire Direct Bus	27/09/2007	Coleshill Herald	Quarter page
	Roadshow on council services	Warwickshire Direct Bus	27/09/2007	Nuneaton Weekly Tribune	Column (36x1)
	Bus takes council office to the villages	Warwickshire Direct Bus	27/09/2007	Stratford Herald	Nib (10x4)
	Bus to deliver council services	Warwickshire Direct Bus	27/09/2007	Warwickshire Telegraph	Quarter page
	Service with a smile for council's customers	Customer Service Week	27/09/2007	Coleshill Herald	Quarter page
	Roadshow on council services	Customer Service Week	27/09/2007	Nuneaton Weekly Tribune	Column (36x1)
	Senior council managers go 'back to the floor'	Customer Service Week	27/09/2007	Stratford Herald	Column (36x1)
	Bus takes council office to the villages	Customer Service Week	27/09/2007	Stratford Herald	Nib (10x4)
	Senior council managers go 'back to the floor'	Warwickshire Direct Partnership	27/09/2007	Stratford Herald	Column (36x1)
	One-stop help shop opens next spring	Shire Hall One Stop Shop	28/09/2007	Leamington Courier	Quarter page
October	All aboard for Customer Service Week in Warwickshire!	Customer Service Week	01/10/2007	WCC website (front page news story)	Quarter page (equivalent)
	New look for Town Hall foyer	Nuneaton & Bedworth One Stop Shop	02/10/2007	Heartland Evening News	Half page
	Advisers' bid to bring in customers	Bedworth One Stop Shop and Customer Service Centre	03/10/07	Nuneaton Telegraph	Quarter page
	Winning artists tune in to prizes	Bedworth One Stop Shop and Customer Service Centre	05/10/07	Nuneaton Telegraph	Quarter page

Appendix 1

	Art work brightens up office block	Bedworth One Stop Shop and Customer Service Centre	08/10/07	Heartland Evening News	Quarter page
	Renewing vows	Atherstone One Stop Shop	09/10/2007	Heartland Evening News	Half page
	We've said 'I do' again after 57 great years	Atherstone One Stop Shop	11/10/2007	Nuneaton Telegraph	Half page
	Time to turn back the clock - in marriage and at work!	Atherstone One Stop Shop	11/10/2007	Coleshill Herald	Half page
	Pat on the back for customer services teams	Customer Service Week	11/10/2007	Heartland Evening News	Quarter page
	Customers in the spotlight at bus launch	Customer Service Week	12/10/2007	Warwick Courier	Quarter page
	Rugby goes wi-fi and celebrates 'Get Online Day'	Rugby iPlus kiosks	16/10/2007	Rugby Fm	Quarter page
	Rugby goes wi-fi and celebrates 'Get Online Day'	Rugby iPlus kiosks	16/10/2007	WCC website (front page news story)	Quarter page (equivalent)
	Free internet in town with the Wi-Fi launch	Rugby iPlus kiosks	18/10/2007	Rugby Observer	Half page
	Thanks pals, for all your support	Bedworth Customer Service Centre	18/10/2007	Nuneaton Weekly Tribune	Quarter page
	Guide dogs given warm welcome	Bedworth Customer Service Centre	20/10/2007	Heartland Evening News	Quarter page
	Staff get guide to dogs' work	Bedworth Customer Service Centre	22/10/2007	Nuneaton Telegraph	Column (36x1)
	They'd do it all over again!	Atherstone One Stop Shop	25/10/2007	Nuneaton Weekly Tribune	Half page
December	Shire Hall work gets under way	Shire Hall One Stop Shop	12/12/2007	Warwick Times	Quarter page
	Crane gives skyline a lift	Shire Hall One Stop Shop	19/12/2007	Warwickshire Telegraph	Quarter page
	A bird's eye view of shape of services to come at Shire Hall	Shire Hall One Stop Shop	21/12/2007	Warwick Courier	Quarter page

Appendix 1

	Policing enters a new chapter	Whitnash One Stop Shop	22/12/2007	Warwickshire Telegraph	Half page
	New one-stop-shop for Whitnash residents	Whitnash One Stop Shop	28/12/2007	Kenilworth Weekly News	Column (36x1)
January	Services all under one roof	Whitnash One Stop Shop	02/01/2008	Leamington And Warwick Times	Half page
	Top marks for council staff	Mystery Shopper Customer Service results	31/01/2008	Nuneaton Weekly Tribune	Column (36x1)
February	Mystery shoppers give high rating to county service	Mystery Shopper Customer Service results	15/02/2008	Bedworth Echo	Column (36x1)
	Council come up with answers	Mystery Shopper Customer Service results	23/02/2008	Heartland Evening News	Column (36x1)
	County council performing well	Mystery Shopper Customer Service results	28/02/2008	Banbury Guardian	Column (36x1)

Warwickshire Direct - North Warwickshire 2007/2008

Summary Data	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Education	17	10	22	36	39	41	22	13	8	22	
Reports of Faults to the Public Highway	46	75	118	102	74	92	57	63	46	97	
Social Services	41	40	38	41	34	27	40	29	15	26	
Street Lighting	15	9	23	26	16	11	34	19	15	24	
Trading Standards	4	8	1	2	10	4	8	7	4	3	
Waste tips	34	33	38	31	36	30	28	34	17	19	
Asbestos	0	1	0	0	0	1	1	0	0	0	
Blue Badge	3	1	0	2	2	4	2	6	1	7	
Bridleways/Footpaths	0	0	0	2	0	0	0	0	0	0	
Buses/Bus Travel	0	2	1	1	0	1	0	3	0	0	
Care Homes	0	0	0	2	0	0	0	0	0	0	
Child Minders	0	1	34	0	1	1	0	1	0	1	
Childs Team/Protection	1	1	0	0	1	0	0	0	1	0	
Countryside	0	0	0	0	0	1	0	0	0	0	
Fire Fighters	0	0	0	0	0	0	0	2	0	0	
Fostering	1	0	0	0	0	0	0	0	0	0	
Hazardous Waste	0	0	9	1	4	2	2	0	0	2	
Historical Record	0	1	0	0	0	0	0	0	0	0	
Highways/Drainage	0	2	1	4	5	2	0	2	3	3	
Heritage	1	0	0	0	0	0	0	0	0	0	
Land Enquiry	0	1	0	0	0	0	0	0	0	0	
Leisure	0	0	0	1	0	0	0	0	0	0	
Libraries	0	0	0	2	2	0	0	1	0	1	
Number/Transfer	49	62	5	40	25	32	21	20	10	18	
Permits	0	0	1	0	0	0	0	0	0	0	
Public Transport	0	0	0	0	1	0	0	0	0	0	
Records	0	0	0	0	0	0	0	0	1	0	
Recycling	0	0	0	1	0	0	0	0	0	0	
Registrars	5	9	1	7	6	18	18	9	8	29	
Rights of Way	0	0	0	0	0	0	2	0	0	0	
Schools	0	0	0	0	0	0	0	0	0	1	
School Transport	0	0	0	0	0	0	1	0	0	1	
Tender	0	1	0	0	0	0	0	0	0	0	
Waste	0	0	0	0	0	0	2	0	0	0	
WDP partner numbers	0	0	0	0	0	0	11	8	6	6	
Web Address	0	0	0	0	0	0	0	0	0	1	
Wood Chipping/Composting	3	3	2	2	3	3	5	1	0	0	
Total Contacts	220	260	294	303	259	270	254	218	135	261	0

Appendix 2

Atherstone Registrars	July	August	Sept	Oct	Nov	Dec	Jan	Feb
Birth (inc. re-registrations)	39	34	33	44	28	22	62	33
Deaths (inc. still births)	13	19	17	24	13	17	19	18
Notices	25	24	34	20	17	12	27	37
Pre-ceremony discussions	21	11	8	12	4	4	16	6
Walk-ins							4	9
Total	98	88	92	100	62	55	128	103

Warwickshire Direct - Bedworth - 2007-08

	Apr	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	
Visits	698	744	722	687	605	746	911	929	667	990	1014	8713
Deliveries	89	80	78	66	70	78	105	86	66	80	88	886
Rooms	0	0	4	41	73	102	129	194	81	133	74	831
SUB TOT	787	824	804	794	748	926	1145	1209	814	1203	1176	10430
Disabled Parking Badges	4	6	19	20	18	20	18	19	12	14	17	167
Registrations	15	35	30	32	19	25	21	14	8	19	30	248
Social Services	5	18	25	31	9	12	13	19	11	22	23	188
Education	2	0	4	3	10	12	7	8	0	0	9	55
Highways	2	2	5	11	7	11	8	16	23	7	7	99
General	70	110	98	68	59	63	65	42	22	29	23	649
Env	0	3	8	4	11	5	5	2	0	1	2	41
Street Lights	2	1	7	3	3	3	10	4	2	3	1	39
Jobs	0	0	0	0	8	8	24	11	4	3	3	61
NBBC	0	0	0	7	8	10	9	7	7	11	7	66
OSS TOTAL	100	175	196	179	152	169	180	142	89	109	122	1613
GRAND TOTAL	887	999	1000	973	900	1095	1325	1351	903	1312	1298	12043

Warwickshire Direct – Nuneaton & Bedworth 2007-08

	Oct	Nov	Dec	Jan	Feb	March
DPB	27	28	9	15	24	18
Libraries	0	0	0	1	1	0
Highways	93	70	20	46	56	31
Street Lighting	9	10	0	7	6	4
AHCS General Enquiries	6	4	4	7	7	3
AHCS Contact Assessments	1	5	4	2	0	0
Car Clear	0	2	0	0	0	0
Vintage	0	0	0	0	0	0
School Enquiries	14	9	3	7	12	4
Other	25	37	16	13	21	14
Totals	175	165	56	98	127	74

Kiosk Usage 2007/2008			
	USAGE	% OUTSIDE W/HRS	No OUTSIDE W/HRS
APRIL	3,809	52.30%	1,992
MAY	3,437	55.25%	1,899
JUNE	4,316	53.27%	2,299
JULY	3,985	54.68%	2,179
AUGUST	3,721	57.24%	2,130
SEPTEMBER	2,610	54.21%	1,415
OCTOBER	2,971	56.58%	1,681
NOVEMBER	2,123	52.80%	1,121
DECEMBER	1,953	53.41%	1,043
JANUARY	2,466	46.27%	1,141
FEBRUARY			0
MARCH			0
TOTAL	31,391	53.84%	16,900

Wireless Streetnet Report 2007/2008			
	USERS	USAGE HRS	AVG SESSION (MINS)
APRIL			
MAY			
JUNE			
JULY			
AUGUST			
SEPTEMBER	660	283.07	25.73
OCTOBER	600	248.51	24.85
NOVEMBER	664	257.75	23.29
DECEMBER	490	211.45	25.89
JANUARY	659	358.88	32.67
FEBRUARY			
MARCH			
TOTAL	3,073	1,359.66	26.55

Warwickshire Direct - Kenilworth 2007/2008

	Council Enquiries	JOSS Library Enquiries	Issues	New Members	Footfall	Library Desk Enquiries	JOSS Enquiries Resolved at FPOC
Apr	733	443	13,079	80	11,747	1,684	97.27%
May	750	491	14,954	94	13,198	1,812	97.20%
Jun	682	621	13,764	94	12,685	1,829	97.04%
Total Q1	2,165	1,555	41,797	268	37,630	5,325	97.17%
Jul	983	565	15,362	101	13,849	1,522	97.76%
Aug	861	525	14,954	141	14,727	1,723	97.56%
Sep	1,112	623	12,202	101	12,870	1,349	98.20%
Total Q2	2,956	1,713	42,518	343	41,446	4,594	97.84%
Oct	1,107	479	13,369	185	14,457	1,550	97.74%
Nov	852	457	14,697	90	13,270	1,339	95.77%
Dec	578	299	12,561	63	9,874	903	95.67%
Total Q3	2,537	1,235	40,627	338	37,601	3,792	96.39%
Jan	705	446	14,998	130	13,425	1,374	97.30%
Feb							
Mar							
Total Q4	705	446	14,998	130	13,425	1,374	32.43%
YTD Total	16,021	9,452	264,882	2,028	246,779	28,796	125.40%

Warwickshire Direct - Whitnash 2007/2008					
	Dec	Jan	Feb	Mar	Total
Benefits		7	7		14
Council Tax	1	7	5		13
NNDR					0
CIA		3	3		6
Local Info	1	9	4		14
Miscellaneous					0
Photocopying/Faxing	3	10	16		29
WDC Officer					0
Dog Warden			1		1
Food Safety					0
General -Env Health		1			1
Grants	1		2		3
Pest Control		1			1
Pollution					0
Recycling	4	3	7		14
Waste Management	4	6	10		20
Bus Passes/Communi	21	57	37		115
Housing Finance			1		1
Housing General		3	1		4
Housing Needs / Homeless		4	6		10
Repairs					0
Car Parks		3	2		5
Cemeteries					0
General - L & A					0
Leisure Centres	1				1
Grass Cutting		1			1
Parks					0
Public Conveniences					0
Spa Centre					0
Town Centre Management					0
Trees	1				1
Committee Info					0
Councillors		2			2
Elections / Electoral Roll	1	2	1		4
Licensing					0
Development	2	3			5
Land Charges					0
Property					0
Other Enquiries - Section	1				1
Benefits Agency	1				1
Age Concern					0
CAB					0
Entertainment					0
Whitnash Town Council	1				1
Pensions	1				1
Inland Revenue					0
Job Centre					0
WCC General	2	2			4
Bus Timetables	1	5	3		9
Highways	1	4			5
Police	2	5	4		11
Residents Parking					0
Social Services	4	14	11		29
Street Lighting		3			3
Trading Standards					0
Credit Union	1				1
TOTAL	55	155	121	0	331
No Referred	3	14	5		22
% Resolved FPOC	94.55%	90.97%	95.87%	#DIV/0!	93.35%

CSC Performance Report - Against agreed indicators

Appendix 8

	Targets	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Calls Offered 2005		13055	11961	15980	16322	16207	15946	14739	14824	15510	15842	15081	12132
Calls Answered 2005		11739	11348	14244	14074	14524	14889	14459	14162	15125	15439	14941	11958
Calls Abandoned 2005		1316	613	1736	2248	1683	1057	280	662	385	403	140	174
Switchboard Calls Offered 2005		58190	55432	60231	58317	56702	54427	55911	44772	59117	52527	52265	38601
Switchboard Calls Answered 2005		55328	48451	57219	55984	55000	52794	54236	43624	57387	51166	50877	37569
Switchboard Calls Abandoned 2005		2862	6981	3012	2333	1702	1633	1675	1148	1730	1361	1388	1032
Calls Offered 2006		14679	13201	15098	13315	15015	18159	17296	18212	17797	18593	16746	12948
Calls Answered 2006		14543	13167	15057	12994	14712	17072	16285	17259	16927	17320	16233	12308
Calls Abandoned 2006		136	34	41	321	303	1087	1011	953	870	1273	513	640
Switchboard Calls Offered 2006		52101	39461	56642	41354	71620	45729	48685	40445	52398	46344	48878	36166
Switchboard Calls Answered 2006		50739	38583	55083	40035	69491	43496	46066	38263	49126	42555	47189	35201
Switchboard Calls Abandoned 2006		1362	878	1559	1319	2129	2233	2619	2182	3272	3789	1689	965
Calls Offered 2007		19116	16212	17803	15497	15952	16315	16889	16778	14789	15366	14828	12199
Calls Answered 2007		17194	14809	16407	14072	15130	15367	16168	16419	14406	14909	14419	11360
Calls Abandoned 2007		1922	1403	1396	1425	822	948	721	359	383	457	409	839
Switchboard Calls Offered 2007		42351	39694	47524	35637	51371	44672	47256	38493	45837	48618	46136	32021
Switchboard Calls Answered 2007		40781	37586	45428	34465	49233	42878	44974	36948	43528	46381	44188	31124
Switchboard Calls Abandoned 2007		1570	2108	2096	1172	2138	1794	2282	1545	2309	2237	1948	897
% Abandoned 2005	<5%	10.08%	5.12%	10.86%	13.77%	10.38%	6.63%	1.90%	4.47%	2.48%	2.54%	0.93%	1.43%
% Calls Answered in 20 seconds 2005	>90%	74.70%	82.90%	72.80%	66.30%	70.20%	71.60%	84.80%	77.00%	84.20%	85.30%	91.50%	93.20%
% of calls Resolved at Point of Contact 2005	>80%	64.85%	64.10%	67.54%	66.16%	71.65%	71.05%	70.35%	70.07%	70.55%	71.55%	71.97%	75.14%
Switchboard % Abandoned 2005	<5%	4.92%	12.59%	5.00%	4.00%	3.00%	3.00%	3.00%	2.56%	2.93%	2.59%	2.66%	2.67%
% Abandoned 2006	<5%	0.93%	0.26%	0.27%	2.41%	2.02%	5.99%	5.85%	5.20%	4.90%	6.80%	3.10%	4.90%
% Calls Answered in 20 seconds 2006	>90%	96.00%	97.50%	96.50%	92.80%	89.30%	77.50%	73.30%	75.00%	76.00%	70.00%	83.00%	77.60%
% of calls Resolved at Point of Contact 2006	>80%	70.42%	67.44%	66.28%	68.99%	70.20%	73.98%	73.20%	71.31%	72.00%	71.08%	69.22%	71.86%
Switchboard % Abandoned 2006	<5%	2.61%	2.22%	2.75%	3.19%	2.97%	4.88%	5.38%	5.39%	6.24%	8.18%	3.46%	2.67%
% Abandoned 2007	<5%	10.10%	8.70%	7.80%	9.20%	5.20%	5.80%	4.30%	2.70%	2.70%	2.70%	2.60%	1.80%
% Calls Answered in 20 seconds 2007	>90%	57.50%	63.20%	66.50%	59.60%	74.90%	70.50%	74.30%	87.10%	85.80%	83.10%	83.80%	86.40%
% of calls Resolved at Point of Contact 2007	>80%	72.78%	72.23%	70.81%	72.49%	73.40%	74.60%	71.09%	85.20%	83.50%	80.62%	81.48%	81.92%
Switchboard % Abandoned 2007	<5%	3.71%	5.31%	4.41%	3.28%	4.34%	4.18%	5.07%	4.18%	5.30%	4.82%	4.41%	2.88%