

Contact Centre - Highest Called Services and Query Types

Excludes already online only queries for example: Housing Benefit claim, initial report of homelessness and housing registrations application

		Available online?	Contact Value To	Action: Advise Encourage Online Only			Comment
1 Housing Benefits							
1	Reporting Change of Circumstances	Yes	Council		E		Encourage online at every opportunity but do not insist due to potential financial impact to the Council.
2	Chasing for progress/update on claim	No	Customer			A	Clarify what expectations we have set to the customer and introduce additional messages to advise on this. Provide advice or an appointment for vulnerable customers.
3	Discuss overpayment	No	Council	A			Discuss with customer due to financial impact on the Council.
4	Payment enquiry	Yes	Customer			O	Insist customers check online as it is in their interest. Provide advice or an appointment for vulnerable customers.
5	Discuss letter received	No	Customer	A			Carry out a review of the letters, introduce online guides to explain i.e talking letters.
2 Council Tax							
1	Discuss Demand Letter	No	Council	A			Once recovery stages commence discuss with customer due to potential financial impact to the Council.
2	How much do I need to pay?	Yes	Council		E		Encourage online at every opportunity but do not insist due to potential financial impact to the Council.
3	Discuss account/bill	No	Both	A			Discuss with customer due to financial impact on the Council.
4	Make a payment	Yes	Council	A			Discuss with customer due to financial impact on the Council.
5	Apply for discount/exemption	Partially	Customer			O	Insist customers apply online where possible, as it is in their interest. However not all exemptions are available online i.e Students. Provide advice or an appointment for vulnerable customers.
3 Rents							
1	Make a payment	Yes	Council	A			Discuss with customer due to financial impact on the Council.
2	Check the balance	No	Council	A			Discuss with customer due to financial impact on the Council.
3	Make an arrangement	No	Council	A			Discuss with customer due to financial impact on the Council.
4	Request a statement	No	Council	A			Discuss with customer due to financial impact on the Council.
5	Request a rent card	No	Council	A			Discuss with customer due to financial impact on the Council.
4 Environmental							

1	Report fly tipping	Yes	Both				○	Insist customers report online as it is in their interest, however may deter customers from reporting. Provide adv for vulnerable customers
2	Report food safety/health	Yes	Both				○	Insist customers report online as it is in their interest, however may deter customers from reporting. Provide adv for vulnerable customers
3	Reporting lost/stray dog	Yes	Both				○	Insist customers report online as it is in their interest, however may deter customers from reporting. Provide adv for vulnerable customers
4	Reporting street cleaning	Yes	Both				○	Insist customers report online as it is in their interest, however may deter customers from reporting. Provide adv for vulnerable customers
5	Licensing enquiry	Yes	Both				○	Insist customers check online. Provide advice for vulnerable customers.
5 Waste								
1	Reporting missed collection	Yes	Customer				E	Encourage online at every opportunity but do not insist due to service delivery failure. Investigate option for proactive management of missed collections - advise the customer before they realise we have missed their bin and advise at this point of the action. Reduce the need for customers to contact the Council.
2	Chasing a missed collection	Partially	Customer	A				Due to continued service failure assist customer as updates are not always available online.
3	Booking a bulky waste collection	Yes	Customer				○	Insist customers book online as it is in their interest. Unless vulnerable and need assistance.
4	Requesting a new bin	Partially	Customer	A				Assist customers with this as they are unable to make the payment online for this. Investigate the use of and cost to introduce a unique reference numbers and amendments payments system to facilitate this.
5	What can go in a bin?	Yes	Customer				○	Insist customers check online as it is in their interest. Unless vulnerable and need assistance.
6 Housing Registrations								
1	Reporting Change of Circumstances	Yes	Both				E	Encourage online at every opportunity but do not insist due to potential impact to the Council.
2	How to join the waiting list?	Yes	Customer				○	Insist customers check online as it is in their interest. Unless require assisted self service or are vulnerable and need an appointment.
3	What band?	Yes	Customer				○	Insist customers check online as it is in their interest. Unless vulnerable and need assistance.
4	What proof do you need from me/have you received?	No	Customer	A				Assist customer with this as it's not available online and the window to provide this information is narrow.
5	What is my position on the list?	Yes	Customer				○	Insist customers check online as it is in their interest. Unless vulnerable and need assistance.

Face to Face - Highest Services and Query Types - Currently managed by service desks

Customer Services Strategy Appendix 2

For those services available online , assisted Self Service is provided at the Community Hubs and Civic Offices

		Available online?	Available via Contact Centre?	Contact Value To	Action: Assisted Encourage Online Only Refer to Contact Centre			Comment
1 Housing Benefits								
1	Providing documents	No	No	Both	A			Introduce document desk for verification and self scanning facility based on risk based verification requirements
2	Query re claim	Partially	Yes	Customer			O	Insist customers check online as it is in their interest. Unless require assisted self service or are vulnerable and need to see and advisor.
3	Enquiry following the receipt of a letter	No	Yes	Customer			C	Refer customer to the Contact Centre unless they are vulnerable and need an appointment. Carry out a review of the letters, introduce online guides to explain i.e talking letters.
4	Reporting a change in circumstances	Yes	Yes	Council		E	C	Refer customer to the Contact Centre unless assisted self service or are vulnerable and need to see and advisor. Encourage online at every opportunity but do not insist due to potential financial impact to the Council.
5	Requesting the progress of the claim.	No	Yes	Customer			O	Refer customer to the Contact Centre unless assisted self service or are vulnerable and need to see and advisor. Clarify what expectations we have set to the customer and introduce additional messages to advise on this.
2 Council Tax								
1	Discuss account/bill	No	Yes	Both			C	Refer customer to the Contact Centre unless they are vulnerable and need to see and advisor. Discuss with customer due to financial impact on the Council.
2	Providing documents	No	No	Customer	A			Introduce document desk for verification and self scanning facility.
3	Advising of a move in/move out	Yes	Yes	Both			O C	Refer customer to the Contact Centre unless they are vulnerable and need an appointment. Insist customers complete online

4	Payment enquiry	Partially	Yes	Council					C	Encourage online at every opportunity but do not insist due to potential financial impact to the Council continue to refer payments to the Contact Centre if online is not an option.
5	Enquiry following the receipt of a demand notice	No	Yes	Council					C	Refer customer to the Contact Centre unless they are vulnerable and need to see and advisor. Once recovery stages commence discuss with customer due to potential financial impact to the Council.
3 Housing										
1	Rent enquiry	No	Yes	Council					C	Refer customer to the Contact Centre unless they are vulnerable and need to see and advisor. Discuss with customer due to financial impact on the Council.
2	Housing Registrations enquiry	Yes	Yes	Customer					C	Refer customer to the Contact Centre unless they are vulnerable and need to see and advisor.
3	Providing documents - for point of offer	No	No	Customer	A					Introduce document desk for verification and self scanning facility.
4	Contact estates officer	No	Yes	Both					C	Refer customer to the Contact Centre to notify the Estates Team.
5	Homeless enquiry	Partially	Yes	Customer					C	Assisted self service available and refer customer to the Contact Centre to notify Homeless Team.
4 Regulatory Services										
1	Issuing of parking permits	No	No	Customer	A					Investigate online electronic parking permits as used at other Councils i.e. Basildon.
2	Blue badge application	Yes	No	Customer					O	Unless require assisted self service
3	Bus pass application	Yes	No	Customer					O	Unless require assisted self service
4	School admission application	Yes	No	Customer					O	Unless require assisted self service
5	Issuing of essential living fund vouchers	No	No	Customer	A					Following an assessment to determine need, issuing of food vouchers - can only be issued in person following ID checks.