

Value for Money Review – Benchmarking Data Request

Customer Services (Customer Contact Centre / Reception / Cash Office / Life Line)

1. Customer Contact Centre (call centre)		
Do you have a customer contact centre (call centre) and is it 'in house'?	Yes, Yes.	If not – please describe how calls are managed & move on to the next section.
Number of FTE's	12	
Staff Costs	£254,792	
Overall Cost of Contact Centre	Depends on what is included, onerous to calculate precisely	
Number of Calls Received	170 K pa	
Number of Calls Resolved at first point of contact	75 % approx	
Services Provided (i.e. does the Contact Centre just handle/resolve calls or does it provide additional administrative/support functions to back office services)	Both, Refuse and Recycling, Council Tax, Environmental Health, Abandoned vehicles, car parks, elections, Housing advice, Reception, switchboard, cashiers, corporate emails, complaints line, FOI requests etc.	
Customer Satisfaction Rating	Contact Centre	Overall
	High	High

2. Reception	
Number of FTE's	1 (as part of Contact centre)
Staff Costs	£19621
Overall Cost of Reception	Depends on what is included, onerous to calculate precisely
Opening Hours	0845 – 1700 Mon-Thursday, 0845 – 1630 Fri
Range of Services (do you host any external agencies)	ALL Council services F2F

3. Cash Office		
	Yes, Yes.	If not – please describe how cash is managed
Do you have a Cash Office and is it 'in house'? (for managing incoming cash from Council tax payments, rent, car park income etc)	Payment kiosk to replace cash desk later this year.	
Number of FTE's (if 'in house')	1(as part of Contact Centre)	
Staff Costs	£19621	
Overall Cost of Cash Office	Depends on what is included, onerous to calculate precisely	

4. Life Line	
Do you provide a Life Line Service? (A Lifeline is a device with an emergency call button and a pendant. The Lifeline unit is connected to a 24/7 Care Centre through a telephone line).	We are monitored by Hereford Housing and we provide installation and also a response service
Number of FTE's	1.70
Staff Costs	£58,333 including on costs
Overall Cost of Life Line Service	To rent: £3.01. With financial assistance: £1.45
Number of Monitored Customers	2000
Income	£176,056
Are you a member of TSA	No
Which company provides your equipment	Tunstall