



# **Contact Centres Satisfaction Survey 2016**

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# Contact Centres Customer Satisfaction 2016

## Background

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This is the fifth time that a customer satisfaction survey based on this methodology has been conducted for the Contact Centres administered by Bolsover District Council (previous surveys were undertaken in late autumn 2007, November 2009, November 2011 and spring 2014).

## Survey Methodology

A satisfaction questionnaire, covering letter and prepaid envelope were sent by post between 8<sup>th</sup> and 12<sup>th</sup> February and respondents were given just over 3 weeks (until 7<sup>th</sup> March) to respond. Responses were accepted up to 21<sup>st</sup> March while data inputting was taking place.

A shorter version of the questionnaire was also administered in the Meet & Greet reception area of The Arc during the fieldwork period.

An incentive of a free prize draw (£25) was used.

The questionnaire used a 1 to 10 numerical rating and asked respondents to rate a score against a set of customer requirements in terms of their importance and then by how satisfied they were with the same set of requirements. This methodology enables a Customer Satisfaction Index (CSI) to be calculated.

## Sample Size and Response Rate

2225 customers were randomly selected from the Customer Information System (CIS). 1560 had contacted the service by telephone and 665 had used the service in person. The period of selection covered six months. Additionally 33 short surveys were completed at the Meet and Greet area of reception.

- 268 responses (17% response) were received from telephone callers (2014 – 25%, 2011 – 27%, 2009 - 33%, 2007 - 21%)
- 164 responses (25% response) were received from personal callers (2014 – 19%, 2011 – 24%, 2009 - 35%, 2007 - 23%,)

## Customer Profiling Information

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Key demographic information was captured in each survey to help build a customer profile and assist with equalities monitoring. A table of results by contact method is included below together with the summary of key points below which compares this information to the District's profile taken from the 2011 Population Census.

Both these profiles are comparable to the customer profile in 2014, the greatest differences are that the proportion of female telephone callers who responded to the survey has increased by 5 percentage points and those aged 25 to 64 decreased by 6 percentage points. There was also a decrease of 7 percentage points in those with a disability responding to the personal callers survey. This corresponded to a similar size decrease (7 percentage points) in those aged 65 years and over responding to the same survey.

<b>Respondent Characteristic</b>	<b>Respondents to survey TELEPHONE %</b>	<b>Respondents to survey PERSONAL CALLERS</b>	<b>% Population Figures (2011 Census)</b>
<b>Gender</b>			
Male	37	45	49
Female	63	55	51
<b>Age Group</b>			
			(age % as proportion of 2011 population aged)
			16+
16-24 years	4	2	13
25-64	39	49	65
65 & over	57	49	22
<b>Ethnicity</b>			
White British or Irish	96	93	97
Ethnic Minority (including white-other)	4	7	4
<b>Disability</b>			
Yes	39	33	29*
No	61	67	71*

*\*the Census question asked whether day to day activities were limited (limited 'a little' or 'a lot') and hence was worded differently to the question asked in this survey. Residents aged 16+.*

## Telephone Callers

Those survey respondents who telephoned the contact centre to access the service are more likely to be female (63% compared to a District proportion of 51%) and aged 65+ (57% compared to a District proportion of 22%). Almost 4 in every 10 (39%) regarded themselves as having a disability.

The majority of respondents said they called the service as and when needed (79%), and the majority (64%) of respondents were requesting a service, this is an increase of 20 percentage points on the 2014 results.

## Personal Callers

Respondents who visited the contact centre to access the service are more likely to be aged 65+ (49% compared to a District proportion of 22%). A third (33%) regarded themselves as having a disability.

Respondents were fairly evenly split across all four contact centres with the highest proportion having used Bolsover (30%) and the lowest using Shirebrook or South Normanton (23% in each case).

Just over half (55%) said they called into the Contact Centre as and when needed and a similar proportion requested a service (51%) although large proportions rang to obtain information (44%) or to make a payment (41%).

## Executive Summary

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### Telephone Callers

- The telephone service achieved a Customer Satisfaction Index (CSI) score of 88.86%. This is an increase of 2.41% since 2014 and is the highest level since 2007 (2014 – 86.45%, 2011- 78.0%, 2009 - 80.2%, 2007 – 70%).
- The most important of the ten customer requirements was ‘protecting your personal data’. ‘Having the telephone answered quickly’ (a new option in 2016) was the least important requirement. The ranking of some of the requirements being measured has changed from previous years. In 2014 ‘staff having the relevant knowledge to provide the service’ was ranked sixth - in this survey it ranks 4<sup>th</sup> most important and ‘being treated fairly’ was previously fifth important and has slipped down to 7<sup>th</sup> this time.
- Priorities for improvement (PFI) are ‘being kept informed of progress’ (this priority emerged in 2014, 2011 and 2009) and ‘staff having the relevant knowledge to provide the service’ (also highlighted in 2014).
- Standard deviation scores (variances in scores) are the largest for the importance of ‘convenient opening times’, ‘being kept informed/receiving progress updates’ and for satisfaction with ‘being kept informed’ and ‘having an easy to use and effective complaints procedure’ indicating a greater variance in scores depending on the customer’s own preference and actual experience.
- Overall 87% of respondents were satisfied with the customer service they received during their most recent call. Indeed, over half (58%) were very satisfied.
- Telephone callers were asked if there was an important requirement they thought we had missed. Having resolution to their issues was mentioned by 5 people, communication issues (such as being able to contact departments or officers directly) was mentioned by 6 respondents and issues around contact methods was mentioned by 8. Other suggestions were made by respondents; these are listed in the tables of verbatim responses for Q2.
- When asked if they had any comments to make on their satisfaction scores, 6 respondents made positive comments, 4 had ideas for improvements and 30 people explained their dissatisfaction.
- When asked what improvements to make to the service, 88 people responded, 20 said no changes were necessary, 29 people suggested improvements including: providing updates and following up issues, suggestions relating to the new payments machine and communications between the call centres and other service areas.

## Personal Callers

- The face to face service achieved a Customer Satisfaction Index (CSI) score of 89.06%. This is an increase of 1.25 percentage points since 2014 and is the highest score since 2007 (2014 – 87.81%, 2011- 81.3%, 2009 – 83.2%, 2007 – 78%). The data shows a strong trend of increased satisfaction over the years that the survey has been conducted.
- The most important of the ten customer requirements was the same as for telephone callers- 'protecting your personal data'. The 'waiting time to be served' was the least important requirement. However, in 2014 'being treated with respect' was the 7<sup>th</sup> most important requirement- in this survey it ranks equal 2<sup>nd</sup> with 'staff being helpful'..
- Priorities for improvement (PFI) are the 'waiting time to be served', 'being kept informed/receiving progress updates' and 'staff having the relevant knowledge to provide the service'. 'Being kept informed/receiving progress updates' was also highlighted as a PFI in 2014, 2011 and 2009.
- Standard deviation scores (variances in scores) are the largest for satisfaction with 'waiting time to be served' and 'being kept informed/ receiving progress updates' indicating a greater variance in scores depending on the customer's actual experience.
- Personal callers were asked if there was an important customer requirement they thought we had missed; four people suggested the waiting time to be served was too long but this is already included in the statements used to measure importance and satisfaction; two respondents mentioned a lack of privacy which could arguably be encompassed by the statement 'protecting your personal data' and two respondents complained about the difficulties of using a payment machine.
- When asked if they had any comments to make on their satisfaction scores, 12 respondents detailed their complaints around waiting times, 3 discussed having unresolved issues and five explained other dissatisfactions. Conversely 7 respondents made positive comments and 1 had an idea for an improvement.
- When asked what improvements to make to the service, 48 people responded of which 27 suggested some form of improvement such as: reduced waiting times, increasing the number of staff or machines and increased privacy. These issues were previously mentioned by some respondents in the 2014 survey.

## Meet and Greet

- A Customer Satisfaction Index (CSI) score of 94.09% was achieved for the Meet & Greet service. This is a decrease of 1.44 percentage points since 2014 (2014 – 95.53%, 2009- 83.8%). However, given the very small sample sizes in both this year's survey and the one in 2014, the movement is not statistically significant. Although the sample size is very small, the broad level of satisfaction is very high.
- Customer satisfaction exceeded importance for each of the three customer requirements- 'length of waiting time' and 'online access to services (e.g. Housing and Planning) being available' and 'staff being helpful'.
- Visitors to meet and greet were asked if there was an important customer requirement they thought we had missed, three people made different suggestions.
- When asked if they had any comments to make on their satisfaction scores, three respondents made positive comments and three suggested improvements.
- When asked 'What improvements could we make to the Meet & Greet service?' Nine people responded, of these four respondents commented that no changes were needed and five made suggestions.

Within this report a calculation sheet is attached for each contact method, which shows the average scores in respect of importance and satisfaction by customer requirement together with the gaps between the two.

By way of an external comparison we can compare these results with the UK Customer Satisfaction Index (UKCSI) which is a national measure of customer satisfaction. It provides insights into the state and direction of customer satisfaction in the UK across 13 key sectors, including local Public Services. In July 2016, the UKC was 77.4 with the Public Services (local) sector scoring 73.9. The Customer Satisfaction Indexes for BDC Contact Centres are: telephone callers 88.86, personal callers 89.06 and meet and greet 94.09.

## Action Plan

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An action plan will be put together by the Customer Services Manager after considering the report and findings.

The following recommendations are made regarding the survey:

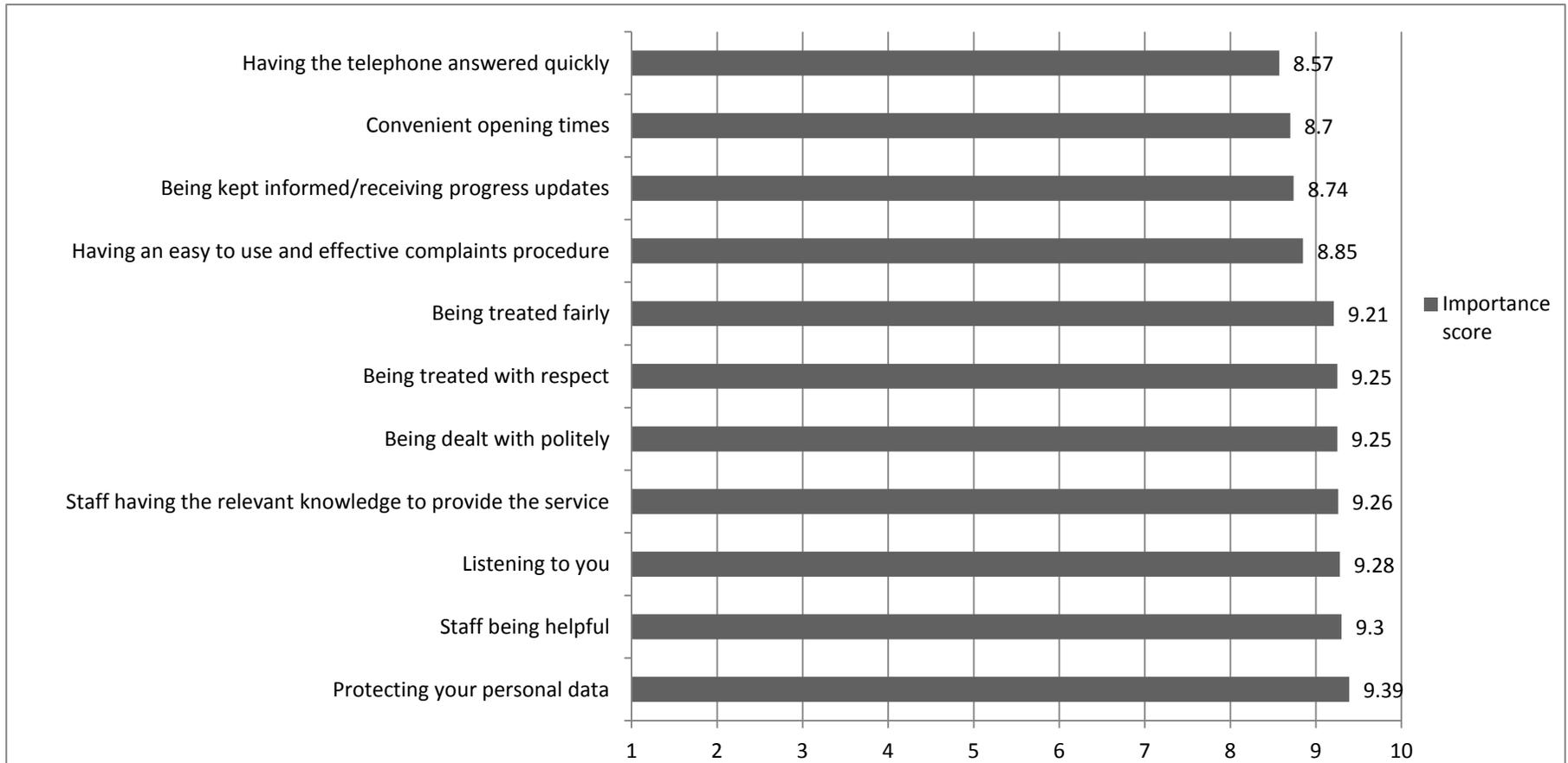
1. To feedback the results and planned actions to the customers.
2. To repeat the survey in two year's time to measure the effectiveness of the actions taken.
3. 'Being kept informed' has been a PFI for both the telephone and face to face service since 2009. The standard deviation tends to be greater than 2 suggesting a big variance in customer satisfaction, the actions should therefore emphasise providing a consistent customer experience. More research could be considered to find out what customer expectations for being kept informed are. From the verbatim comments made by respondents it would seem that the issue regarding keeping residents informed may lie in the most part with service areas. It may be possible to try to identify if any particular service areas where this is an issue and develop a tracking system to monitor response progress or a protocol on how often to update residents.

# **Results**

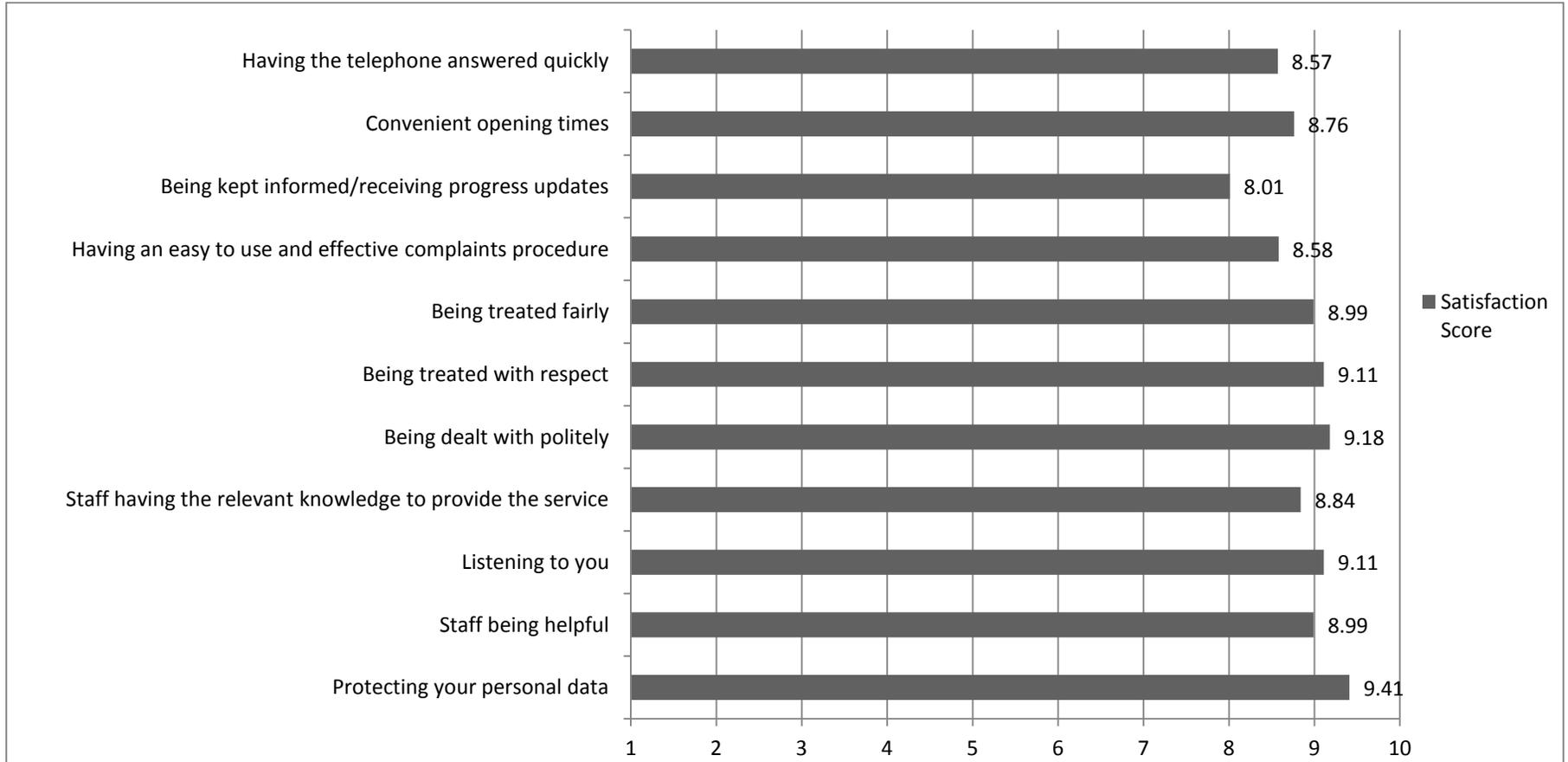
## **Telephone Callers**

<b>Contact Centre Telephones - Customer Satisfaction Index (CSI) - 2016 (base: 268 customers)</b>							
<b>Customer Requirement (A)</b>	<b>Importance Score (B)</b>	<b>Weighting Factor (%) (C)</b>	<b>Standard Deviation - Importance (D)</b>	<b>Satisfaction Score (E)</b>	<b>Weighted Score (F)</b>	<b>Standard Deviation - Satisfaction (G)</b>	<b>PFI (H)</b>
Protecting your personal data	9.39	0.094	1.78	9.41	8.85	1.46	0.02
Staff being helpful	9.30	0.093	1.79	8.99	8.36	1.94	-0.31
Listening to you	9.28	0.093	1.83	9.11	8.47	1.67	-0.17
Staff having the relevant knowledge to provide the service	9.26	0.093	1.90	8.84	8.22	1.95	-0.42
Being dealt with politely	9.25	0.093	1.84	9.18	8.54	1.64	-0.07
Being treated with respect	9.25	0.093	1.84	9.11	8.47	1.76	-0.14
Being treated fairly	9.21	0.092	1.89	8.99	8.27	1.91	-0.22
Having an easy to use and effective complaints procedure	8.85	0.089	2.04	8.58	7.64	2.20	-0.27
Being kept informed/ receiving progress updates	8.74	0.088	2.07	8.01	7.05	2.45	-0.73
Convenient opening times	8.70	0.087	2.09	8.76	7.62	1.72	-0.06
Having the telephone answered quickly	8.57	0.086	1.95	8.57	7.37	2.09	0.0
<b>Total</b>	<b>99.80</b>				<b>88.86%</b>		
					<b>CS Index</b>		
<b>(A)</b> Customer requirements listed in order of importance - most important at the top							
<b>(B)</b> The average importance score (mean) for each requirement							
<b>(C)</b> Individual importance score expressed as a % of the total importance score							
<b>(D)</b> Standard deviation shows the 'average distance from the mean score' (importance) - less than 2, similar scores							
<b>(E)</b> The average satisfaction score (mean) for each requirement							
<b>(F)</b> The satisfaction score multiplied by the weighting, which is then totaled and multiplied by 10 to express as a %							
<b>(G)</b> Standard deviation shows the 'average distance from the mean score' (satisfaction) - less than 2, similar scores							
<b>(H)</b> Priority for Improvement (PFI) - the difference between E and B (negative scores denote possible areas for improvement)							
: a big standard deviation indicating a greater range of rating scores							

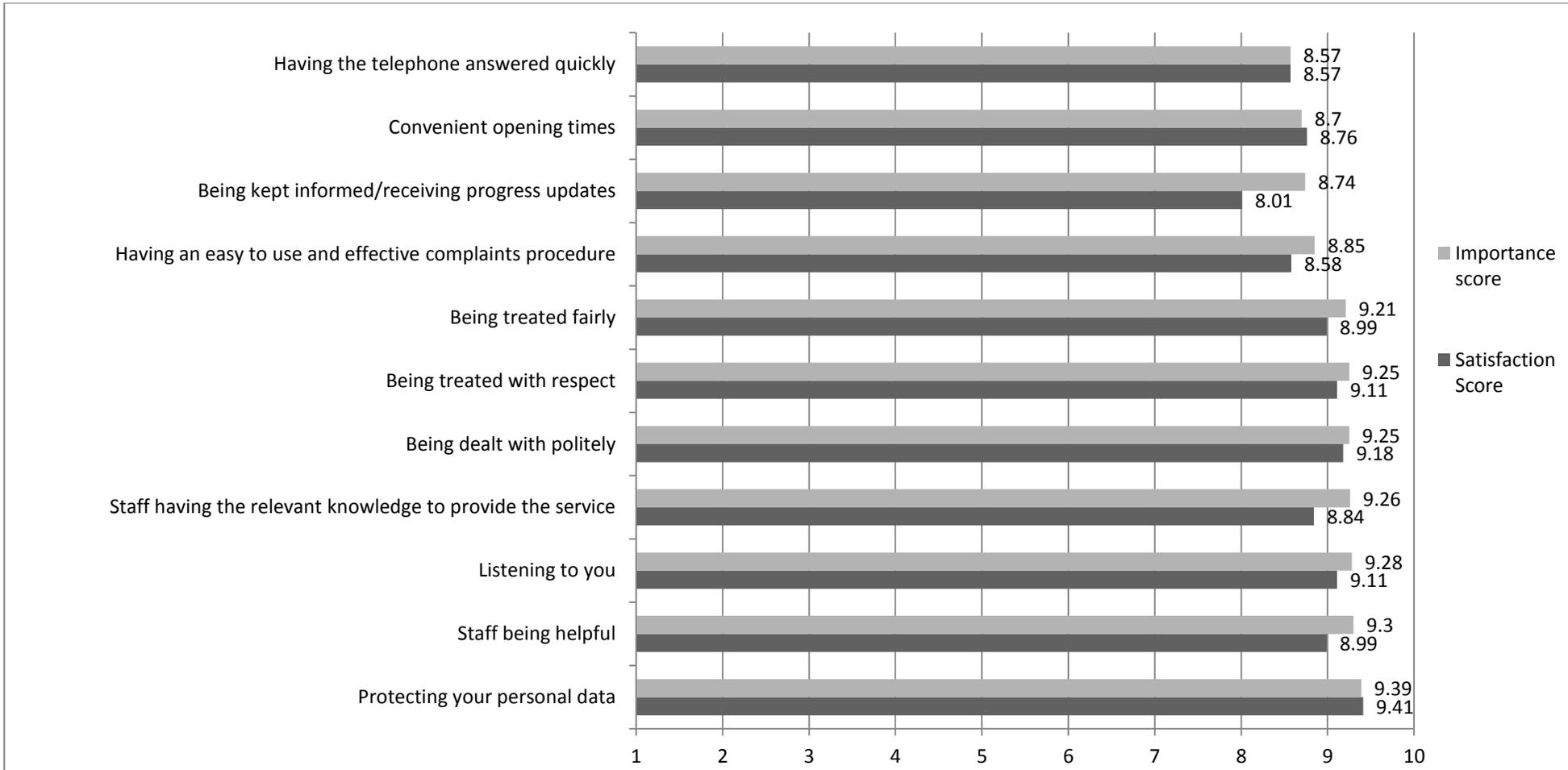
## Contact Centres (Telephone customers) Importance – What Matters Most



## Contact Centres (Telephone customers) Satisfaction – What We Do Best



## Contact Centres (Telephone customers) Priorities for Improvement



## Results- Additional Questions - Telephone Callers

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**Q1 and Q3** The telephone service achieved a Customer Satisfaction Index (CSI) score of 88.86%.

The most important of the ten customer requirements listed, i.e. what matters most to the customers, was “protecting your personal data”. “Having the telephone answered quickly” was the least important requirement.

In terms of customer satisfaction, in other words what we do best, respondents were most satisfied that we protect their personal data, that they are dealt with politely, treated with respect and listened to.

The Priorities for Improvement (PFI) for this part of the Contact Centre service (i.e. those issues that are considered important but customers are less satisfied with) are “being kept informed of progress” (which has also been highlighted in previous surveys) and “staff having the relevant knowledge to provide the service” (also mentioned in 2014).

**Q2** Telephone callers were asked if there was an important customer requirement they thought we had missed. 38 people responded. Contact methods were mentioned by 8 people:

*“Being able to go on-line and book e.g. trees at the edge of the motorway need pruning back.”*

Having no resolution to their issue was mentioned by 5 people:

*“Coordination of departments. Still haven’t received updated refuse collection schedule.”*

Communication issues were mentioned by 6:

*“Telephone response quoting looking for answers via the website when enquiries from elderly persons that cannot use a computer instead of personal contact.”*

Sixteen other suggestions were made these are listed in the tables of results at the end of this section along with all responses made to Q2.

**Question 4** asked respondents how satisfied or dissatisfied they were overall with the customer service they received on their most recent call. Overall 87% of respondents were satisfied with the customer service they received. Over half (58%) those responding were very satisfied.

	Number	%
<b>Very satisfied</b>	145	58
<b>Fairly satisfied</b>	72	29
<b>Neither satisfied nor dissatisfied</b>	12	5
<b>Fairly dissatisfied</b>	8	3
<b>Very dissatisfied</b>	13	5

**Question 5** asked respondents if they had any comments or suggestions to make in relation to the customer satisfaction scores they had awarded. 50 people provided comments, 6 comments were positive, 4 people made suggestions for improvements

*“It is not always possible to call during my working hours. Therefore lunchtime calls have to be made – this coincides with your staff lunch so a delay in call answering. Maybe 1 or 2 late night services after 5pm.”*

and 30 comments were negative. All the comments are listed at the end of this section of the report.

**Q6** When asked: ‘On average, how often do you usually ring the Contact Centre service?’, the vast majority (79%) of those who responded stated “when needed”.

	Number	%
<b>This is my first call</b>	<b>19</b>	<b>8%</b>
<b>At least once a week</b>	<b>5</b>	<b>2%</b>
<b>Every 2-3 weeks</b>	<b>3</b>	<b>1%</b>
<b>Once a month</b>	<b>13</b>	<b>5%</b>
<b>Less than once a month</b>	<b>5</b>	<b>2%</b>
<b>When needed</b>	<b>194</b>	<b>79%</b>
<b>Other – please state</b>	<b>7</b>	<b>3%</b>
<b>+Total</b>	<b>246</b>	<b>100%</b>

‘Other – please state’ included comments from a few people who said they only visit (rather than telephone) or they never call us, seven people said they called only when they needed to which was less than once a month.

**Q7** Respondents were asked to say why they had telephoned the Contact Centre and could choose from a list of options (they could choose as many of the options as applied).

	<b>Number</b>	<b>%</b>
<b>Request a service</b>	<b>154</b>	<b>64%</b>
<b>Obtain information</b>	<b>97</b>	<b>40%</b>
<b>Make a complaint</b>	<b>53</b>	<b>22%</b>
<b>Make a payment</b>	<b>25</b>	<b>10%</b>
<b>Other – please state</b>	<b>12</b>	<b>5%</b>
<b>Total</b>	<b>341</b>	<b>141%</b>

‘Other – please state’ included 15 people who in effect had made a service request- mainly in connection with waste bins, general refuse or fly tipping. Ten people mentioned other reasons for contacting us.

**Q8** Respondents were asked ‘What improvements could we make to the Contact Centre service?’ 88 people responded, of these 21 people commented to the effect that they didn’t think any changes were needed with comments like *“It works very well and is a good service as it is”* or *“none”*. Twenty nine people made suggestions for improvements to the service; the types of issue raised include issues being followed up, the new payments machine and communications between the call centre and other services.

*“They promised to complete repair to my damaged wall and didn’t.”*

*“A member of staff should be available in the event of problems with the Automatic payment facility.”*

*“Improve the online request form. I found it very awkward to use and gave up on it. Ended up sending my own email.”*

## Telephone Callers – Verbatim Comments

Q2 Is there an important requirement we have missed?
None
Nil
No
N/A
None
Bolsover District Council need to resolve issues more quickly. 11 years and yet no resolution (sic)?
Coordination of departments. Still haven't received updated refuse collection schedule.
Advising us in advance of any changes that you make.
I am sorry I was not brought up to do office work so I don't know if I have filled this in right.
Being able to go on-line and book e.g. trees at the edge of the motorway need pruning back.
Being able to contact the department requested on any follow up enquiry!!
I wear two hearing aids. I cannot hear what they are saying.
The Handyman telephone number please!
The option of contact via phone, email or post
Flow diagram for negotiating website
I have noticed that at times the person managing the desk is under pressure from the number of people waiting.
The correct FULL address would be useful.
When you need someone to get off bums and do it.
I'm very happy with the service I received from Pest Control
You have covered all the areas that I feel are relevant to good service
Easy access and designated parking
Keeping you updated
I requested a replacement tray for my burgundy bin – my tray had been tipped into the lorry when the bin was emptied. My first request was on 15.10.15 although the person who answered the phone was very pleasant and promised a replacement in a few days after several further calls and the same reply, I am still waiting.
Volume on phone is very quiet. Waste of time using website emails. Never replied to or dealt with. Still waiting for a response after two years!
Need 2 if not 3 people on desk. Always a queue
Recorded message at the beginning is too long before you get to speak to a human being.
Appropriate responses. I wrote to the Head of Housing. I received no response from him. I will (sic) visited by an Officer of the Council as I wrote to him by name I should have received a response from him
Try to apologise with dignity when the Council is in the wrong! Managers in the Council are

<b>Q2 Is there an important requirement we have missed?</b>	
not necessarily more intelligent than everyone else – neither are they superior!	
When reporting something. They do not try and talk you out of it, or not interested.	
As of yet I have not received feedback.	
A direct phone number for the Dog Warden	
Wish staff would check were Direct Debits paid. Make sure they don't send letters saying you owe 3 months Council Tax etc.	
I am concerned about the "Fast" payment for rents and Council Tax – it's not fast at all and some people struggle – takes ages.	
Getting quick access by the Customer Advisor to the relevant department to deal with my problem/query.	
Telephone response quoting looking for answers via the website when enquiries from elderly persons that cannot use a computer instead of a personal contact.	
I found that contact staff did not have the information I wanted and apparently were not allowed to put my call through to a person who did. On several occasions I was given information which subsequently proved to be completely inaccurate.	
<b>Themes</b>	
Contact methods	8 comments
Communication with customers	6 comments
No resolution to issue	5 comments
Speed of services	3 comments
Other comments	16 comments
<b>Total</b>	<b>38 comments</b>

<b>Q5 If you have any comment or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in.</b>
Keep us advised of any changes you make and when clearly your systems fail, provide a solution
I was surprised I had to contact Derbyshire County Council re the new bulb for the lamp post. My pot hole complaints have not been dealt with yet (phoned Jan 2016).
Would like the hours extended, when I need to get in touch with CAN team, had no idea who to ring.
It is not always possible to call during my working hours. Therefore lunchtime calls have to be made – this coincides with your staff lunch so a delay in call answering. Maybe 1 or 2 late night services after 5pm.
I am glad to have the opportunity to say 'Thank you' to you and ALL your staff. I can honestly say you give a first class service and treated me with the utmost respect.
I very rarely contact the centres but on the last two occasions I felt that the person I spoke to could have put themselves out a bit more to be more helpful.
Argued with me, my wall hadn't been damaged but it had.
Extended opening times, say 08:00 to 18:00

**Q5 If you have any comment or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in.**

I have had to phone a few times due to rats on my back garden. The customer service has always been fantastic and Mr Colin McCook is brilliant!

Communication between relevant departments and the Call Centre no doubt makes it hard for them to give accurate info. Appointment made by call centre for inspectors to visit often don't happen. So Call Centre get the complaint again (with no fault to them) minimal info available. Repeat complaints should be dealt with more seriously. Senior Management needs to take responsibility for the failure to provide basic info to staff.

Longlands bins not emptied Friday 12th Feb, waited till 5pm in case bin men late, then too late to phone contact centre until Monday

Dissatisfied. Please find information about issue's, 11 years about a Garage Plot and the whole area of Talbot Street Pinxton. And noise and upset of Mr (name removed). Landlord next door at (number removed). Issue's that are being ignored by Bolsover District Council?

I called to enquire about reduced Council Tax costs as I do not live in the home and acquired it after the loss of my father. I was told you would look into it in September and I've never heard back and had to continue paying an extortionate rate.

Comparing Bolsover District Council Contact Centres with others, public utilities, banks etc, they are well worth a score of 10 and more. I had a recent query which involved Environmental Health and everyone I spoke to was efficient but empathetic. Messages were passed on and calls returned as promised-almost unheard of these days so well done

Waiting in a lengthy queue to be answered by telephone

The complaint was ignored early on, but this time was dealt with. The officer investigating was deceived easily, and part of the complaint (knotweed) ignored.

We recently had our bin day changed to a different day & wasn't informed until the day after it happened. The street I live on is a terraced house street where bins are left on narrow pavements. When I called to ask why my bin hadn't been emptied they explained change of day and to leave it on the street (Where people can put any rubbish in it).

I received no feedback re my enquiry/complaint!! This was not the fault of contact centre as they put me through to relevant dept!

The person who took call was not interested in the complaint and asked if they could help with anything else when they had not helped with the original request.

I rang at least once a week / every two weeks throughout December & Jan whilst waiting for bins to be delivered (new estate house) & each time I had to explain the whole issue again - was a bit annoying.

I think it's very convenient to be able to pop into these Centers when you need an answer.

I have a constant problem with toilet blockage due to pipework. I'm ringing up every week I ask for plumber or drain team as appropriate and I'm always told I'm wrong.

I was given and sent incorrect information of wheelie bin collection schedules

Bin emptied, staff didn't listen as happened on more than 1 occasion

Ensure relevant departments ring the customer back

After ringing the call centre and being told my request couldn't be dealt with (New Black Bin) I went to my Local office which was sorted straight away.

**Q5 If you have any comment or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in.**

Was given wrong information on one occasion.

Front garden are a disgrace

As of yet I have received no feedback and the issue I was concerned about (pot holes on a major crossroads) has not been addressed

When Contact Centre is called. The lead message is too long, Should have an option to bypass this.

I have always found the people who I have spoken to helpful

Can't get any repairs done its all bodge and scarper

I know you have a lot of queries and problems to deal with, but on many occasions I have had to wait a long time to get through to a Customer Advisor

Same issues (green bin collection) happened three times consecutively before being resolved

Staff answering need to have clear & comprehensive access to reliable/complete database of services etc to reduce need to refer

Staff knowledge poor in certain areas

Since contact staff cannot be expected to know everything about everything they should be able to pass the caller on to someone who has relevant information. While they cannot be blamed for the rules they have to keep to it is very annoying and unhelpful to keep saying "I'm not allowed"!

Staff are always helpful and polite

Let me know when my bin day is please (what am I paying my council tax for? I have no street lights and no bin emptys?

I have found all the Councils activities very good with the exception of one very important matter. For your bungalows up here housing hardship is getting into their bungalows. Only one Councillor (name removed) tries to help us. All of us are over 80 years.

No follow-up of promise on phone call no action taken (after several calls) I am still waiting  
16.02.16

No comments

No Comment

No

No

None

See opposite

N/A

N/A

Nil

**Themes**

Ideas for improvement 4 comments

Positive 6 comments

Negative 30 comments

**Q5 If you have any comment or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in.**

Other	10 comments
<b>Total</b>	<b>50 comments</b>

**Q6 On average how often do you usually ring the Contact Centre service? Other comments.**

Never rang up, only went to contact centre	
About twice annually	
I always go there myself by walking with a walker	
I have never telephoned	
When I've seen a rat on my garden and I've always had someone come out the next day.	
See above – chasing bin delivery	
Once, to report fly-tipping in Pinxton once when our bin was not emptied.	
Hopefully not often as I don't usually have any problems	
Rang for a new black paper bin. Not received yet. The recycle people need to take more care.	
When needed but it is a waste of time.	
So far I have not needed to contact the centre.	
Member of both Amber Valley, BDC and Alfreton Town Council regarding actions in Bolsover District which may affect people in my Alfreton Ward of AVBC.	
<b>Total</b>	<b>7 comments</b>

**Q7 For what purpose do you ring the Contact Centre? Other comments**

Not applicable
On behalf of elderly members of the community.
About rubbish being dumped on a path outside my garden gate. It was eventually cleared to my satisfaction.
To request disposal of a dead animal.
To ask why they missed my bins and didn't empty them. Because they have to walk round to get them for me.
About planning that the Council sent out.
Report fly-tipping
Complain about bin being missed for assisted collection
Dogs barking in the early hours.
Lights on car park not working.

<b>Q7 For what purpose do you ring the Contact Centre? Other comments</b>	
	To request a reduction due to not living in the home.
	I don't.
	Pest Control and payment of Council Tax.
	Further action promised but no action taken.
	To find out about wheelie bin collections but sadly told incorrectly.
	Vermin control.
	To report nearly being knocked off my bike by a Council van (but no one was ever found).
	The state of the grass verges (cars parked). Dogs fouling all around the village.
	Report bin box going into back of lorry. Required replacement.
	When I am too busy to call in and speak to someone.
	To thank them for a good service.
	To try and get repairs done.
	Only ever called to chase collection.
	My bins have not been emptied for months and months
	As above Q6
<b>Total</b>	<b>26 comments</b>

<b>Q8 What improvements could we make to the Contact Centre service?</b>	
	To be put in touch quickly with the department responsible for ones complaint or services required.
	Not applicable
	None
	Being able to book on line the service I require and pay for
	It works very well and is a good service as it is
	n/a
	Better building
	none really
	Answered telephone quickly
	Bin replacement: poor interdepartmental communication - eventually resolved Graffiti: Cleaned off next day - Excellent
	More staff - bigger premises
	A+ service
	No Improvement Needed
	Happy with every aspect as it is
	Staff refuse to put you through to the department, or person, you require if it's a follow up contact, you have to go through the entire procedure over and over again.
	None
	Educate Contact Centre staff that not all complaints or information require the same robotic answer i.e. hitting a brick wall and not getting anywhere

<b>Q8 What improvements could we make to the Contact Centre service?</b>
I don't really know as when I go there the people seem kind
None
Smell Nice
Improve the online request form. I found it very awkward to use and gave up on it. Ended up sending my own email.
Face to face contact at the payments section
Happy with current services in Bolsover
You could take off the comments about bin collections and go straight to Customer Service. If anyone wants to know about these then they should keep the paperwork you send or go online for this information.
They promised to complete repair to my damaged wall and didn't
Make sure we not talked down to
Extended opening times
Updates on progress
Whenever I have made a phone call to your Contact Centre the phone has always been answered prompt. The lady I have spoken to has always been helpful and polite and I have always been pleased with the service I've received.
Provide telephone staff with information to give to the paying customer
When issuing Dog Boarding Licenses don't have tunnel vision and consider others that live in the area and make sure the person is not employed
Nothing
1) Stop threatening customers, and resolve issues 2) Look after paying customers 3) Deal with issues quicker, and stop fobbing people off.
None
Actually call people back! The one time I have been called back when you said you would, the man made out he hadn't called me and it was nothing to do with him!
Would have liked someone on hand to help when first using the new pay machine. The desk was busy and fortunately for us a young lady customer came to help us
Telephone waiting time
As far as I can see, the Centers are doing very well and I can't see that any improvements need to be made
None-All good
None
Larger car park
Be able to give more information over the phone instead of just sending out forms
Instead of having to listen to the bin message and waste 2 mins which we are paying for have it as an option i.e. press 3 for bins etc. I'm paying for the call and I don't need to hear the message every time
My impression is the service is run fairly and should satisfy everyone.
N/A
I felt the service I received was excellent not only on the occasion I rang recently for payment of Council Tax but also when ringing to arrange pest control. We've also received

<b>Q8 What improvements could we make to the Contact Centre service?</b>
great service in the past with regards to elderly relatives.
Communications internally - follow up rather than waiting to be called & chased again
Still keep delivering the same personal service
Since the removal of the payment desk having to use a bank card in a machine is difficult for O.A.P's and not everyone wants to pay by Direct Debit
Follow up the promises made in phone calls
I have always found the centre very satisfactory
The leaflet will soon be out of date as new contact centre being built in Bolsover due to open near future!
Follow ups on jobs etc
N/A
Always been dealt with properly. No complaints
To follow up the complaint mentioned above. The village is a disgrace.
Free phone numbers
Speak direct to relevant department
Communication between centers and offices could be better
Staff need more helpful access to local areas unknown to them
Charge for collecting a fridge from round the back of bungalow £32 is far too much when on the front is £10. I'm 77 years old and could not put it at front.
A member of staff should be available in the event of problems with the Automatic payment facility
To me none I'm satisfied with what you do
Se above Q5
Fine for me. Thank you
More Staff
nothing stands out
Text messaging is great and must save money. Could this survey be completed on line if only 25% of respondents were on line, look at the saving in postage
None
The one improvement I would have asked for has now actually happened-the leaflet enclosed with this form and containing Contact Centre information-well done!!
I have no complaints but the bins do let you down at times (collection company)
More staff to answer the telephone at key times eg. first hour of the morning & lunch hour
None that I can think of I think it works very well and the staff are always pleasant and polite
Only complaint, as above.
N/A
Faster service to get through with complaints, queries and problems. Otherwise it's fine
Longer contact hours
As above: ensure that contact staff have immediate access to information
Have staff who are less rude

<b>Q8 What improvements could we make to the Contact Centre service?</b>	
As above. Being told someone will ring back with no date or time is no good. Am I expected to wait in until the Council, to whom I give vast amounts of money(!) chooses to call me.	
None	
Been given different information every time I ring. (The Nottingham Council was never like this) wished I hadn't moved.	
The pay by card machine needs to be placed higher on the wall. THE HUBB SOUTH NORMANTON	
Better understanding of relevant changes I thought the letter accompanying the new schedule was very poorly worded.	
I like to make my payment to a person so I know that it has been paid	
Listen, understand. Also write things on persons accounts so if someone else has to speak to person they know.	
None	
Staff friendliness	
<b>Themes</b>	
Ideas for improvement	29 comments
Positive	20 comments
Negative	20 comments
Other	19 comments
<b>Total</b>	<b>88 comments</b>

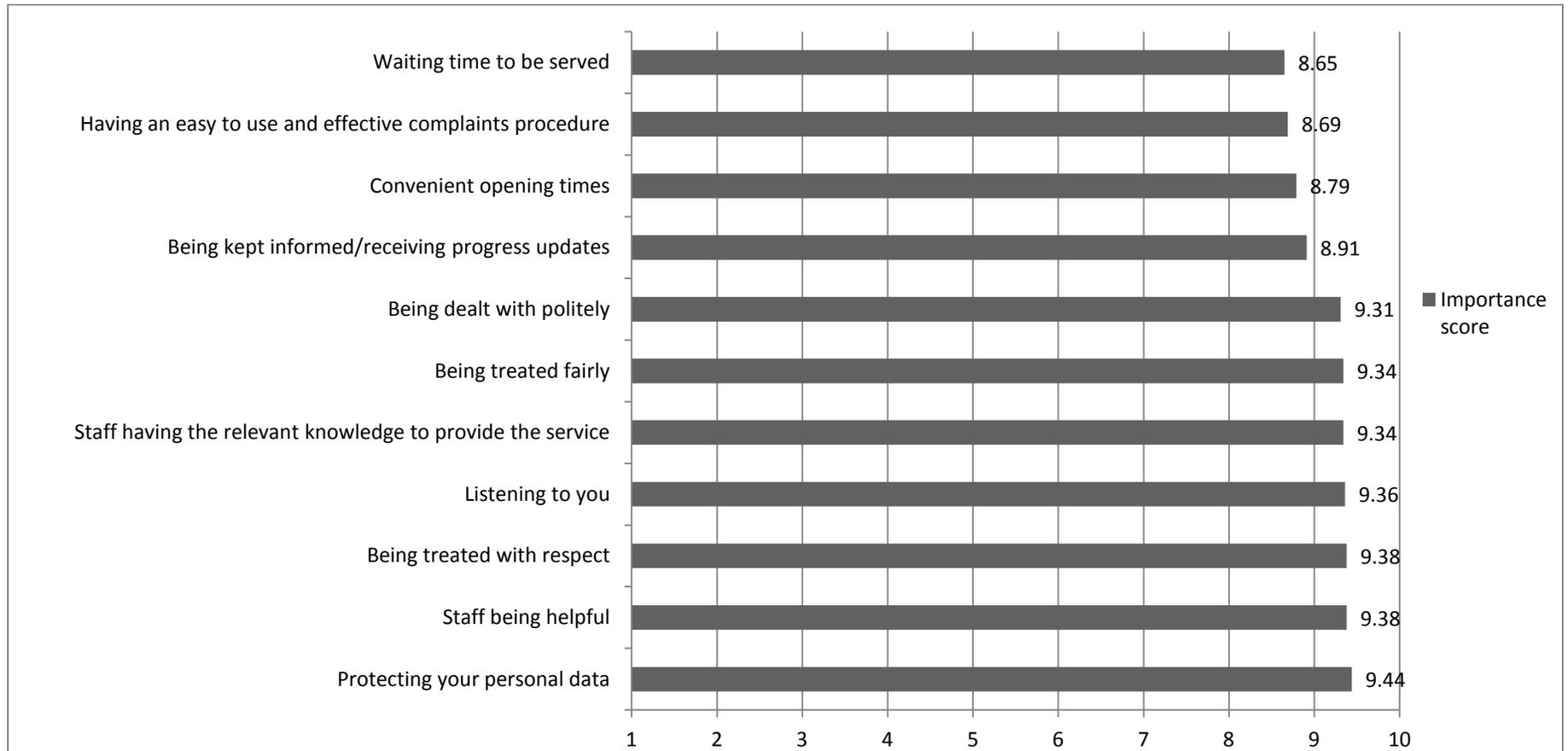
# **Results**

## **Personal Callers**

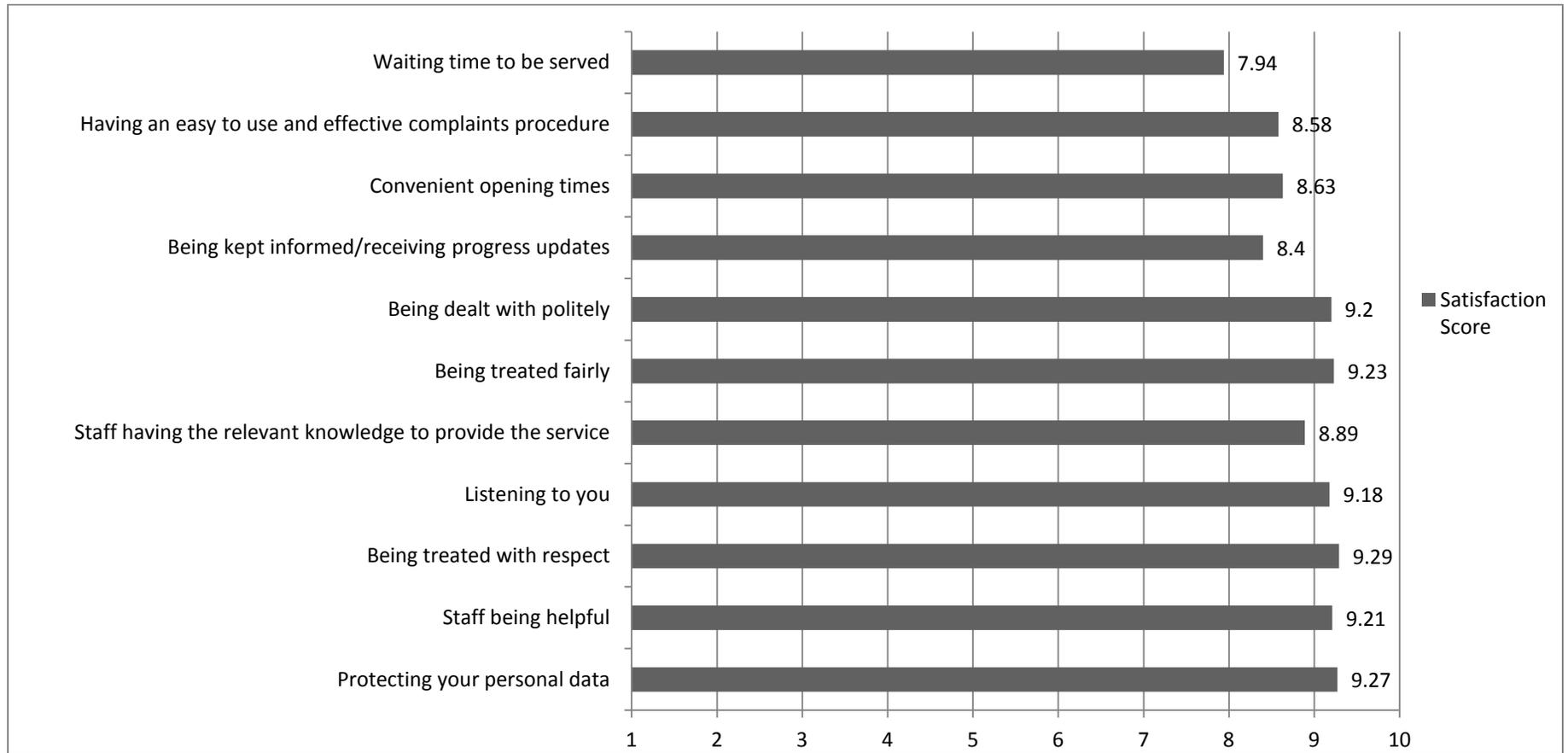
<b>Contact Centre Personal Callers - Customer Satisfaction Index (CSI) - 2016 (Base: 164 customers)</b>							
<b>Customer Requirement (A)</b>	<b>Importance Score (B)</b>	<b>Weighting Factor (%) (C)</b>	<b>Standard Deviation - Importance (D)</b>	<b>Satisfaction Score (E)</b>	<b>Weighted Score (F)</b>	<b>Standard Deviation - Satisfaction (G)</b>	<b>PFI (H)</b>
Protecting your personal data	9.44	0.094	1.61	9.27	8.71	1.39	-0.17
Staff being helpful	9.38	0.093	1.69	9.21	8.56	1.49	-0.17
Being treated with respect	9.38	0.093	1.69	9.29	8.64	1.39	-0.09
Listening to you	9.36	0.093	1.70	9.18	8.54	1.55	-0.18
Staff having the relevant knowledge to provide the service	9.34	0.093	1.62	8.89	8.27	1.79	-0.45
Being treated fairly	9.34	0.093	1.65	9.23	8.58	1.47	-0.11
Being dealt with politely	9.31	0.093	1.69	9.20	8.56	1.50	-0.11
Being kept informed/ receiving progress updates	8.91	0.089	1.88	8.40	7.48	2.16	-0.51
Convenient opening times	8.79	0.087	2.10	8.63	7.51	1.84	-0.16
Having an easy to use and effective complaints procedure	8.69	0.086	2.15	8.58	7.38	2.00	-0.11
Waiting time to be served	8.65	0.086	2.16	7.94	6.83	2.49	-0.71
<b>Total</b>	<b>100.59</b>				<b>89.06</b>		
					<b>CS Index (%)</b>		
<b>(A)</b> Customer requirements listed in order of importance - most important at the top							
<b>(B)</b> The average importance score (mean) for each requirement							
<b>(C)</b> Individual importance score expressed as a % of the total importance score							
<b>(D)</b> Standard deviation shows the 'average distance from the mean score' (importance) - less than 2, similar scores							
<b>(E)</b> The average satisfaction score (mean) for each requirement							
<b>(F)</b> The satisfaction score multiplied by the weighting, which is then totalled and multiplied by 10 to express as a %							
<b>(G)</b> Standard deviation shows the 'average distance from the mean score' (satisfaction) - less than 2, similar scores							
<b>(H)</b> Priority for Improvement (PFI) - the difference between E and B (negative scores denote possible areas for improvement)							

: a big standard deviation indicating a greater range of rating scores

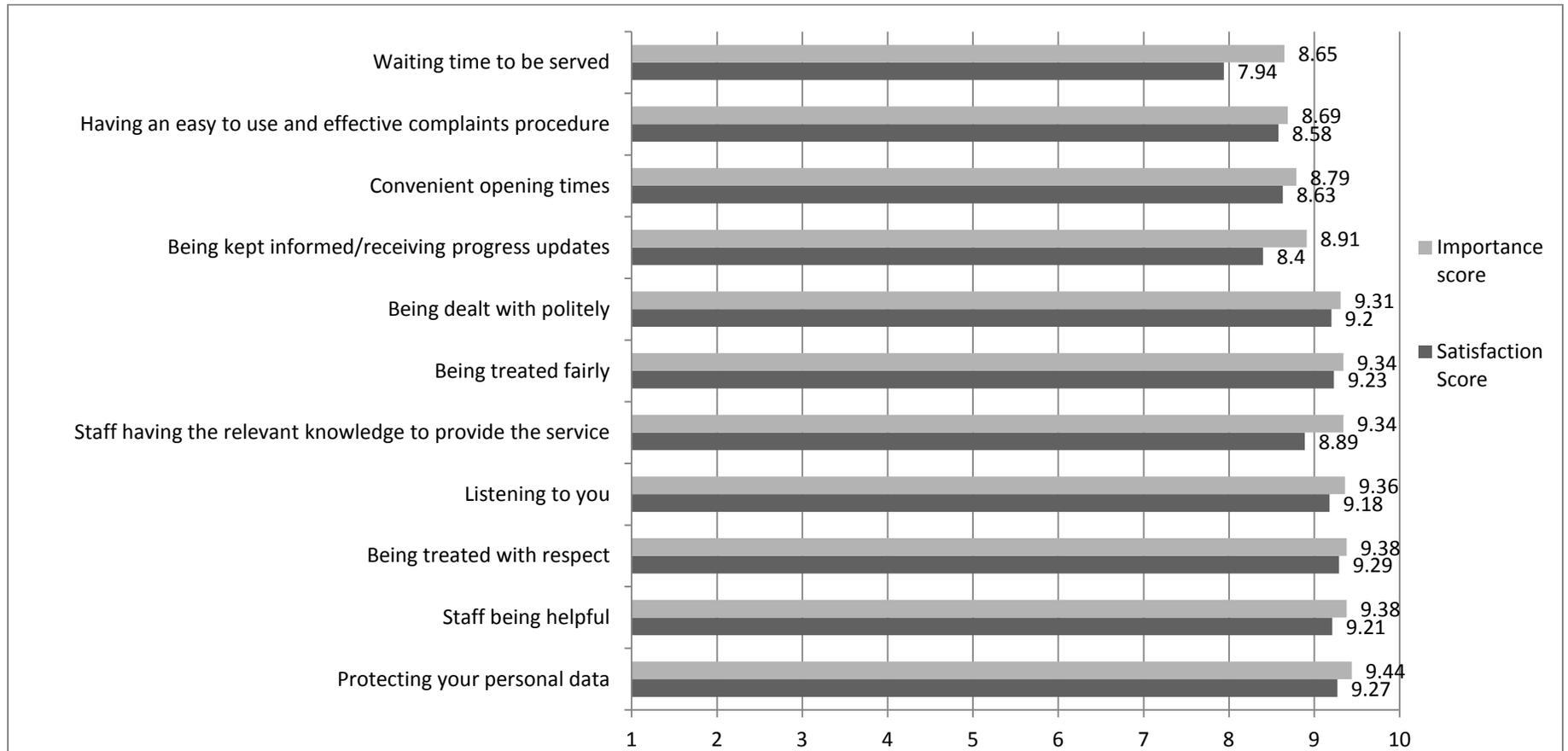
## Contact Centre (Personal Callers) Importance – What Matters Most



## Contact Centre (Personal Callers) Satisfaction – What We Do Best



## Contact Centre (Personal Callers) Priorities for Improvement



## Results – Additional Questions - Personal Callers

**Q1 and Q3** The face to face service with personal callers to the Contact Centre achieved a CSI score of 89.06%.

What matters most to these customers was the same as for telephone callers; “protecting your personal data”. “The waiting time to be served” was the least important requirement which also follows the theme from telephone callers where the least important issue was how quickly the telephone was answered.

In terms of customer satisfaction, in other words what we do best, respondents were most satisfied that they are treated with respect, we protect their personal data and that they are dealt fairly.

The Priorities for Improvement (PFI) for this part of the Contact Centre service (i.e. those issues that are considered important but customers are less satisfied with) are “the waiting time to be served” and “being kept informed/receiving progress updates” (which has also been highlighted as a PFI in previous surveys).

**Q2** Personal callers were asked if there was an important customer requirement they thought we had missed. 16 people provided comments in answer to this question; four were issues about the length of waiting times and two people mentioned the lack of privacy at counter windows.

*“Pensioners paying their rent unable to grasp the machine at reception.”*  
*“More privacy at the contact centre windows.”*

All comments made are listed at the end of this section of the report.

**Question 4** asked respondents how satisfied or dissatisfied they were overall with the customer service they received on their most recent visit. Overall 89% of respondents were satisfied with the customer service they received. Almost two-thirds (65%) those responding were very satisfied.

	Number	%
<b>Very satisfied</b>	99	65
<b>Fairly satisfied</b>	37	24
<b>Neither satisfied nor dissatisfied</b>	8	5
<b>Fairly dissatisfied</b>	2	1
<b>Very dissatisfied</b>	6	4

**Question 5** asked respondents if they had any comments or suggestions to make in relation to the customer satisfaction scores they had awarded. Twenty eight people provided comments (some of the comments covered more than one topic: 10 of these were about waiting times; 7 were positive remarks; 6 were negative and 3 people mentioned having unresolved issues.

*“Waiting too long in a queuing line. When I have been to the contact centre at Clowne there’s only been one person on the desk. At times people were walking out.”*

*“I have not received any updates – my daughter has to keep calling for updates. Also waiting time@ centre can be 45 mins or longer.”*

**Q6** We asked which Contact Centre did you visit/ do you use, of those that responded:

	<b>Number</b>	<b>%</b>
<b>Bolsover</b>	<b>46</b>	<b>30%</b>
<b>Clowne</b>	<b>40</b>	<b>26%</b>
<b>Shirebrook</b>	<b>35</b>	<b>23%</b>
<b>South Normanton</b>	<b>35</b>	<b>23%</b>
<b>Total</b>	<b>156</b>	<b>102%</b>

Please note that respondents could indicate more than one Contact Centre.

**Q7.** We asked ‘On average, how often do you usually call in to the Contact Centre?’. Of those that responded the majority stated ‘when needed’.

	<b>Number</b>	<b>%</b>
<b>First call</b>	<b>12</b>	<b>8%</b>
<b>At least once a week</b>	<b>16</b>	<b>11%</b>
<b>Every 2-3 weeks</b>	<b>8</b>	<b>5%</b>
<b>Once a month</b>	<b>22</b>	<b>15%</b>
<b>Less than once a month</b>	<b>6</b>	<b>4%</b>
<b>When needed</b>	<b>83</b>	<b>55%</b>
<b>Other – please state</b>	<b>3</b>	<b>2%</b>
<b>Total</b>	<b>150</b>	<b>100%</b>

In response to the 'other – please state' category there were 5 comments in total, 3 related to why the respondents had called in which was 'when needed' and the remaining 2 stated that they had not visited a BDC contact centre.

**Q8** When asked for what purpose they call in to the Contact Centre, most respondents 'request a service (51%), 'obtain information' (44%) or 'make a payment' (41%).

	<b>Number</b>	<b>%</b>
<b>Request a service</b>	<b>75</b>	<b>51%</b>
<b>Obtain information</b>	<b>65</b>	<b>44%</b>
<b>Make a complaint</b>	<b>16</b>	<b>11%</b>
<b>Make a payment</b>	<b>60</b>	<b>41%</b>
<b>Other – please state</b>	<b>16</b>	<b>11%</b>
<b>Total</b>	<b>232</b>	<b>158%</b>

Please note that respondents were advised to tick all that apply.

Responses to the 'other – please state' category totaled 26 and included 12 people who had made a service request, three who had made a payment and 11 others of which seven were supplying information.

**Q9** Respondents were asked 'What improvements could we make to the Contact Centre service?' 48 people responded, of these 16 people commented waiting times or that more staff or payment machines were required,

*"Have two people on when busy, waiting times can be long"*

11 people had ideas for improvements,

*"In winter months it should be better lit in the Council car park and around the Contact Centre. It's quite dark and not safe when carrying money."*

8 people made positive comments and 6 people made negative ones.

## Personal Callers – verbatim Comments

### Q2 Is there an important requirement we have missed?

When I rang up and asked to be put in touch with a certain person who had told me to ring him if I had a problem – twice they would not listen to me and put me through even though I kept asking them.

It's not fair having to pay twice if you forget a collection – as you get more forgetful with age.

Only one – fed up of getting palmed off when I've been waiting a few months for a rent card.

Yesterday when I came, waiting area was full so was hard to know my place in the queue with lady just calling "next".

When its busy why are there only two at the Housing section window.

Usually extremely busy and not enough staff to deal with the volume.

Disabled access

Waiting to be seen, queuing for a long time to get document clarified, three windows and only one window dealing with our problems.

Parking very difficult at (address removed) The Common DE55

Confidentiality. Talking to staff over a counter can be overheard.

Pensioners paying their rent unable to grasp the machine at reception.

I don't think anything has been missed

N/A

More privacy at the contact centre windows.

Some people cannot use the machine and there (sometimes) isn't anyone available to help.

Waiting for my repairs. It's been 2 years since I reported radiator for toilet as the workman says it's out of date. It's not big enough to warm toilet that's why my walls are always wet, and now 2 months still not got a radiator because you haven't got them. Still on order.

#### Themes

Waiting times 4 comments

Unresolved issue 1 comments

Other customer requirement 4 comments

Other comments 7 comments

**Total 16 comments**

### Q5 If you have any comment or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in.

More privacy required when discussing your personal details.

Reported dumping on land and stagnant pond near footpath – a danger to children, on Fordbridge Lane next to path – as yet nothing has been done. This was reported MONTHS

**Q5 If you have any comment or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in.**

ago. Does a child have to get hurt or die to get a response???

None

I have not received any updates – my daughter has to keep calling for updates. Also waiting time @ centre can be 45 mins or longer.

I had to leave and return several times due to the long queues. Not enough people to be at the query desks!

Enquiry desk needs more staff

Happy.

As Q2 Waiting time is very long

As on Q2, it's the queuing to get things clarified.

Never been to centre.

Re convenient opening times – of course 24/7 would be ideal but what we have is fine. Not bothered if staff have all the relevant info as long as they pass me on to people who do – which they always have. Never had need to complain.

I am pleased with the staff at the desk at the Contact Centre, with how they are polite, well mannered and very helpful with any enquiries or complaints or repairs I have reported. I thank all staff concerned.

Could help to open Saturdays. Have to chase things up, don't feel that some complaints are taken seriously. Can wait a time if only one on desk.

Another assistant on desk to relieve waiting time.

I have used the contact centre twice 1) new dustbin and 2) dog fouling. Both times very satisfied with service (plus free doggie bags).

During times when all local authorities are having to find large cost savings, this type of survey may be regarded as a waste of valuable finance.

Overall service and staff very responsive and customer friendly.

Complaints and comments dealt with too slowly

Never

I have had to wait for well over 15 minutes to be served while one person had so much to sort out. I left because I could not wait that long. Also the Council Tax "auto machine" would not scan my code. There was no one to help. I now have Direct Debit but that is what the Council would like everyone to do.

Waiting too long in a queuing line. When I have been to the contact centre at Clowne there's only been one person on the desk. At times people were walking out.

I have always had excellent service, help, and been shown compassion. Having just been widowed I find this has been very useful to me. 10/10 to all xx

N/A

The waiting time is horrendous when you think there is more than one customer especially when there is only one window open. You think they would open the second window when Contact Centre is full.

I am very satisfied with the visit but there was no Polish interpreter.

One person. Hub to S/N service queue waits can be up to 2 hours plus.

**Q5 If you have any comment or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in.**

Phoned 6 times. 6 times they told me someone is on break, this person is off today, we phone you back! Never did. Had to drive to Bolsover Council twice to sort out our company's problem. Very unhappy with service. Will try to avoid.

Some members of staff get themselves into a flap and do not always listen to what you are saying even getting it wrong when they repeat what you have said. They are very much under stress and it rubs off on the person they are talking to.

**Themes**

Waiting times	12 comments
Unresolved issue	3 comments
Ideas for improvement	1 comment
Negative	5 comments
Positive	7 comments
Other	4 comments
<b>Total</b>	<b>28 comments*</b>

*\*some comments had more than one theme*

**Q7 On average how often do you usually call in to the Contact Centre? Other comments**

Contact made regarding my deceased father-in-law's bungalow

I don't speak good English. Better I go and see someone contact centres

More because of issues at the moment.

Never been

Never

**Total** **5 comments**

**Q8 For what purpose do you call in to the Contact Centre? Other comments**

Gold Card application completion

To apply for a Gold Card

Notified the Council that one of your tenants have ripped the hedge out between their house and our field

For rent and Council Tax rebates

Matress, carpet, asbestos, chemical containers, old baths, cycles, concrete dumped on land near beautiful churchyard next to a lovely listed building. Not a good sight for visitors and residents

To inform the Council of changes regarding Council Tax

To help with form filling

To bring in information

<b>Q8 For what purpose do you call in to the Contact Centre? Other comments</b>	
To bring information for claim	
Housing Benefit queries	
My visit was to hand in Housing Benefit info.	
Replacement of Buss Pass.	
Just moved to the area and wanted to register for Council Tax and electoral register.	
To collect doggy bags	
Bulky refuse collections	
Returning documents that need clarifying	
Report fly tipping/litter	
A person to receive payments is needed at Contact Centres	
Council Tax	
To pay my rent, odd occasions to report a minor faults	
Never been	
Black bin not emptied 5 <sup>th</sup> Feb (Friday) as normal. Emptied Feb 10 <sup>th</sup> , following Wed, after report to centre. Burgundy bin recycling not emptied Monday 15 <sup>th</sup> Feb. I was told they don't work Mondays	
"Assisted" away from cars. Arranged by lady, Doe Lea.	
I am letting administrative tried to sort out dustbins for one of our properties	
Only called in once to apply for a Gold Card and the service was excellent.	
I do not go to the centre now because my rent and Council Tax is paid by Direct Debit. If I need any help I telephone the centre and they are always extremely helpful	
<b>Total</b>	<b>26 comments</b>

<b>Q9 What improvements could we make to the Contact Centre service?</b>	
Ask them to listen to what the customer is telling them when they have been told they can ring up a certain person.	
Better public services.	
Another payment machine for payment of Council Tax, set at a convenient height for able bodied people. This would reduce stress and long queue for payee.	
In winter months it should be better lit in the council car park and around the contact centre. It's quite dark and not safe when carrying money.	
Better Privacy	
Contact Centre very good-but results would be a better service	
Give staff more empowerment to deal with requests if meets council policy and procedures. Lengthy waits for simple requests like putting light outside gate etc.	
None that I can note at this present time	
When needing to talk to a member of staff at times can be very busy and can only be 1 member of staff-causing delays	
Move staff to answer queries & help with enquiries (paperwork, form filling, phones etc).	

<b>Q9 What improvements could we make to the Contact Centre service?</b>
Move 'desk' room for the staff.
We have paid over £70,000 in Council Tax. Apart from an excellent bin collection I'm at a loss as to what other services I received. S when I pay nearly £300 a month I don't expect to stand in a queue for 20-30 minutes to pay at a machine. I expect a friendly face at the counter and not be made to feel as though I am claiming benefits. Time for Direct Debit I think! Another nail in the coffin for social cohesion.
I do not like the payment machine and feel it does not cut down on queues as many people have trouble using the machine myself included.
There should be more people dealing with members of the public
Have two people on when busy, waiting times can be long
N/A
A separate room for private matters. A gentleman barged in the meeting I was having at the enquiries desk and throw his paperwork in with mine, so perhaps a private room may be where private documents are out on show
Having both counters open for faster service.
More staff-second post
More staff
Enquired about applying for bus pass dealt with very well
More staff at busy times
None needed
All though I realise that savings have to be made, due to government legislation. It was a personal touch at the payment desk, that made a difference, other than a payment machine (slight, illiterate, language and hearing also elderly) which a machine cannot do.
Better premises
Another pay machine and 2 staff on desk when reporting things
Personally for how much I use the centre I am very satisfied
You do extremely well, I am the generation that can't use a computer and of my age I need reassurance that I have filled things in its the time it takes to do this
None all good
I reported a large amount of rubbish dumped, with name and address of suspect. I have received no follow up. Was the suspect reported to police? Was he/she prosecuted?
To have more than one person at the information desks. To speed things up./queuing times.
None
You are stopping payments at contact centres. How are old people to make payment at a machine? Do you not realize how difficult it is for old people at a machine
See enclosed sheet
I believe the best service that can be given, is given and the staff do their best.
More Staff Q10) You'll after contact by letter
Shirebrook Contact Centre is very pleasant. I being a customer find it very accommodating for my needs 10/10
More privacy at the contact centre windows, because people waiting can hear what you say

**Q9 What improvements could we make to the Contact Centre service?**

On occasions I pay my daughters council tax and I always seem to have trouble with the notes when paying cash. It's very frustrating.

The new (CONTACT CENTRE) will be more convenient to get to for local people

More staff to help people to use the machine

Opening both windows when full

Extra payment machine

Polish Translator

Increase Counter Staff

They could be more helpful and dealt with problem not just say we phone you back and never do

The reception area is not confidential enough. People waiting to be seen can see and hear what is being discussed

**Themes**

Waiting times/more staff or machines 16 comments

Ideas for improvement 11 comments

Positive 8 comments

Negative 6 comments

Other 7 comments

**Total 48 comments**

# **Results**

## **Meet & Greet**

**Contact Centre Meet & Greet - Customer Satisfaction Index (CSI) - 2016 (base: 33 customers)**

<b>Customer Requirement (A)</b>	<b>Importance Score (B)</b>	<b>Weighting Factor (%) (C)</b>	<b>Standard Deviation - Importance (D)</b>	<b>Satisfaction Score (E)</b>	<b>Weighted Score (F)</b>	<b>Standard Deviation - Satisfaction (G)</b>	<b>PFI (H)</b>
Staff being helpful	9.58	0.353	0.81	9.70	34.24	0.90	0.12
Length of waiting time	9.00	0.331	1.25	9.68	32.04	0.92	0.68
Online access to services (e.g. Housing & Planning) being available	8.59	0.316	1.90	8.80	27.81	1.73	0.21
<b>Total</b>	<b>27.17</b>				<b>94.09</b>		
					<b>CS Index (%)</b>		

**(A)** Customer requirements listed in order of importance - most important at the top

**(B)** The average importance score (mean) for each requirement

**(C)** Individual importance score expressed as a % of the total importance score

**(D)** Standard deviation shows the 'average distance from the mean score' (importance) - less than 2, similar scores

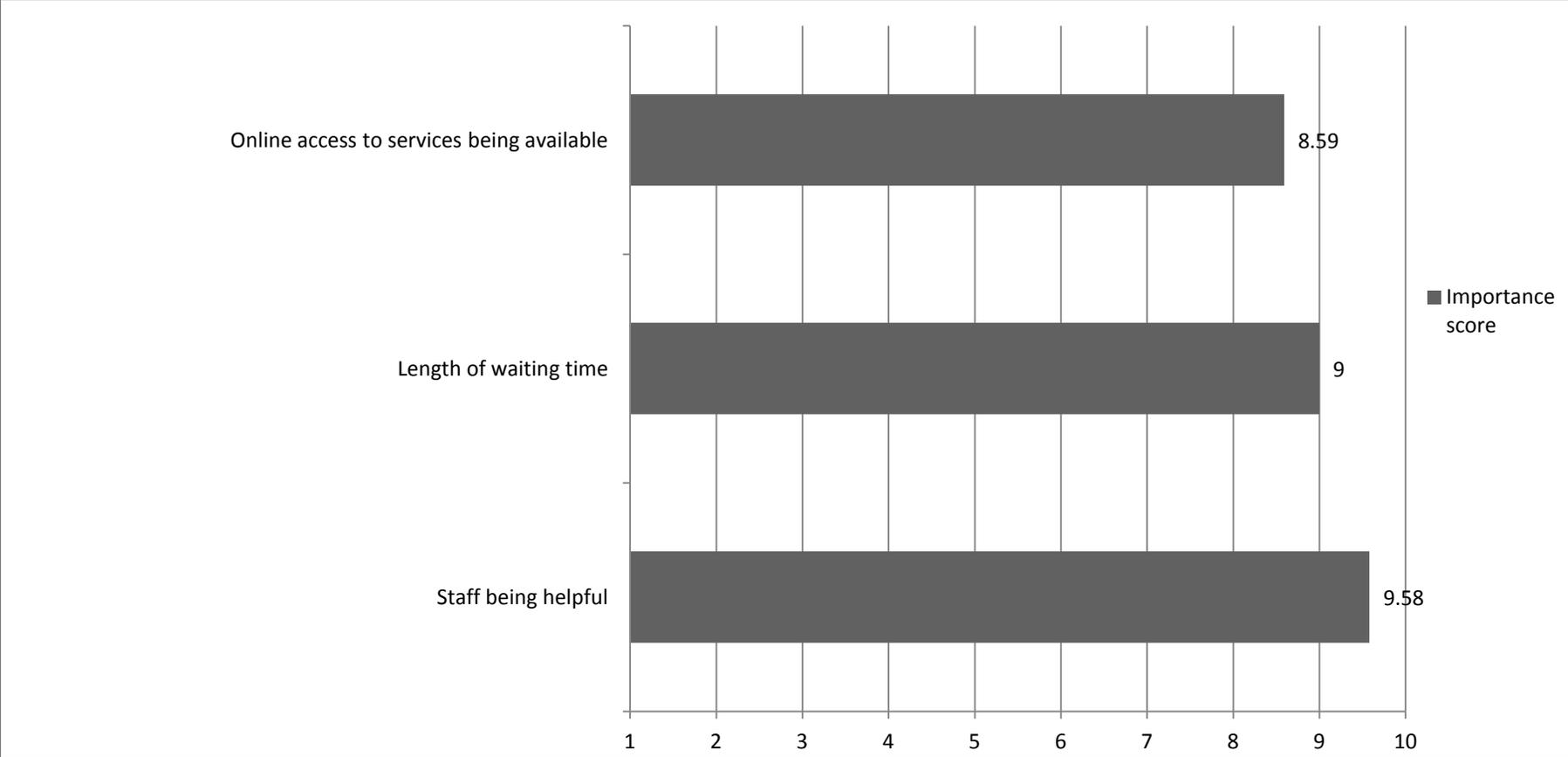
**(E)** The average satisfaction score (mean) for each requirement

**(F)** The satisfaction score multiplied by the weighting, which is then totaled and multiplied by 10 to express as a %

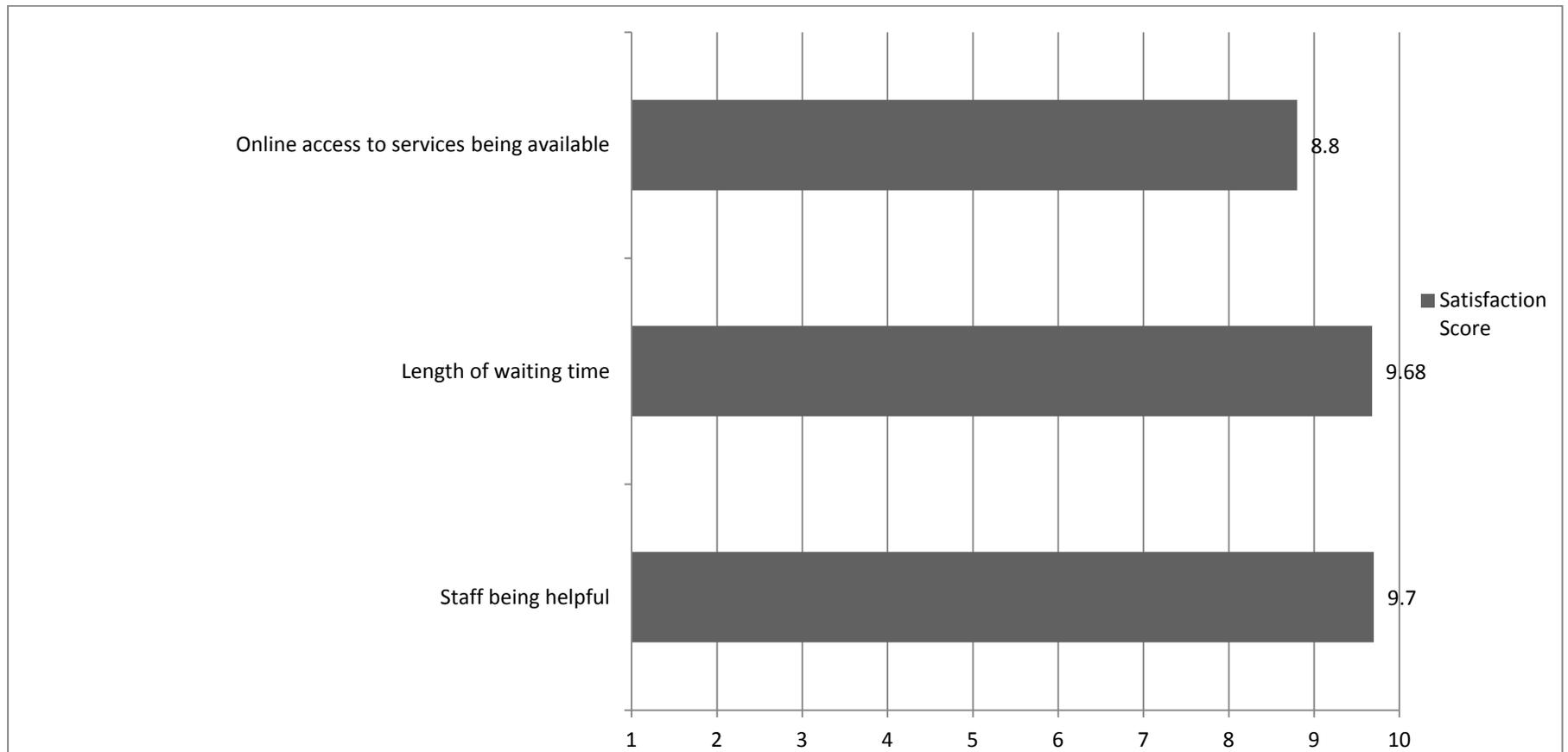
**(G)** Standard deviation shows the 'average distance from the mean score' (satisfaction) - less than 2, similar scores

**(H)** Priority for Improvement (PFI) - the difference between E and B (negative scores denote possible areas for improvement)

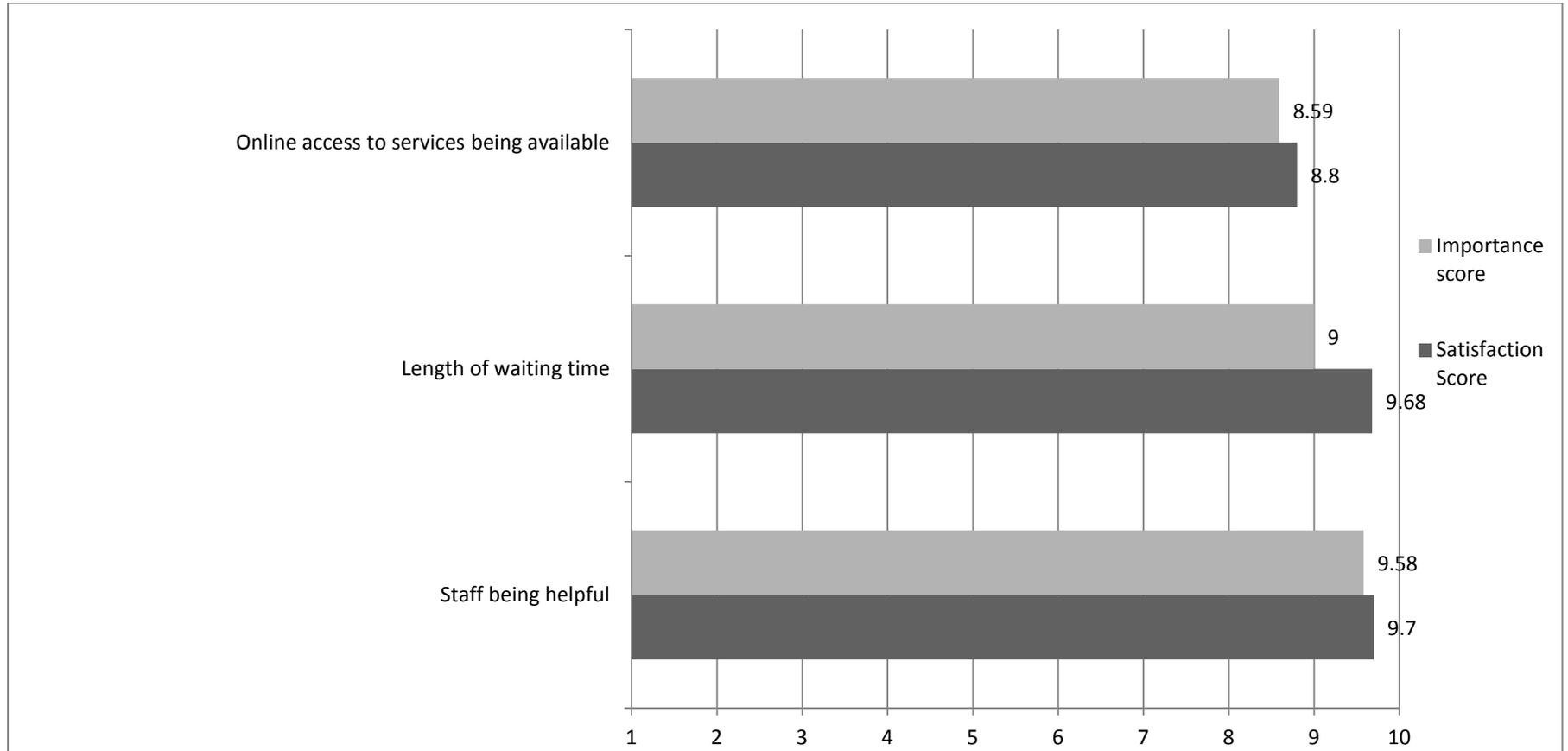
# Contact Centre (Meet & Greet) Importance – What Matters Most



## Contact Centre (Meet & Greet) Satisfaction – What We Do Best



## Contact Centre (Meet & Greet) Priorities for Improvement



## Results- Additional Questions - Meet & Greet Callers

**Q1 and Q3** The Meet & Greet service achieved a Customer Satisfaction Index (CSI) score of 95.53%, however, we should bear in mind the small sample size of 24 respondents when considering this figure.

The Priorities for Improvement (PFI) for this part of the Contact Centre service (i.e. those issues that are considered important but customers are less satisfied with) is “staff being helpful”.

Customer satisfaction exceeded importance for two of the three customer requirements – “length of waiting time” and “online access to services (eg Housing and Planning) being available.

**Q2** Meet and greet visitors were asked if there was an important customer requirement they thought we had missed. Seven people responded and all but one felt nothing had been missed. The one comment was that there needed to be more heating in reception:

*“Heating in reception are (sic) very cold”.*

**Q4** Asked respondents if they had any comments or suggestions to make in relation to the customer satisfaction scores they had awarded. Eight people provided comments, six praised the service and one suggested an improvement.

**Question 5** asked respondents how satisfied or dissatisfied they were overall with the customer service they received. Almost all (93%) of respondents were very satisfied with the customer service they received.

	Number	%
<b>Very satisfied</b>	27	93
<b>Fairly satisfied</b>	0	-
<b>Neither satisfied nor dissatisfied</b>	2	7
<b>Fairly dissatisfied</b>	0	-
<b>Very dissatisfied</b>	0	-

**Q6** Respondents were asked ‘What improvements could we make to the Meet & Greet service?’. Eleven people responded, of these 9 respondents praised the service and one made a service suggestion.

*“Cold reception area.”*

## Meet & Greet – verbatim Comments

<b>Q2 Is there an important requirement we have missed?</b>	
No	
All seems covered	
No	
No	
Heating in reception – very cold	
N/A	
Extremely satisfied	
<b>Total</b>	<b>7 comments</b>

<b>Q4 If you have any comment or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in.</b>	
N/A	
Receptionist most helpful	
Service great. Very satisfied.	
Staff very helpful	
Very friendly and efficient staff on reception area	
Cold reception area	
More disabled car spaces etc – well planned out	
The staff were extremely helpful and was able to sort out our problem with efficiency and speed and in an extremely pleasant manner.	
<b>Total</b>	<b>8 comments</b>

<b>Q6 What improvements could we make to the Contact Centre service?</b>	
None – very good service	
None – very good	
Very good service	
Excellent service	
Ask less questions	
I've had excellent service from a very pleasant lady. My wait was due to another customer, thank you.	
None. Staff welcoming and cheerful. What more could you ask for?	
Cold reception area.	
Very little....it's always been first class.	

<b>Q6 What improvements could we make to the Contact Centre service?</b>	
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Every satisfaction service.	
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None.	
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<b>Total</b>	<b>11 comments</b>
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