

Quarterly Performance Report – ICT & Customer Services

Report Author Head of ICT & Customer Services
Report Date February 2013
Report Period Quarter 3: October - December 2012

Introduction

The report is produced on a quarterly basis and provided to Cabinet members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The report consists of an overview of the key messages to highlight across all work streams in ICT and Customer Services, which is followed by highlights from each service area. Parts 2 and 3 of the report include an assessment of performance in the quarter from the following sources:

- Improvement Plan Monitoring
- Strategic Assessment of Risks and Challenges
- Performance Indicators and Outcome Measures
- Improvement Target Action Plan Monitoring
- Key Actions from Service Plan Monitoring
- Internal and external regulatory reports
- Customer satisfaction and feedback
- Awards and accreditations
- Resource Management (HR, ICT, Finance, Assets)

1. Foreword

ICT

Service Performance

Performance for Quarter 3 showed an average of 93% for calls resolved in agreed timescales slightly below the target of 94%. This is a considerable improvement over Q1 and Q2 figures though we continue to be vigilant to ensure that targets are met consistently.

Calls resolved at first point of contact are up on the previous quarter at 35.66%. This is a welcome improvement in this KPI and is related to work being undertaken to move more calls from 2nd Level support to the Helpdesk as part of the Helpdesk Improvement Plan.

Call volumes were 8,390 in Q3 compared with 8,075 in Q2, an increase of 3.9%

In relation to customer satisfaction with the helpdesk and second level support immediately following incident resolution, we have maintained high levels of performance with the overall service provided by the helpdesk scoring an average of 4.9 out of a maximum of 5.0, and for second level support 4.7.

A review has been undertaken of the Helpdesk provision and a Helpdesk Improvement Plan is being implemented by the ICT Management Team with the intention of moving as many key 2nd level Support functions to the 1st Level Support helpdesk so that more calls are dealt with at the first point of contact with the helpdesk. This will involve the implementation of new helpdesk software jointly procured with Wrexham and Gwynedd.

Project Updates

Collaboration – more details in section 3.1.3

Client Devices

- iPad's rolled out to CMT to reduce meeting papers and move to electronic style of working. Looking to rollout on a wider basis where there is a solid business case.
- As part of the any device culture, iPad's and Lenovo Tablet devices are being tested to provide access from anywhere that provides access to the internet.

Service Review

- Service Review ongoing, delays have been experienced due to management capacity issues.
- Initial draft structural proposals are now being considered by management prior to presentation to members
- The planned review of the ICT Strategy will not now take place in 2012/13, it will now be progressed alongside the ICT Service Review implementation.

Customer Services.

Progress continues to be made in the implementation of the Customer Services Strategy:-

- The new contact centre facilities for the Streetscene Service have now been implemented and the service is now fully operational
- The Flintshire Connects facility in Holywell has now been operation for two months, and data on customer usage is provided in this report.
- The outcome of the review of the customer services team is due to be fully implemented on 1st January, 2013. This has resulted in changes in roles and increased capacity to support the roll out of corporate customer services projects.
- A review of the customer care policy and standards has commenced.
- Procurement of the replacement content management system for the website has now been completed and work is underway to begin the project. The target date for implementation has not yet been finalised.
- Procurement and development of a Flintshire 'App' is underway to provide an option for customers to contact the council via a mobile device.
- A plan is underway to relocate the customer services team and contact centre team to Alltami at the beginning of April 2013.

Procurement

- The service review is currently on hold pending the completion of the business case for both a regional procurement service. In the mean time shared management arrangements remain in place with Denbighshire and are working well. Flintshire have committed to the National Procurement Service and use of their hosted contracts for a period of five years subject to certain conditions. Value Wales have been selected as the host organisation for the NPS.
- The e-Procurement P2P solution is now fully implemented within Corporate Services and transaction volumes and value are ahead of target. The implementation within Environment is 90% completed, Community Services and Lifelong Learning will then follow
- The Proactis e-sourcing software suite has now been procured, covering e-Sourcing, Contract Management and Approved List Management. A project definition workshop has been held in September, as well a successful showcase event which demonstrated the solution benefits to 50+ staff across all Directorates. Further Design workshops have also taken place with key officers from various service areas. A Project Manager has been recruited to manage the roll out process for e-sourcing and is working three days per week commencing February 2013
- The national pilot involving Flintshire, Swansea and Merthyr for a national e-invoice scanning solution sponsored by the Welsh Government with Remploy being the service provider, is ongoing with successful outcomes achieved so far e.g. invoice image can be accessed from P2P solution. Greater volumes of invoices, need to be introduced in order to further test the performance of the solution. A further extension of the pilot period has been agreed in order to ramp up the volume and variety of invoices. A decision will be made at the end of May 2013 whether to proceed with formal arrangements.

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- An extensive supplier classification exercise has now been completed, which will improve the expenditure analysis reporting.

National Procurement Service

Proposals and options developed for a national procurement service

- Host organisation will be Value Wales following competitive selection process.
- New arrangements unlikely to be in place until November 2013.
- Service to cover 20% of total public sector spend across repetitive spend categories

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Report highlights in terms of performance for this quarter are as follows:-

<p>ICT Helpdesk Performance</p>	<p>Call volumes were 8,390 in Q3 compared with 8,075 in Q2, an increase of 3.9%. Whilst we are actively trying to drive call volumes down, it is nevertheless pleasing to note that the KPI's for call resolution have improved steadily and that Customer Satisfaction with calls remains high at 4.7 (2nd Level) to 4.9 (1st Level) out of 5.0</p>
<p>Customer Services - Complaints Handling</p>	<p>Customer complaints responded to within 10 working days across the Council as a whole shows an improvement from 70.17% in Q2 to 76.10% in Q3. The number of complaints received in Q3 has reduced from 289 in Q2 to 144.</p> <p>The number of complaints received specifically by the Environment directorate fell significantly from 206 in quarter two to 83 in this quarter, which is directly related to the reduction in Streetscene complaints.</p>
<p>Customer Services - Telephone responses</p>	<p>In terms of telephone responses, Switchboard once again provided high levels of performance, continuing to maintain a performance figure of over 97% in Q3, which is in line with both the annual and quarterly target set at 98%.</p> <p>Looking at direct dialled calls to the council across all service for Q3, the performance results measured against Q2 improved slightly by 0.2% to 91.9%..</p>
<p>Customer Services - Virtual Contact Centre</p>	<p>The number of enquiries received both via the website and directly into the Virtual Contact Centre system has decreased yet again during Q3. This reduction of 242 enquiries can be attributed to a continued reduction in the number of Streetscene related enquiries, in addition to the general seasonal reduction in the number of enquiries submitted by customers over the Christmas period.</p> <p>Performance during this quarter in terms of response has improved from 96.7% in Q2 to 97.3% in Q3.</p>
<p>Customer Services - Website</p>	<p>The number of visitors to the website has fallen marginally during Q3 by 4.82% compared with the figures for second quarter. Website visits over the quarter containing the Christmas period are generally lower than the number of visits during the remainder of the year.</p> <p>The number of web pages visited continues to fall by 10.6%, which is likely a result of the combination of reduced traffic during the Christmas period, in addition to customers being more focussed on the information they wish to obtain or the task they undertake when visiting the website.</p>
<p>Customer Services – Streetscene Contact Centre</p>	<p>The 01352 701234 Contact Centre continues to make significant improvements, both in the number of calls processed, and the performance in relation to call handling.</p> <p>For the period of Q3 - Sep-Dec** 2012, 89% of calls presented were answered by the team (compared to 82% in Q2) in addition to an improvement in answer speed, with 73% of calls being answered within a 20 second threshold (compared to 59% for Q2)</p> <p>The number of calls abandoned by the customer after waiting 20 seconds has reduced significantly during Q3, with only 6.6% of calls abandoned by the customer exceeding 20 seconds.</p>

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	<p>Regular and ongoing meetings between Customer Services and Streetscene operational teams continue to be held which prove beneficial in identifying service related issues and information sharing between the Contact Centre team and operational service teams at Alltami Depot.</p> <p>** An issue exists with the threshold for reporting, resulting in a total of 4 working days from 24/12/12 to 31/12/12 which have been excluded from the reporting for calls answered within a 20 second threshold. Service information messages played to callers over the Christmas period have extended the duration of the call prior to being answered. This issue is currently being investigated by IT with the software/equipment supplier.</p>
Customer Services – Flintshire Connects (Holywell)	<p>The Flintshire Connects centre in Holywell opened at the beginning of November 2012. As a new facility, full quarterly data is yet to be available, however the level of footfall recorded and the type of enquiries received to date has been included at the end of this report. Uptake for Flintshire Connects Holywell to date is good with 1591 visitors in the first 2 month period, and this is expected to increase exponentially as customers take-up the services and facilities offered within the centre.</p>

2. Performance Summary

2.1 Improvement Plan Monitoring

The following table summarises the progress made to date and the progress against the desired outcome of the Council Improvement Priorities on which ICT & Customer Services lead.











KEYS

Progress RAG – Complete the RAG status using the following key: -





- R **Limited Progress** - delay in scheduled activity; not on track
- A **Satisfactory Progress** - some delay in scheduled activity, but broadly on track
- G **Good Progress** - activities completed on schedule, on track

Outcome RAG – Complete the RAG status using the following key: -

- R **Low** - lower level of confidence in the achievement of outcome(s)
- A **Medium** - uncertain level of confidence in the achievement of the outcome(s)
- G **High** - full confidence in the achievement of the outcome(s)

Council Priority	Target Date	Progress RAG	Outcome RAG	Signpost
1. To be a modern, efficient and cost effective public organisation through our four resource strategies - the Medium Term Financial Strategy, the People Strategy, the Asset Management Strategy and the ICT Strategy - whilst ensuring our local taxes and fees and charges are fair and affordable				
1.5 To extend agile working across the workforce <i>Note - The change to the target date from March 12 reflects the date by which agile working is enabled across all relevant parts of the workforce.</i>	Mar-15			Agile working continues to be piloted in service areas, needs to be fully aligned to Assets Strategy.
1.6 To improve procurement practice and efficiency with the implementation of modern electronic systems	Mar-13			
4. To achieve the highest standards of customer services and care through our Customer Service Strategy				
4.1 To introduce the first phase of the Flintshire Connects programme	Dec-12			
4.2 To shift more customers to self service forms of doing more business using new technology (Channel Shift)	Ongoing			
4.3 To improve standards of customer service including the development and implementation of the Customer Contact Centre	Mar-13			Major progress made in third quarter but still not achieving agreed targets, anticipate on-going improvements




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5. To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups				
5.7 Introduce Customer Access Points (Flintshire Connects)	Dec-12			
5.8 Promote the new Streetscene Customer Contact Centre and develop the Streetscene Service changes	Feb-12			

2.2 Strategic Assessment of Risks and Challenges (SARC)













The table below summarises the position of SARCs at the end of the reporting period.

KEY

	R High Risk
	A Medium Risk
	G Low Risk

Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity



SARC	Previous RAG Status	Current RAG Status	Green Predictive
CG08 ICT Strategy See ICT Section 3.1.2			
CG09 Information Governance See ICT Section 3.1.2			
CG13 Customer Focus			
CG18 Procurement			

2.3.1 Performance Indicators and Outcome Measures



Key




R	Target missed
A	Target missed but within an acceptable level
G	Target achieved or exceeded

The status of the indicators are summarised for this quarter below:




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Graphs and commentary are included section 3 for those indicators shown with a RAG status of either Amber or Red. An asterisk (*) indicates that the indicator is an *improvement* target.

ICT						
Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Changes eg: Improved / Downturned
ICTM1L Helpdesk Calls fixed on time	94%	92%	94%	93%		Improved
ICTM2L Helpdesk Calls resolved at first point of contact	35%	33%	35%	35.66%		Improved

Customer Services						
Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Change e.g. Improved / Downturned
Aim to answer switchboard telephone calls within 15 seconds	98.0%	97.52%	98.0%	97.32%		Marginal Downturn
Answer direct dialled telephone calls within 15 seconds	No target set	91.74%	No target set	91.93%		Improved
Aim to respond to letters, e-mails and faxes within 10 working days (Virtual Contact Centre only)	93.0%	96.72%	93.0%	97.34%		Improved

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Percentage of Contact Centre calls answered in under 20 seconds	75%	61.75%	75%	72.69%		Improved
Percentage of Contact Centre 'lost' calls (abandoned by customer after 20 second threshold)	5%	13.73%	5%	6.65%		Improved
*CUSM1L % of Complaints completed within 10 working days (all directorates)	80%	70.17%	80.0%	76.10%		Improved

2.3.2 Improvement Target Action Plan Monitoring

Ref	Action & Planned Completion date	Progress
*CUSM1L	Identify issues for directorate managers to action in their respective areas	✓
	Undertake a review of complaints handling as part of the Lean process review to identify improvements leading to improved performance	✓
	Monitor performance against complaints providing support to service areas as necessary	✓
	Identify performance improvement areas via regular quarterly reports to directorate contact officers providing an overview for their service areas in comparison to the wider Council	✓
	Identify improvements in recording and monitoring complaints via CRM development	✓

2.4 Key Actions from Service Plan Monitoring

The following table shows which areas have incurred slippage or have been subject to a revised timetable and references the page number where commentary can be found to further explain the slippage/revised timescales: -

Improvement Area	Progress	Commentary
ICT		
1. Organisational Change 1a. Support Organisational and Service change 1b. Enable the corporate Agile Working project and implement associated technology changes	✓	Major focus from ICT Service on Corporate change projects and those supporting the

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1c. Redevelopment of CRM solution with focus on Streetscene services		Council's improvement priorities
2. Managing the Service 2b. Review of current Helpdesk solution 2g. Identifying Directorate ICT Issues and Aspirations	✓	New helpdesk software now procured and implementation commenced.
8. Telephony Phased pilot roll out of IP Telephony and Unified Communications	✓	See ICT Section 3.1.3
31. Flintshire Futures – Printers and Printing project	✓	See ICT Section 3.1.3
42. Collaboration Proactive engagement and involvement in regional and collaboration activities	✓	See ICT Section 3.1.3
43. New Systems	✓	
Customer Services		
Introduce contact centre style working starting with street scene services.	✓	Streetscene implemented. Project underway to identify other services to be introduced to contact centre style working.
Improve arrangements for visitors to Council offices by reviewing customer access points - engagement with the Flintshire Connects project.	✓	Flintshire Connects Holywell opened on 1 st November 2012.
Introduce Customer Service Standards across all services together with monitoring and reporting processes starting with Street Scene services.	✓	Ongoing
Revise customer care policy and standards to meet the requirements of the Cabinet Office Government Standard – Customer Service Excellence and the Welsh Assembly Government's Building Better Customer Service Principles.	✓	Work has now commenced
Launch a Customer Relationship Management System.	✓	Went live in March alongside contact centre for Street Scene.
Increase use of the Council Website. Increase the range of electronic services and improve design and content quality with the objective of	✓	Procurement of new Web Content Management System

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attracting more visitors to the website away from the traditional customer access channels. Ensure other methods of electronic access are given equal consideration e.g. text and social networking sites.		(CMS) in collaboration with other North Wales Councils will further extend website usage. Procurement of Mobile App will provide alternative options for customers to access council services.
Gather information relating to service specific customer satisfaction levels and introduce methods for measuring customer satisfaction where there are gaps.	✓	Being included within various projects e.g. Flintshire Connects & Channel Shift.
Implement the outcome of the review of the customer services team structure.	✓	New customer services structure implemented on 1 st January 2013.

2.5 Internal & External Regulatory Reports

The following internal or external audit/regulatory work has been completed during the quarter and the outcome of the work can be summarised as follows. Negative outcomes are discussed in more detail in section 3 and page numbers are referenced in the table below.

Undertaken By	Title & Date Report Received	Overall Report Status
WAO	ICT Infrastructure review	No Risks Identified
Internal Audit	ICT Training Unit	Substantial Assurance


3. Exception Reporting

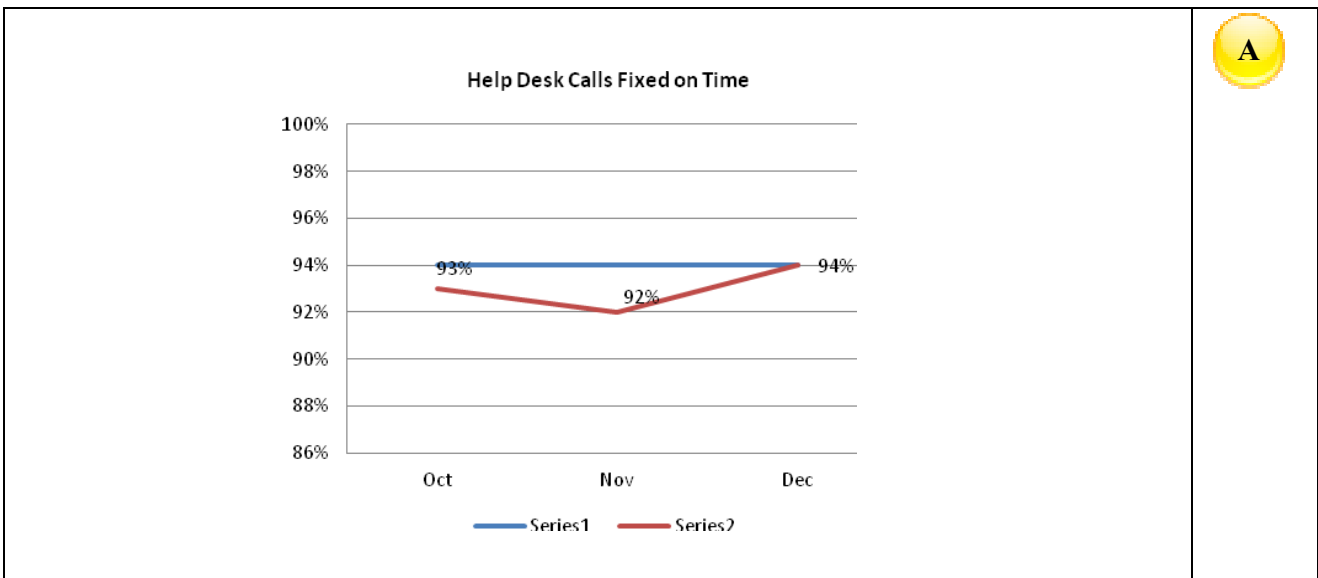
3.1 ICT


3.1.1 Performance

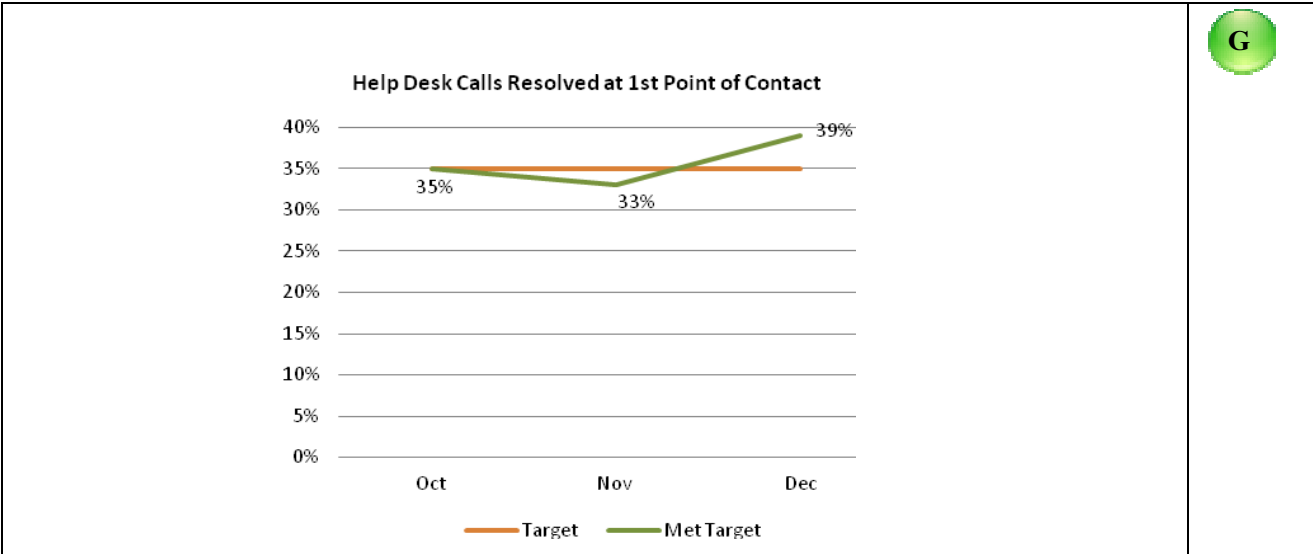
Performance for Quarter 3 showed an average of 93% for ICT Helpdesk calls resolved in agreed timescales slightly below the target of 94%. This is an improvement over Q1 and Q2 figures.

Calls resolved at first point of contact are up on the previous quarter at 35.66%. This is a welcome improvement in this KPI and is related to work that continues to be being undertaken to move more calls from 2nd Level support to the Helpdesk as part of the Helpdesk Improvement Plan.

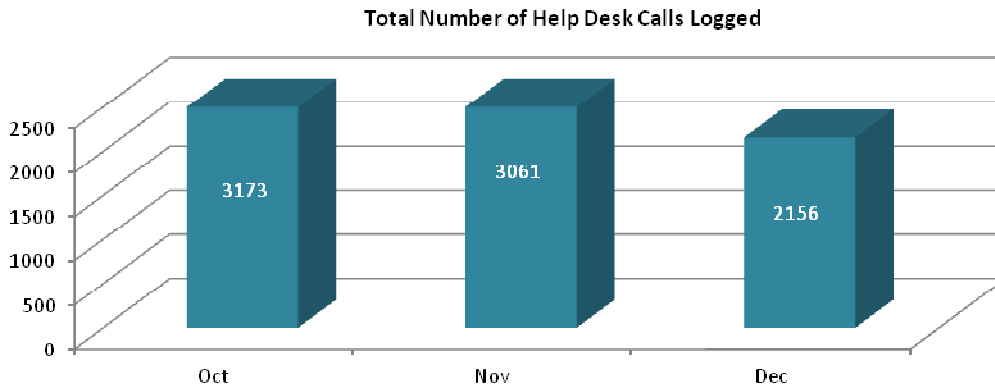
	ICTM1L Helpdesk Calls fixed on time
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	ICTM2L Helpdesk Calls resolved at first point of contact
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Call volumes were 8,390 in Q3 compared with 8,075 in Q2, an increase of 3.9%




In relation to customer satisfaction with the helpdesk and second level support immediately following incident resolution, we have maintained high levels of performance with the overall service provided by the helpdesk scoring an average of 4.9 out of a maximum of 5.0, and 4.73 for second level support.

Customer satisfaction data is based upon the surveys completed by customers when helpdesk calls are signed off and all service users are asked to complete the survey. Each month there are around 100 responses or roughly 5% of total calls logged. The satisfaction scores are split so that we can see the satisfaction levels with the Helpdesk Assistants who answer our customer’s calls and also our Technical Analysts (2nd level support).

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	Helpdesk Service Satisfaction
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	The speed of answering your telephone call to the Help Desk	The Help Desk Analyst's understanding of your problem or request	The Help Desk Analyst's courtesy and professionalism	The time it took the Help Desk Analyst to resolve your problem or request	The overall service provided by the Help Desk on this occasion
Oct	4.5	4.8	4.8	4.9	4.9
Nov	4.5	4.8	4.8	4.9	4.9
Dec	4.5	4.9	4.9	4.9	4.9

	2 nd Level Support Satisfaction
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	Following your telephone call to the Help Desk, the time it took for an ICT Analyst to make initial contact with you	The ICT Analyst's ability and knowledge	The ICT Analyst's courtesy and professionalism	The ICT Analyst in keeping you up to date with progress	The time it took the ICT Analyst to resolve your problem or request	The overall service we provided on this occasion
Oct	4.6	4.8	4.9	4.7	4.7	4.7
Nov	4.6	4.8	4.8	4.7	4.7	4.7
Dec	4.6	4.9	4.9	4.8	4.7	4.8

3.1.2 Strategic Assessment of Risks and Challenges

CG08 ICT Strategy

Priorities focused on major change projects associated with organisational redesign and Flintshire Futures as well as opportunities for collaboration. ICT Strategy Review delayed will now take place alongside the ICT Service Review in 2013/14.

CG09 Information Governance

Focus remains on Electronic Document & Records Management System (EDRMS) to support Flintshire Futures. The system is now live and there are a number of projects underway, with priority being given to Flintshire Futures projects.

3.1.3 Service Plan Updates

8. Phased pilot roll out of IP Telephony and Unified Communications

The IPT with Unified Communications solution is being rolled out across the council and will support the Agile Working Flintshire Futures Project.

31. Flintshire Futures – Printers and Printing Project

Xerox Multi-function devices (MFD's) have been deployed in Corporate Services (Phase 1 of County Hall) replacing standalone printers, faxes and photocopiers. Considerable rationalisation has been achieved and training and setting up of individuals is complete. Equitrack monitoring software is in place to monitor printing requirements and to enforce printing policies. Phase 2 will begin in Flint during Q4.

42. Proactive engagement and involvement in regional and collaboration activities

Flintshire is taking a lead role in local, regional and national collaborative activities and has representation and lead roles on many groups and collaborative projects.

Flintshire is hosting the Capita One schools management system in support of the regional Schools Improvement Service.

- Capita One schools management system regional hosting – Flintshire is Hosting the system on behalf of the 6 North Wales Authorities. All 6 were live by September as planned and concludes the early phases of the project, implemented on time and on budget which Flintshire successfully managed. The solution will become the subject of a Case Study promoting best practice for shared and collaborative projects.
- Service desk – collaborative project to standardise systems across 6 North Wales authorities. Contract signed with software provider by 3 Councils.
- Web Content Management – procurement process almost completed with implementation due to begin in early 2013.
- Desktop Software Project – looking at 3 areas. Office Productivity Suite, Security Products, Email
- Disaster Recovery – Looking at a roadmap to reciprocal arrangements across the region to improve resilience and co-operation with common processes, procedures and documentation.
- Regional Directory Project – looking at integration of Directory services across the regional and cross sector where possible to provide the underpinning infrastructure to better support business led regional shared services projects and support greater collaboration.

3.2 Procurement







3.2.1 Strategic Assessment of Risks and Challenges

CG18 Procurement

Green predictive date of March 2013 reflects the anticipated completion of the P2P implementation and the outcome of the regional and national procurement studies which will inform the outcomes of the procurement review locally and arrangements going forward. Although progress on P2P has progressed well full implementation across the Council as a whole is unlikely to be completed before December, 2013. This delay has come to light from directorate implementation and the need to integrate with back end systems such as Technology Forge in Environment. Although implementation has been delayed progress against the business case in terms of volumes and values of orders processed via P2P are significantly ahead of target.

3.3 Customer Services

Supporting Information

	CUSM1L % of Complaints completed within 10 working days (all directorates)
	Local Indicator Aim to answer switchboard telephone calls within 15 seconds
	Local Indicator Aim to respond to letters, e-mails and faxes within 10 working days (Virtual Contact Centre only)
	Corporate Answer direct dialled telephone calls within 15 seconds
	Local Indicator Contact Centre calls answered in under 20 seconds
	Local Indicator Contact Centre 'lost' calls (abandoned by customer after 20 seconds)

Virtual Contact Centre

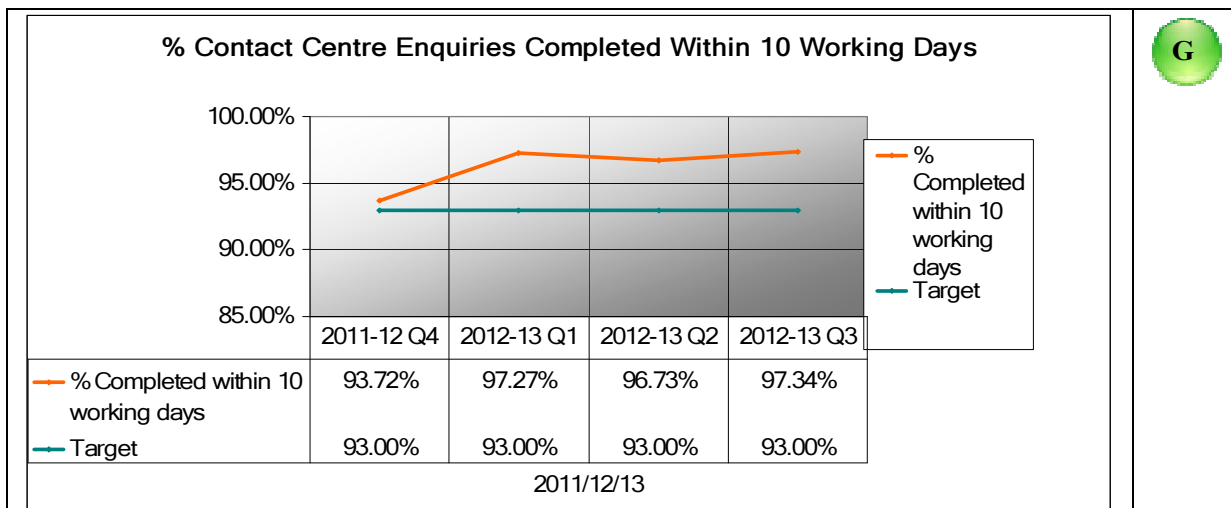
The number Virtual Contact Centre enquiries for Q3 once again shows a decrease in the number of enquiries received against the previous quarter (from 2870 to 2628).

The most popular enquiries listed by type received into the Virtual Contact Centre for Q3 period:

Refuse / Recycling - Order Items	724
Kerbside Recycling	190
Street Lighting	175
Missed Collection (Refuse / Recycling)	126

Performance for Virtual Contact Centre enquiries has been marginally improved over the previous and continues to exceed the 93% target which has been the case for the last four consecutive quarter periods.

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Period	Total Virtual Contact Centre Enquiries Received	% Completed within 10 working days	Target	% Not completed within 10 working days
2011-12 Q4	3862	93.72%	93.00%	6.28%
2012-13 Q1	3178	97.27%	93.00%	2.73%
2012-13 Q2	2870	96.73%	93.00%	3.27%
2012-13 Q3	2628	97.34%	93.00%	2.66%

CUSM1L

% of Complaints completed within 10 working days (all directorates)

Complaints

Complaints dealt with within 10 working days across the council have increased from 70.17% in the previous quarter to 76.10% for Quarter 3.

Community Services has made significant improvements from 56.14 % in Quarter 2 to 80.68% in Quarter 3; an improvement of 24.54%.

The performance within the Environment directorate has also improved by from 67.21% in Quarter 2 to 79.56% in Quarter 3.

Corporate Services received a low number of complaints for the quarter with only 8 received in total and nil for the month of December 2012.

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Total number of complaints received by Flintshire County Council; Quarter 3.

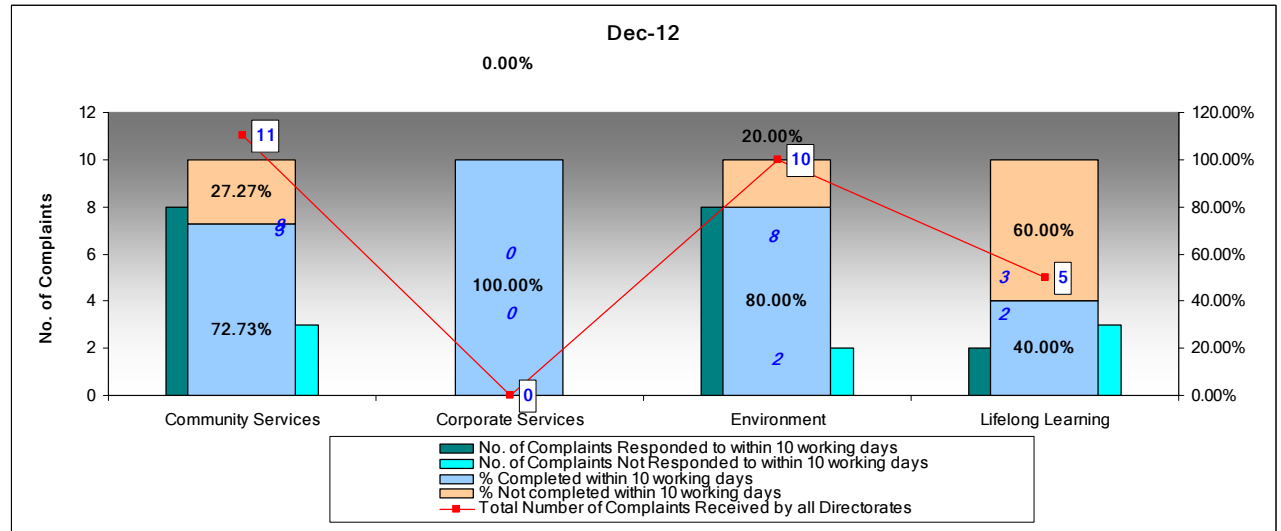
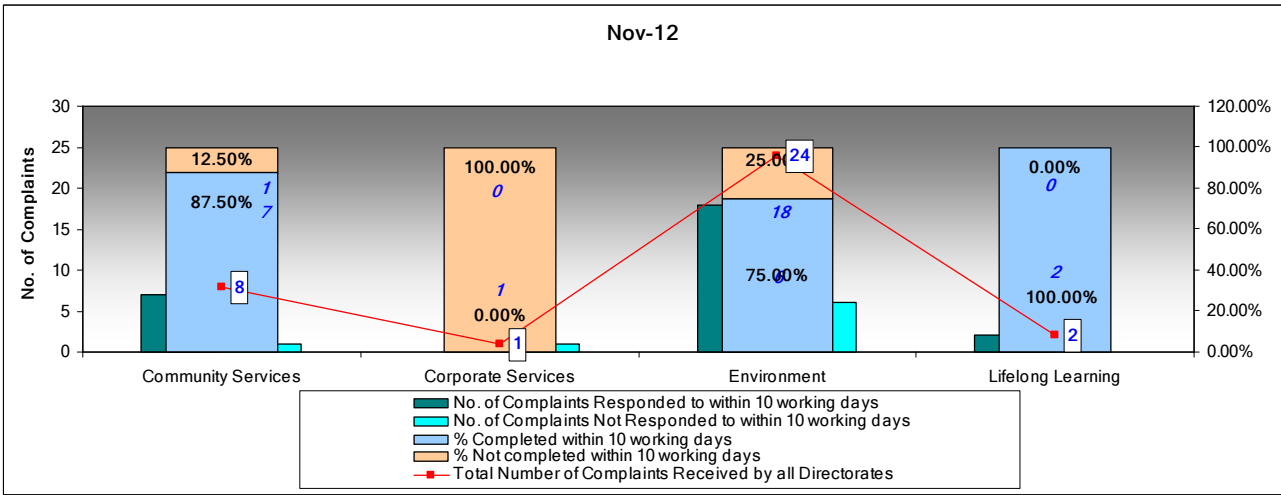
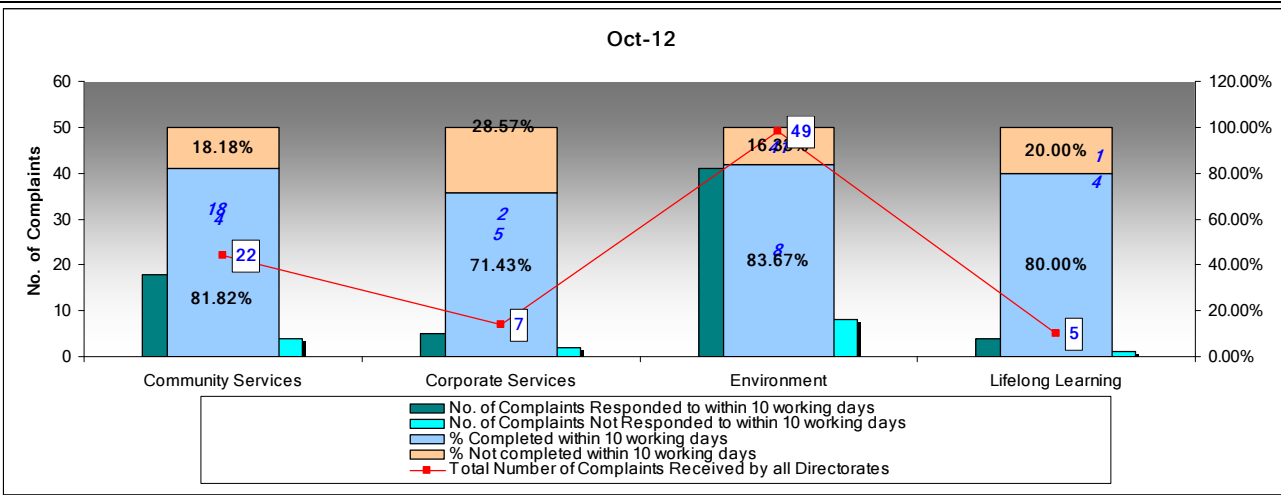
Period	Total Number of Complaints	No. of Complaints Responded to within 10 working days	No. of Complaints Not Responded to within 10 working days	% Responded to within 10 Working Days	% Not Responded to within 10 Working Days
Oct-12	83	68	15	81.93%	18.07%
Nov-12	35	27	8	77.14%	22.86%
Dec-12	26	18	8	69.23%	30.77%
Totals	144	113	31		

Average: 76.10%

Total number of complaints received by Directorate Quarter 3.

Period	Directorate	Total Number of Complaints Received by all Directorates	No. of Complaints Responded to within 10 working days	No. of Complaints <u>Not Responded</u> to within 10 working days	% Completed within 10 working days	% Not completed within 10 working days
Oct-12	Community Services	22	18	4	81.82%	18.18%
	Corporate Services	7	5	2	71.43%	28.57%
	Environment	49	41	8	83.67%	16.33%
	Lifelong Learning	5	4	1	80.00%	20.00%
Nov-12	Community Services	8	7	1	87.50%	12.50%
	Corporate Services	1	0	1	0.00%	100.00%
	Environment	24	18	6	75.00%	25.00%
	Lifelong Learning	2	2	0	100.00%	0.00%
Dec-12	Community Services	11	8	3	72.73%	27.27%
	Corporate Services	0	0	0	100.00%	0.00%
	Environment	10	8	2	80.00%	20.00%
	Lifelong Learning	5	2	3	40.00%	60.00%

ICT & Customer Services Quarterly Performance Report



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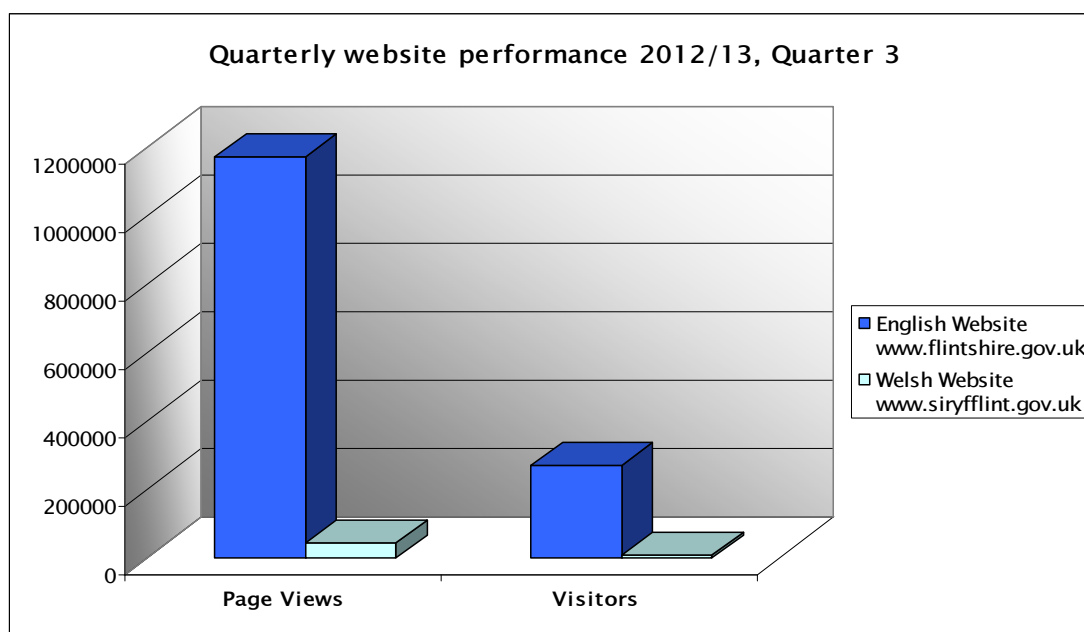
Directorate Averages - Quarter 3 (2012-13)				
Complaints responded to in 10 working days				
(Compared to Q2)				
	Number of Complaints Q2	Number of Complaints Q3	% Responded to in 10 working days Q3	Performance trend
Community Services	55	41	80.68%	24.54%
Corporate Services	8	8	57.14%	-15.08%
Environment	206	83	79.56%	7.25%
Lifelong Learning	20	12	73.33%	4.65%

Additional service data for Customer Services areas which have no performance indicators:

Website

During the Report Period: Quarter 3; October– December 2012, we received nearly 279,000 (278,715) visitors to our website compared to Q2 of 292,832 visitors, showing a decrease of 4.82%. We also had nearly 1,214,000 (1,213,795) page views in Quarter 3 compared to 1,359,145 in Q2, showing a decrease of 10.69%.

Although this can be viewed as a significant reduction in website traffic, from previous data, this follows the typical seasonal trend of website use over a period which includes Christmas.

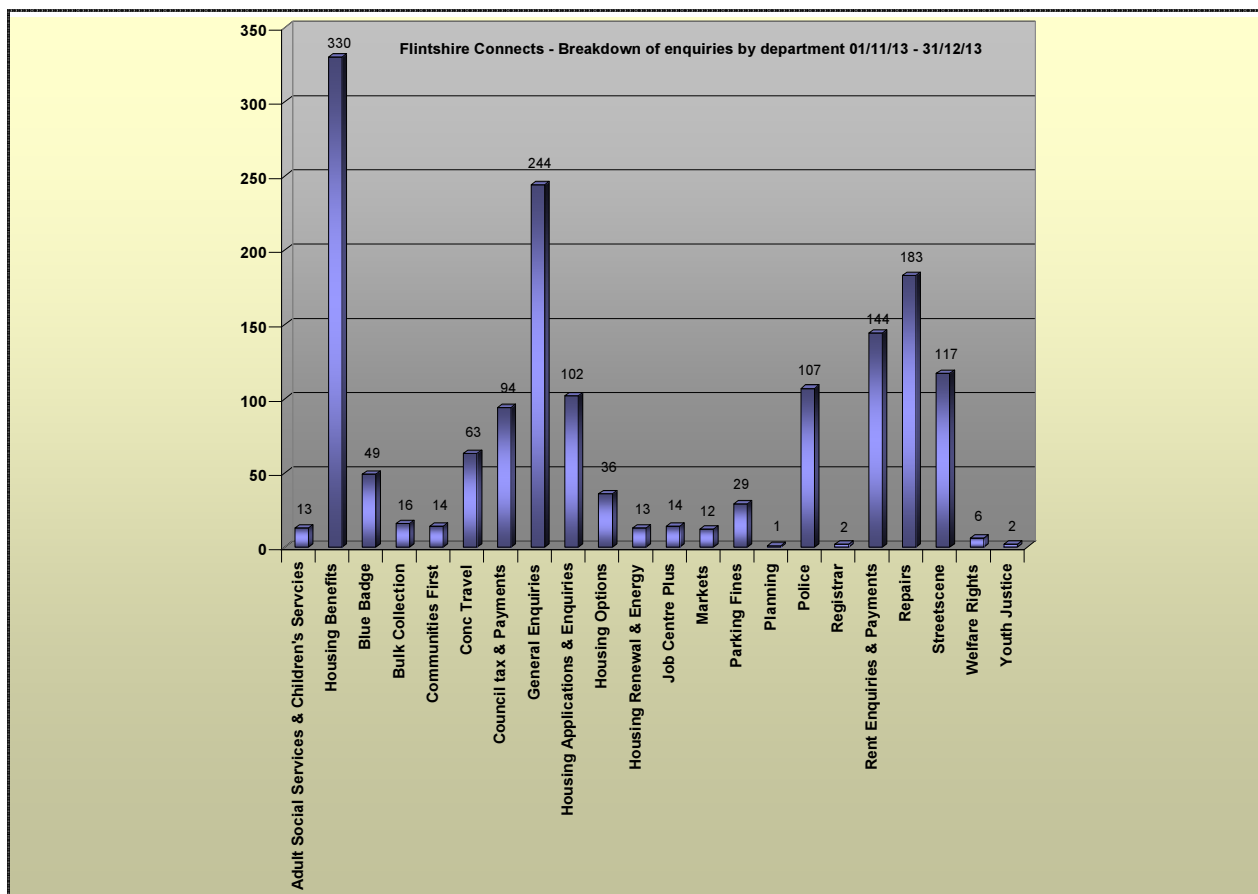


Website Statistics - Quarter 3 (2012-13)		
(Compared to Q2)		
Visitors to English website	269,868	-4.21%
Visitors to Welsh website	8,847	-20.21%
Page Views – English website	1,170,089	-10.56%
Page views – Welsh website	43,706	-14.13%

Flintshire Connects (Holywell)

The graph and data for Flintshire Connects (Holywell) below illustrates the number of visitors to the centre for a two month period from 1 November 2012 to 31 December 2012. Although not for a full quarter, the data indicates the type of customer enquiries dealt with at the Holywell Flintshire Connects centre.

Subsequent quarterly reporting will include additional data to expand on the uptake and ongoing use of the new facility



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Flintshire Connects (Holywell)	Period 01 Nov 2012 to 31 Dec 2012
Visitor enquiries	
Department / Service / Agency	Totals
Adult Social Services & Children's Services	13
Housing Benefits	330
Blue Badge	49
Bulk Collection	16
Communities First	14
Concessionary Travel	63
Council tax & Payments	94
General Enquiries	244
Housing Applications & Enquiries	102
Housing Options	36
Housing Renewal & Energy	13
Job Centre Plus	14
Markets	12
Parking Fines	29
Planning	1
Police	107
Registrar	2
Rent Enquiries & Payments	144
Repairs	183
Streetscene Services	117
Welfare Rights	6
Youth Justice	2
TOTAL	1591