Wolverhampton City Council

Response to Request for Information

Reference   FOI 091563
Date   14 September 2015

Contact Centre Calls

Request:

1.   Number of telephone calls per months for the past two years (and monthly average over this period)

Month/Year	No. of Calls
Apr-13	32181
May-13	26432
Jun-13	26081
Jul-13	29723
Aug-13	22877
Sep-13	25145
Oct-13	27439
Nov-13	24009
Dec-13	18322
Jan-14	24621
Feb-14	22358
Mar-14	20402
Apr-14	24572
May-14	25375
Jun-14	32914
Jul-14	34405
Aug-14	31963
Sep-14	39392
Oct-14	39369
Nov-14	32645
Dec-14	30845
Jan-15	41162
Feb-15	36556
Mar-15	56152
Average	**30206**

2. Percentage of calls coming from mobiles
    Following reasonable enquiries, it has been established that the Council
    does not hold or record the above information. Consequently, we are unable
    to provide any information relating to the above, as per Section 1(1)(a) of the
    Act:

    "Any person making a request for information to a public authority is entitled
    to be informed in writing by the public authority whether it holds information
    of the description specified in the request".

3. Average handling time
    1 minute 33 seconds

4. Average cost per contact and how this is calculated
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    to be informed in writing by the public authority whether it holds information of
    the description specified in the request".

5. First contact resolution (FCR) rate
    Average of 50% resolved at first point of contact.

6. Number of Full-time Equivalent personnel staffing the phones
    This figure is always changing, but as a ball point figure, it is usually around
    22 FTE staff

Emails

1. Number of emails per months for the past two years (and monthly average
    over this period)

Month/Year	No. of Emails
Apr-13	1054
May-13	724
Jun-13	884
Jul-13	1102
Aug-13	966
Sep-13	1059
Oct-13	1289
Nov-13	946
Dec-13	796
Jan-14	1198
Feb-14	975

Mar-14	1229
Apr-14	1012
May-14	1011
Jun-14	1211
Jul-14	1083
Aug-14	1003
Sep-14	1435
Oct-14	1434
Nov-14	1242
Dec-14	1000
Jan-15	1504
Feb-15	1258
Mar-15	1161
Average	**1107**

2.   Average handling time

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4. First contact resolution (FCR) rate

This figure is a combination of both calls (from question 5 of part 1) and emails. It is not yet possible to split this figure as they are both logged onto the same system which measures this figure

5. Number of Full-time Equivalent personnel answering emails

Approximately 22 FTE staff (same as no. FTE staff answering calls- cross trained on both). Again, this figure will naturally fluctuate.

Web/Live Chat (if used)

1. Number of chats per months for the past two years
2. Percentage of chats coming from mobile devices
3. Average handling time

4. Average cost per contact and how this is calculated
5. First contact resolution (FCR) rate
6. Number of Full-time Equivalent personnel staffing web chat

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I would also be grateful if you could provide the Top 10 reasons for people contacting your organisation across all channels.

	Service	Enquiry
1	Refuse & Recycling	Bulky Goods - Can you collect....(items)
2	Refuse & Recycling	Missed - My recycling Black Bin has not been collected...
3	Refuse & Recycling	CA Site - I would like to book a visit to the tip
4	Benefits	Housing Benefit enquiry (simple which requires a full CRM log)
5	Blue Badge	What is happening with/Where is my application/Blue Badge?
6	Public Protection	Fly tip - Someone has dumped something.... (Public Protection requests only)
7	Benefits	General Information - applying/contacting
8	Street Cleansing	Pest control - I want to report rats/mice/bedbugs/cockroaches/pests/misc
9	Multiple department	Noise - I want to report a noise issue
10	Blue Badge	Payment - I want to pay my Blue Badge fee