

An overview of how Council Connect works



The face and voice of the Council

Council's One Stop Shops and Contact Centre - making it easier for our customers to contact us through all channels.

Telephone, Email, Face to Face, Twitter or Online :

- Customers have one number to ring / one place to visit
- Can make multiple requests in one contact by phone & Face to Face many resolved in one call / visit
- One Stop Shops provide access to a number of external partners' services as well as Council services.
- Customers can talk to knowledgeable and trained members of staff
- Customers can make a payment or report something 24/7 on line
- When requests logged via Council Connect the customer history can be viewed enabling staff to provide more joined up service.



Council Connect...

Contact Centre

- 145,000 telephone calls & emails per year for 20+ service areas
- Uses 10+ systems concurrently, as well as responding to Council Connect tweets

With a team of

- 10 FTEs, 1 senior officer, 1 team leader

Online

- Almost 100,000 online payments are made

One Stop Shops

- 240,000 visits across 3 locations (Bath, KYN, MSN)
- 50,000 payments made using kiosks in the One Stop Shops
- Manage day to day 20+ external partners & 8+ internal partners

With a team of

- 30 FTEs , 4 senior officers, 2 Team Leaders



Council Connect - what is it?

Council's One Stop Shops and Contact Centre

Customers' first point of contact for:

- **Highways** (potholes, roadworks, flooding, obstructions etc)
- **Waste Services** (recycling containers, garden /clinical / bulky waste etc)
- **Environment / Neighbourhood** (graffiti, litter, abandoned vehicles, fly tipping, pest control etc)
- **Traffic & Transport** (buses, concessionary travel, road safety, street closures etc)
- **Library Services** (renew, reserve, general info)
- **Registrars Service** (appointments) – Contact Centre only
- **Feedback** (complaints, compliments, suggestions)
- **Housing** (general queries, Home Search)
- **Planning Enforcement**
- **Electoral Services** (general queries)
- **Discovery Cards** - OSS only
- **Parking fines / permits** - OSS only



Council Connect - what it does

Takes over 240,000 customers' requests and either:

Resolves there and then eg:

- Answers the customer's general query or signposts elsewhere.
- Issues Discovery cards, Concessionary Travel cards
- Renews, reserves library books
- Takes a payment
- Provides advice/help on Homesearch
- Issues parking permits, take payments for fines (PCNs)

Or takes information and sends request to service team for completion eg:

- Job request automatically generated for service teams to action.
- Appointment booked for meeting / delivery
- Complaint, Compliment or Suggestion passed to the relevant Customer Feedback officer.
- Email sent to 'out of scope' teams (ie we don't have an agreement to manage their customer contacts).



Council Connect - what it doesn't do

It cannot fully complete or resolve a request when further activity is required by a service team



For example:

- Fill a pothole or grit bin
- Mend a street light
- Inspect / cut verges
- Remove obstructions
- Deliver a recycling box
- Investigate a service specific complaint
- Remove an abandoned vehicle



Council Connect – excluded services

We don't manage customer contacts for:

- Adult services
- Children's services
- Education
- Heritage (except discovery cards)
- Property Services
- Some specialist environmental areas (eg noise nuisance)
- Planning (apart from enforcement)

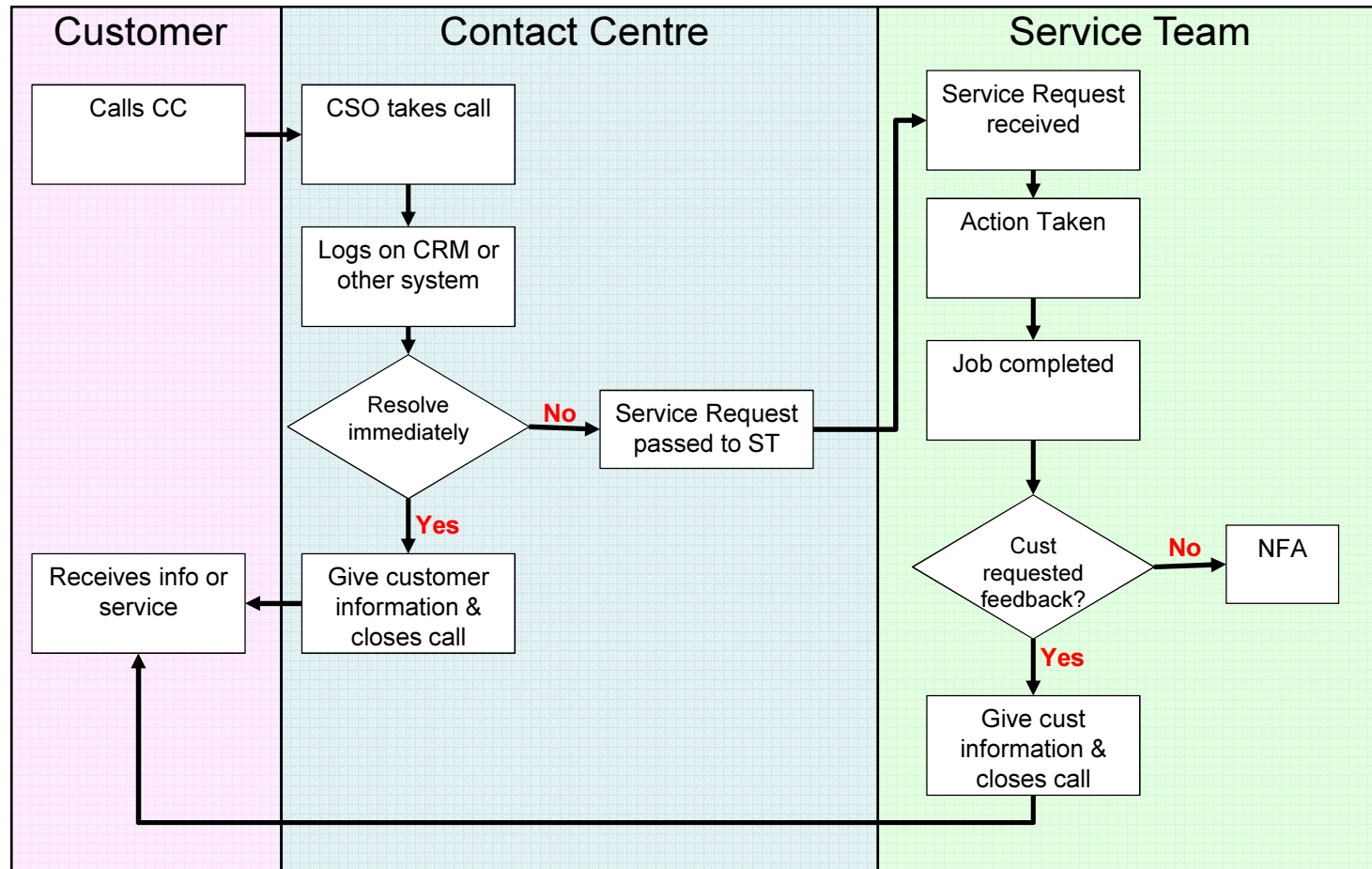
What we do if customers for these services contact us:

- Signpost (advise who to contact and how)
- Put call through to the service concerned.
- Email or otherwise notify the service that a customer wishes to have contact with them



Council Connect – how it works

Service Request flow



CC = Contact Centre
CSO = CS officer
ST = Service Team
Cust = Customer

Council Connect – working with our service partners

Where we have agreements to manage customer contacts for internal or external partners, we:

- Agree service levels & how we are going to work together
- Hold regular meetings with our service partners to confirm customer delivery standards and/or changes
- Ensure we have clear channels of communication & escalation to resolve issues
- Monitor, produce reports and statistics to help support decisions
- Use feedback to make service improvements, efficiency savings or policy changes
- Ensuring we put the customer at the heart of what we do



We are working together to make these even better.

Council Connect – valuing feedback

Could be better... and we're working jointly with our service colleagues to improve:

- Service levels during busy periods
- Service requests which are not always actioned within agreed timescales. This sometimes leads to customers chasing again or complaints
- Flow of information between systems not always as comprehensive as it could be
- No single view of contacts, if the request isn't raised through Council Connect
- We are not always keeping pace with customers' changing expectations of digital channels



Customer First means...



“

I should like to compliment your colleague Chris who took a call from me on 11 August regarding a dangerous manhole cover which transpired to be a BT cover ...I'm informed that today, just 6 days later this has now been fully repaired for which I am very grateful ...Thank you so much to Chris for pushing this through professionally and promptly-very much appreciated.

”

“

Thank you @ccbathnes for your prompt attention to the above request. Very impressed that the pot hole is filled in already - Top service!

”



Council Connect - overall customer satisfaction rates

83%

*(Satisfaction levels rated by our customers
as satisfactory, good or excellent.)*



*UKCSI July 2013 National Benchmarking;
Overall Satisfaction rate for Public Services (Local) is **73.6%***

