

## Quarterly Performance Report – ICT & Customer Services

**Report Author** Head of ICT & Customer Services  
**Report Date** 7th August 2012  
**Report Period** Quarter 1: 1<sup>st</sup> April 2012 to 30th June 2012

### Introduction

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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 1 showed an average of 88.33% for calls resolved in agreed timescales considerably below the target of 94%. This considerable dip in performance is due to a sharp rise in call volumes directly attributable to a major ICT Incident impacting on our ability to deal with calls within agreed timescales and at the same time deal with the continuing increased demand from Directorates and Corporate change projects.

Calls resolved at first point of contact are up on the previous quarter at 25.33%. Again this target is not being achieved and whilst there are efforts taking place to move more technical tasks to the service desk, this is set against a culture shift towards self service which reduce the type of calls that can be resolved at first point of contact.

Call volumes were 7,301 in Q1 compared with 6,478 in Q4, a rise of 13%

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 4.8 out of a maximum of 5.0, and for second level support 4.6.

A review has been undertaken of the Helpdesk provision and a Helpdesk Improvement Plan is being considered by the ICT Management Team with the intention of moving as many key 2<sup>nd</sup> level Support functions to the 1<sup>st</sup> Level Support helpdesk so that more calls are dealt with at the first point of contact with the helpdesk.

#### Project Updates

##### Collaboration

- Capita One regional hosting – Technical Project progressing well. Project on time and on budget.
- Awarded regional desktop hardware contract to Computacentre and Lenovo – estimated £400k savings across the region
- SOCITM undertaking a ICT Shared Services feasibility study

##### Lotus Notes 8

- Latest version being rolled out across organisation in Citrix to support Agile working. Performance issues have been identified and a plan is being worked through to resolve them. Just under 1,000 users are on the new system around 35% of total users.

##### Client Devices

- As part of the any device culture, iPad's and Lenovo Tablet devices being tested to provide access from anywhere.
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##### Datacentre Hardware/Software Contract

- A new OJEU contract has been let on behalf of all 6 North Wales authorities and Newport City Council for the supply of Datacentre based servers, storage systems, software etc. which will provide common services under a framework available to all authorities.

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### Software Rationalisation

- Over 1,000 Lotus Notes systems and databases identified for review. 25% have been decommissioned so far and further work to identify ones being replaced by Corporate Systems over the coming months will further reduce the number in use by the authority. This rationalisation ensures we get value for money from investment made in corporate systems.
- The ageing JBase development environment which is used to develop and host business systems has been decommissioned. This was a significant piece of work and has resulted in savings in software licence and hardware maintenance fees which are being invested elsewhere in modernising and integrating business systems.

### A Number of new systems implemented or being implemented

- OPAS – Occupational Health System
- Staffplan – Homecare Rostering
- Xpress – Electoral registration

### Service Review

- External report and staff feedback being considered together with thoughts on future structures.
- Service Review ongoing.
- During 2012/13 there will be full a review of the ICT Strategy, alongside the ICT Service Review which has recently commenced.

### **Issues faced by the division during Q1**

#### Guest Wireless

- Issues encountered with Guest Wireless as a result of problems with new security products.
- Worked with supplier to resolve these.

#### ICT Incident – June

- Problems encountered during a 10 day period in late June.
- Considerable amount of ICT resource and partners deployed to investigate and resolve.
- Extremely complex and serious problems affecting Home Directory (T:Drive) which impacted on some business systems, PC's and Lotus Notes 8 users.
- Proven very difficult to isolate and fix due to large number of users affected (2,890+) and 1.9Tb+ of data.
- Additional Servers provisioned but data moves proved problematic due to performance and sheer volume of data and users.
- Staff worked through the night and the weekend of the incident to resolve the immediate impact of the problem.
- Regular staff communications were put out during the incident using Lotus Notes and also InfoNet.
- Once circumvention was achieved an ongoing migration plan was developed, replacement systems designed and implemented.
- Ongoing migration is now taking place and due to complete at the end of August.

## **Customer Services**

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

- The Customer Relationship Management System (CRM) has reached the testing stage and is now being used within the contact centre for a small number of services. Once we are satisfied that the system is fit for purpose and the staff have been trained it will be fully implemented.
- The CRM system has been designed to be used at all customer contact points including the Flintshire Connects centres. Development will continue to enable customer contact to be recorded regardless of whether the contact is face to face or by telephone. It will also be developed to link into electronic contact (website, text).
- Procurement of the new web content management system is underway which will enable changes to the website in a more efficient way. This is a partnership project with North Wales authorities.
- Progress continues with the Flintshire Connects facility in Holywell. Six Customer Services Advisers have been appointed to work in the Connects centres. They will start in the middle of September and work through a training programme prior to the opening of the first centre.
- Contractors are now in the process of refurbishing the Flintshire Connects Centre – Holywell.
- The quarter saw a downturn in performance in terms of complaints' handling further details later in the report
- The Streetscene Contact Centre performance continues to cause some concern, however we are now seeing improvements, further details can be found below.

## **Procurement -General Update**

The service review is currently on hold pending the completion of the business case for both a regional procurement service and national procurement service (see below). In the mean time shared management arrangements remain in place with Denbighshire and are working well.

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 will commence in August followed by Community Services and Lifelong Learning. We have now placed the order for the rest of the e-Procurement software suite covering e-Sourcing, Contract Management and Approved List Management. A project definition workshop is scheduled in September to plan implementation. We are also participating in a national pilot alongside Swansea and Merthy for a national e-invoice solution sponsored by the Welsh Government with Remploy being the service provider.

## **Proposed National Procurement Service**

Proposals and options developed for a national procurement service

- Operations based on current national arrangements appear to be favoured e.g. Value Wales or NHS
- Business case to be presented to national procurement board in July, PSLG in September, consultation to commence in October.
- Completed business case to be finalised by March 2013.
- New arrangements unlikely to be in place until late 2013.

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- 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><b>ICT Helpdesk Performance</b></p>	<p>Call volumes were 7,301 in Q1 compared with 6,478 in Q4, a rise of 13%. There is a decline in the number of helpdesk calls completed within target time. Whilst disappointing this can be directly attributed to an ICT incident which resulted in a sharp increase in call volumes and which drew on a lot of technical resources to investigate and mitigate resulting in less staff available to respond to call during the incident period.</p>
<p><b>Customer Services - Complaints Handling</b></p>	<p>In relation to complaints dealt with within 10 working days across the Council as a whole, the overall performance for quarter one has decreased by 8% compared to the last quarter. The number of complaints received in quarter one has increased by 14% compared to the previous quarter.</p>
<p><b>Customer Services - Telephone responses</b></p>	<p>In terms of telephone responses, switchboard continued to provide high levels of performance, maintaining a performance figure of 97.93% in quarter one, which is in line with both the annual and quarterly target set at 98%.</p> <p>In respect of direct dialled calls, performance measured against the previous quarter outturn was improved at 91.7%.</p>
<p><b>Customer Services - Virtual Contact Centre</b></p>	<p>The number of enquiries received both via the website and directly into the Virtual Contact Centre system has decreased during the past quarter. There has been a continued improvement in performance in quarter one with a performance figure of over 97% compared with the previous quarter's outturn of 93%.</p>
<p><b>Customer Services – Street Scene Contact Centre</b></p>	<p>Monitoring of performance of the street scene contact centre commenced on 1<sup>st</sup> April, 2012. All telephone calls that were previously received at Queensferry, Buckley (AD Waste), Alltami and Halkyn are now diverted to 01352 701234 and answered by the contact centre team. Every effort was made to ensure enough staff were appointed to handle the telephone calls prior to 'go live'. There was also a steep learning curve for the staff, changes in the street scene service and a call volume that exceeded expectations which have all contributed to poor performance in call handling. The first report is based on a 20 second answer time rather than the published standard of 15 seconds. This is a technical issue that is currently being resolved. Measures have been put in place to improve performance. These include an increase in staffing levels, development of business processes to assist the team to understand the street scene service, regular meetings between the two areas to improve communications, understand issues and agree ways to improve, continuous monitoring of team performance and monitoring of call trends. We are confident that these measures will result in an improvement in telephone call handling.</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: -



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

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

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

Council Priority	Target Date	Progress RAG	Outcome RAG	Signpost
<b>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</b>				
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			
1.6 To improve procurement practice and efficiency with the implementation of modern electronic systems	Mar-13			
<b>4. To achieve the highest standards of customer services and care through our Customer Service Strategy</b>				
4.1 To introduce the first phase of the Flintshire Connects (Customer Access Points) 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	Ongoing			See Section 3.3.1
<b>5. To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups</b>				
5.7 Introduce Customer Access Points (Flintshire Connects)	Dec-12			

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5.8 Promote the new Streetscene Customer Contact Centre and develop the Streetscene Service changes	Feb-12			See Customer Service section 3.3.1
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### 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

<b>R</b>	<b>High Risk</b>
<b>A</b>	<b>Medium Risk</b>
<b>G</b>	<b>Low Risk</b>

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
<b>CG08 ICT Strategy</b> See ICT Section 3.1.2			<b>Achieved and Maintained</b>
<b>CG09 Information Governance</b> See ICT Section 3.1.2			<b>TBC</b>
<b>CG13 Customer Focus</b>			<b>Achieved and Maintained</b>
<b>CG18 Procurement</b>			<b>March 2013</b>






**2.3.1 Performance Indicators and Outcome Measures**



**Key**





<b>R</b>	<b>Target missed</b>
<b>A</b>	<b>Target missed but within an acceptable level</b>
<b>G</b>	<b>Target achieved or exceeded</b>

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



	<b>3</b>		<b>2</b>		<b>3</b>
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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
<b>ICTM1</b> Helpdesk Calls fixed on time	94%	89.66%	94%	<b>88.33%</b>		<b>Downturned</b>
<b>ICTM2</b> Helpdesk Calls resolved at first point of contact	35%	21.66%	35%	<b>25.33%</b>		<b>Improved</b>

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%	98.42%	98.0%	<b>97.93%</b>		<b>Downturned</b>
Answer direct dialled telephone calls within 15 seconds	No target set	90.55%	No target set Management Information	<b>91.71%</b>		<b>Improved</b>
Percentage of calls answered in under 20 seconds	75%	Not previously reported – new indicator		<b>47.91%</b>		<b>N/A - First report</b>
Percentage of 'lost' calls (abandoned after 20 second	5%	Not previously reported –		<b>19.24%</b>		<b>N/A - First report</b>

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threshold)		new indicator				
Aim to respond to letters, e-mails and faxes within 10 working days (Virtual Contact Centre only)	93.0%	93.72%	93.0%	<b>97.27%</b>		<b>Improved</b>
<b>*CUSM1</b> % of Complaints completed within 10 working days (all directorates)	80%	74.38%	80.0%	<b>66.38%</b>		<b>Downturned</b>

### 2.3.2 Improvement Target Action Plan Monitoring

Ref	Action & Planned Completion date	Progress
<b>CUSM1</b>	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
<b>ICT</b>		
<b>1. Organisational Change</b> 1a. Support Organisational and Service change 1b. Enable the corporate Agile Working project and implement associated technology changes 1c. Redevelopment of CRM solution with focus on Streetscene services	✓	
<b>2. Managing the Service</b> 2b. Review of current Helpdesk solution 2g. Identifying Directorate ICT Issues and Aspirations	✓	

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<b>8. Telephony</b> Phased pilot roll out of IP Telephony and Unified Communications	✓	See ICT Section 3.1.3
<b>31. Flintshire Futures</b> – Printers and Printing project	✓	See ICT Section 3.1.3
<b>34. Datacentre</b> Investigate Datacentre tier status in relation to shared or collaborative services.	✓	
<b>42. Collaboration</b> Proactive engagement and involvement in regional and collaboration activities	✓	See ICT Section 3.1.3
<b>43. New Systems</b> OPAS – Occupational Health Staffplan – Homecare Rostering	✓	
<b>Customer Services</b>		
Introduce contact centre style working starting with street scene services.	✓	Streetscene implemented
Improve arrangements for visitors to Council offices by reviewing customer access points - engagement with the Flintshire Connects project.	✓	Flintshire Connects Holywell on schedule
Introduce Customer Service Standards across all services together with monitoring and reporting processes starting with Street Scene services.	x	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.	x	Work hasn't started yet but not considered a priority
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 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.	✓	Dependant upon procurement of new Web Content Management System (CMS) in collaboration with other North Wales Councils.
Gather information relating to service specific customer satisfaction levels and introduce methods for measuring customer satisfaction	x	Being included within various projects e.g. Flintshire Connects &

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where there are gaps.		Channel Shift.
Implement the outcome of the review of the customer services team structure.	<b>x</b>	Assimilation taken place. Results on grades delayed due to Job Evaluation

## 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.

<b>Undertaken By</b>	<b>Title &amp; Date Report Received</b>	<b>Overall Report Status</b>
Internal Audit	Operations Management	Substantial Assurance
Internal Audit	ICT Change Request (Development)	Adequate Assurance
Internal Audit	Complaints Handling	Substantial Assurance
Internal Audit	Approved Suppliers List	Limited Assurance Further detail can be found in section 3.2.2


### 3. Exception Reporting

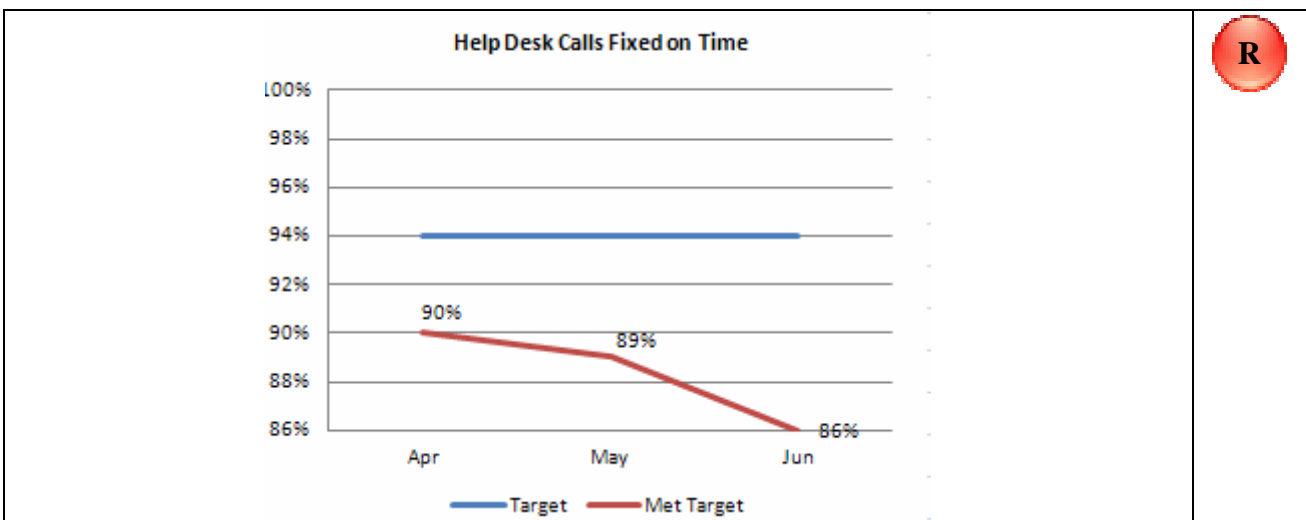
#### 3.1 ICT


##### 3.1.1 Performance

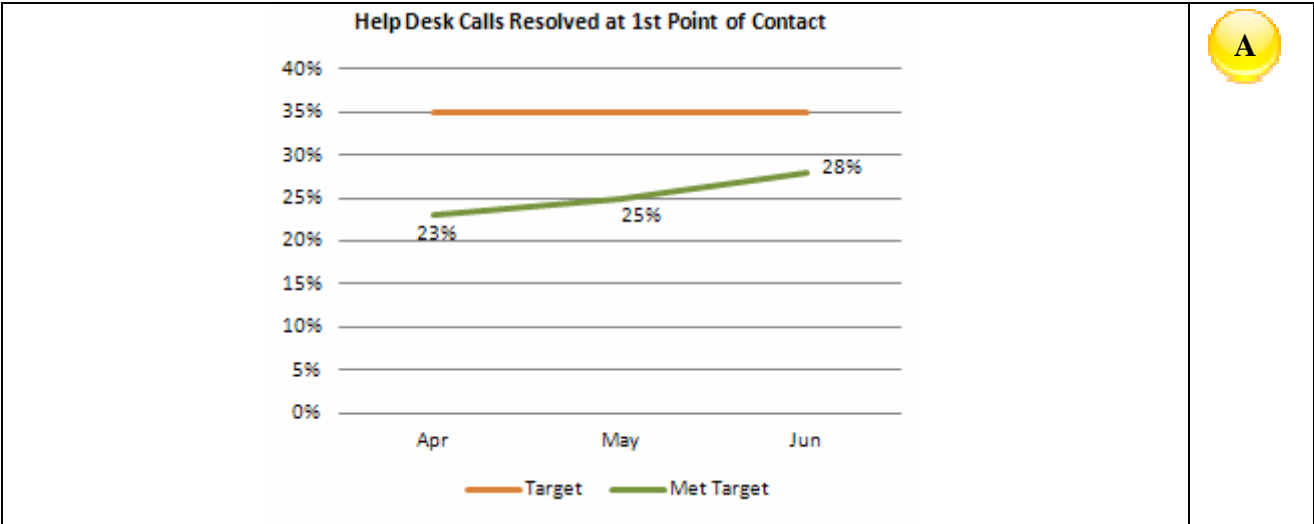
Performance for Quarter 1 showed an average of 88.33% for calls resolved in agreed timescales below the target of 94%. This is due to a sharp rise in call volumes directly attributable to an ICT Incident impacting on the Divisions ability to deal with calls within agreed timescales and also demand from Directorates and Corporate change projects.

Calls resolved at first point of contact are up on the previous quarter at 25.33%. Again this target is not being achieved and whilst there are efforts taking place to move more technical tasks to the service desk, this is set against a culture shift towards self service which reduce the type of calls that can be resolved at first point of contact. This KPI will be reviewed shortly as its relevance is questionable and a target to reduce the overall number of calls logged with the ICT Service desk would be more appropriate and in line with LEAN principles.

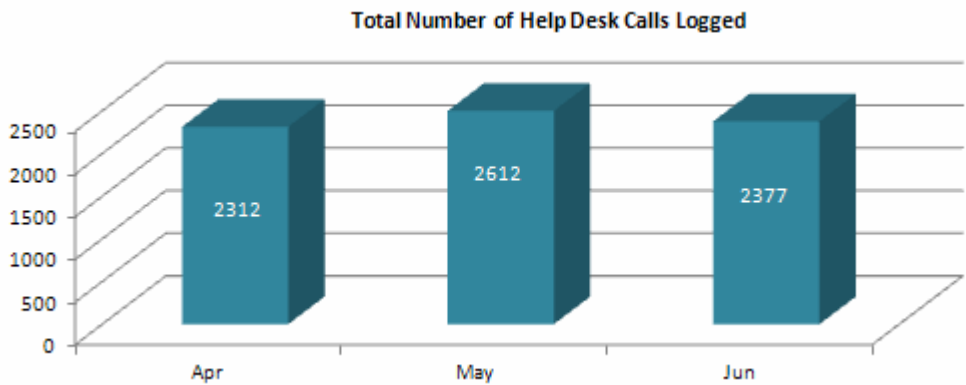
	<b>ICTM1</b> Helpdesk Calls fixed on time
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	<p><b>ICTM2</b> Helpdesk Calls resolved at first point of contact</p>
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Call volumes were 7,301 in Q1 compared with 6,478 in Q4, a rise of 13%




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 4.8 out of a maximum of 5.0, and for second level support 4.6.

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 (2<sup>nd</sup> level support).

	<p><b>Helpdesk Service Satisfaction</b></p>
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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
Apr	4.4	4.7	4.8	4.8	4.8
May	4.3	4.8	4.8	4.9	4.9
Jun	4.3	4.7	4.8	4.8	4.7

	2 <sup>nd</sup> Level Support Satisfaction
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### 2<sup>nd</sup> Level Support Satisfaction

	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
Apr	4.3	4.6	4.7	4.5	4.4	4.5
May	4.4	4.7	4.8	4.5	4.6	4.6
Jun	4.6	4.8	4.9	4.7	4.7	4.7

### 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..

#### **CG09 Information Governance**

Focus remains on Electronic Document & Records Management System (EDRMS) to support Flintshire Futures. Technical delays to the project escalated with supplier Civica.

### 3.1.3 Service Plan Updates

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

There have been delays to the pilot and wider roll-out of the IPT solution due to supplier technical difficulties. These are now resolved and the IPT solution is being rolled out across the council.

#### **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. This will be used to ensure the right printing resources are used and that volumes and use of colour print are monitored. This rollout will be used as the strategy for the rest of the organisation.

#### **42. Proactive engagement and involvement in regional and collaboration activities**

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



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Capita One schools management system regional hosting – Flintshire selected to host the regional system – being implemented, Flintshire and Wrexham due to go live early August with the rest completed by end September 2012

Service desk – collaborative project to standardise systems across 6 North Wales authorities

Desktop Standardisation – project looking at standard hardware and software builds to enhance service, reduce complexity and costs. Hardware contract let for North Wales standardising on common supplier, manufacturer and specification. Savings across the region estimated at £300,000 per annum based on 2010/11 volumes.

Disaster Recovery – Flintshire is leading a project to look at reciprocal arrangements and a single supplier agreement for those authorities where reciprocal won't work.

## 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.

### 3.2.2 Internal Audit

An Internal Audit of the approved suppliers' list system was undertaken in March 2012. The Approved List system is managed and administered by the Support Services section within Environment Directorate.

An Internal Audit of the approved suppliers list was given limited assurance due to the following identified issues:

- It does not explicitly state in the CPR's that the use of framework agreements and their associated contractors/suppliers is mandatory over all other sourcing methods i.e. approved list contractors.
- There is no central repository detailing all framework agreements and contractors /suppliers that are in place.
- There is no formal authority wide contractor rotation policy in place
- There are contractors on the approved list who have not been financially vetted within the approved time limits.
- Not all contractors on the approved list had the correct levels of insurance cover.
- Day work rates held on the approved list are two years out of date.
- The contractor default procedures are not always complied with.
- Officers of the Authority are using contractors which are not included on the approved list and negotiated supplier frameworks.

A number of recommendations relating mainly to Support Services in Environment Directorate have been agreed and actions either completed or in progress of being completed.

There were also recommendations that were in relation to strategic procurement improvements, which were attributed to the Corporate Procurement Unit.

These recommendations mainly involved changes to the Contract Procedure Rules (CPR's), which will be incorporated as part of a wider CPR review.

A final draft of the revised CPR's is expected in October 2012, taking into consideration a national initiative led by WLGA to develop a standardised national set of CPR's.

### 3.3 Customer Services

#### 3.3.1 Improvement Priority Monitoring



#### 4.3 To improve standards of customer service including the development and implementation of the Customer Contact Centre


The Streetscene Customer Contact Centre went live on Monday 5<sup>th</sup> March, 2012. All telephone calls that were previously directed to a range of officers, services and telephone numbers are now answered at one point of contact for all Streetscene services. Performance monitoring of these calls commenced on 1<sup>st</sup> April, 2012.

Every effort was made to ensure enough staff were appointed to handle the telephone calls prior to 'go live'. There was also a steep learning curve for the staff, changes in the street scene service and a call volume that exceeded expectations which have all contributed to poor performance in call handling. Measures have been put in place to address the issues that have led to the poor performance in telephone call handling and it is anticipated that there will be a significant improvement in quarter 2.

Detailed work on processes, procedures, standards and scripting is underway. This will provide the necessary information to improve staff training and understanding of the Streetscene service. It will also be used in the development of the Customer Relationship Management system to provide instant access to service information.

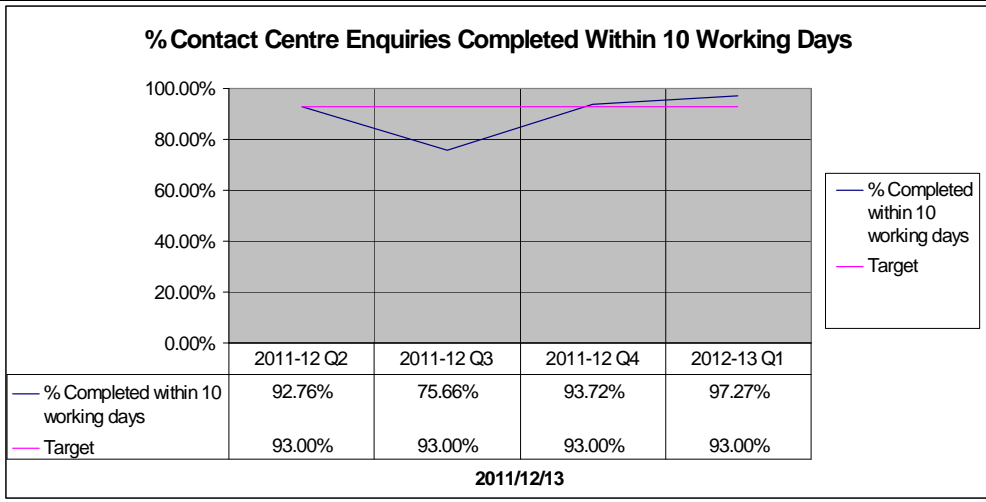
Contact Centre staff are currently undertaking the NVQ Level 3 in Customer Care

	<b>Local Indicator</b> Aim to answer switchboard telephone calls within 15 seconds
	<b>Corporate</b> Answer direct dialled telephone calls within 15 seconds

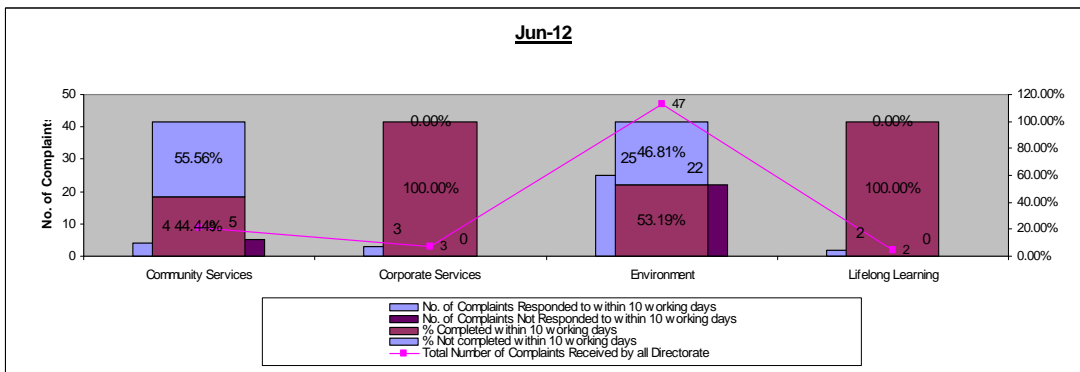
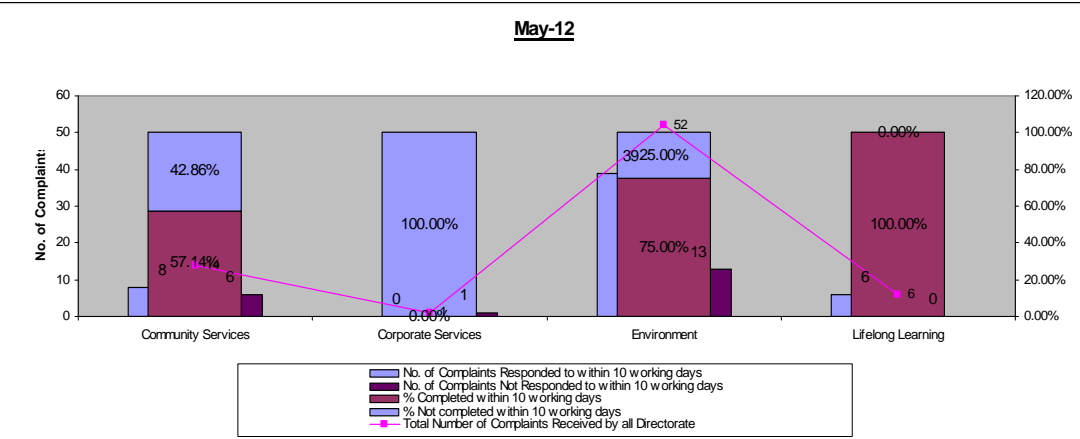
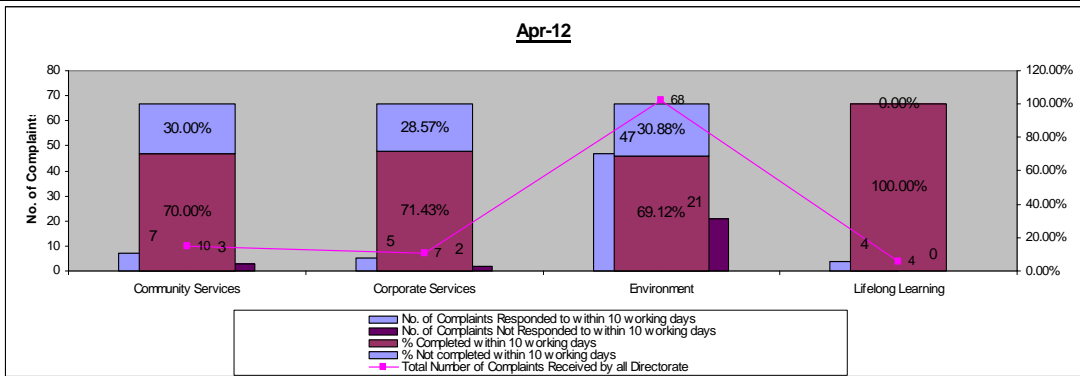
	<b>Local Indicator</b> - Aim to respond to letters, e-mails and faxes within 10 working days (Virtual Contact Centre only)
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The number Virtual Contact Centre enquiries for quarter one shows a decrease in the number of enquiries received against the previous quarter (from 3862 to 3178). Performance for Virtual Contact Centre enquiries continues to improve dramatically in past quarter with the outturn once again exceeding the 93% target .

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## CUSM1 % of Complaints completed within 10 working days (all directorates)



## ICT & Customer Services Quarterly Performance Report

Directorate Averages - Quarter 1 (2012-13)		
(Compared to Q4)		
Community Services	57.20%	-22.44%
Corporate Services	57.14%	-26.19%
Environment	65.77%	-7.90%
Lifelong Learning	100.00%	25.00%

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

### Registration Service

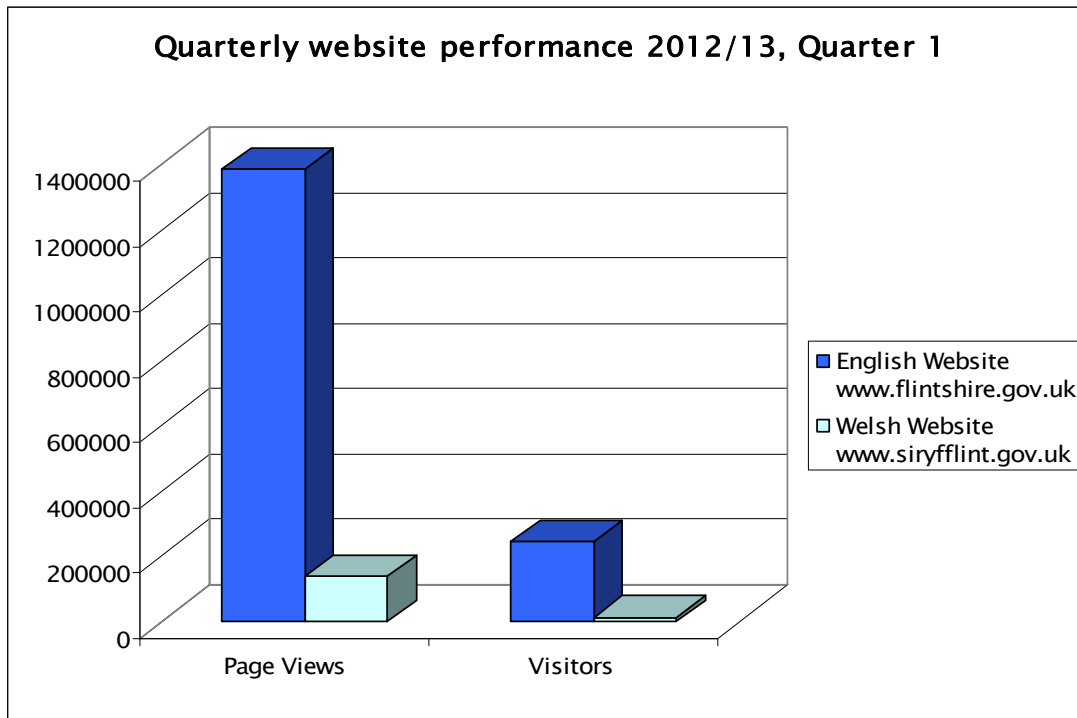
Flintshire Registration Service 2012-13	
Flintshire Registration Service performance data for quarter one, <b>April - June 2012:</b>	
<b>BIRTHS</b>	
No. of Births Registered in Flintshire	7
No. of Births Registered by Declaration	264
<b>DEATHS</b>	
No. of Death Registrations	129
No. of Deaths Registered by Declaration	3
<b>MARRIAGES</b>	
No. of Notices of Marriage	260
No. of Marriage Ceremonies held in the Register Office	57
No. of Marriage Ceremonies held in Approved Premises	79
No. of Registrar attended Church marriages	3
<b>CIVIL PARTNERSHIPS</b>	
No. of Civil Partnerships held in the Register Office	2
No. of Civil Partnership Ceremonies held in Approved Premises	1
No. of Notice of Civil Partnership	6
<b>BRITISH CITIZENSHIP</b>	
No. of Citizenship Ceremonies held in the Register Office	4
No. of New British Citizens in Flintshire	11
<b>CELEBRATORY SERVICES</b>	
No. of Naming Ceremonies held in the Register Office	2
No. of Renewal of Vows Ceremonies held in the Register Office	1
No. of Naming Ceremonies held in Approved Premises	2
No. of Renewal of Vows Ceremonies held in Approved Premises	1
<b>COPY CERTIFICATES</b>	
No. of Copy Certificates Issued by the SR	303

### Website

During the Report Period: Quarter 1 – April – June 2012 we received over 371,000 (371,474) visitors to our website compared to Q4 of 242,981 visitors, showing a significant increase of 34.59%. We also had nearly 1,528,000 (1,527,728) page views in Quarter 1

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compared to 1,399,225 in Q4, showing an increase of 8.41%. A significant increase in the number of visitors occurred on Friday 4 May following the Local Government elections.



Website Statistics - Quarter 1 (2012-13)		
(Compared to Q4)		
Visitors to English website	352,887	+31.80%
Visitors to Welsh website	18,587	+87.49%
Page Views – English website	1,386,934	+0.42%
Page views – Welsh website	140,794	+87.12%