

CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference FOI 000326
Date 29 July 2016

Contact Centre

Request:

1. How many people are employed in your contact centre(s)?
75 (including contact centre management)
2. What are you opening hours?
Hours for each service area vary. Adults Social Care and Council Tax 0830-1700 Mon-Thu; 0830-1630 Fri. WV Active 0800-1900 Mon-Fri; 0800-1700 Sat-Sun. Meals on Wheels 0830-1700 Mon-Sun. Most other lines are open 0800-1800 Mon-Fri. General Services, Refuse, Pest Control and Housing Benefits are also open on Saturdays 0900-1400. Our 24 hour control centre is open 24 hours a day, every day, fronting city emergencies, social services calls and Jontek/Carelink alarm calls.
3. Number of telephone calls per months for the past two years (and monthly average over this period)?

Month	Call Volume
August 2014	31,963
September 2014	39,392
October 2014	39,369
November 2014	32,645
December 2014	30,845
January 2015	41,164
February 2015	36,556
March 2015	43,072
April 2015	59,240
May 2015	44,243
June 2015	39,331
July 2015	40,989
August 2015	34,479
September 2015	45,923
October 2015	42,949
November 2015	40,773
December 2015	34,393

January 2016	44,583
February 2016	41,921
March 2016	52,337
April 2016	51,571
May 2016	46,723
June 2016	51,430
July 2016	44,855

Average = 42,114

4. Average handling time?
The average handling time (i.e talk time + after-call work) is 00:05:30
5. First point of contact resolution rate?
85%
6. Average cost per contact and how this is calculated?
Following careful consideration, the Council regrets to inform you that it has decided not to disclose this information.

Information you have requested has been withheld from disclosure. The exemption engaged is Section 12 of the Freedom of Information Act 2000 (FOI).

Section 12 of the FOI exempts Public Authorities from providing information where the estimated cost of compliance exceeds the appropriate limit. Any estimate must be undertaken in accordance with the limits set in fees regulations made under Section 12 (5) of the FOI.

These Fees Regulations (SI 2004/3244 Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations) allow for a refusal where the cost of compliance, for local authorities such as the Council, would exceed £450. As a guide, staff time to identify and extract this information is charged at a rate of £25 per hour.

In summary to provide the information you have requested we would have to calculate costs of all part time and full time staff against all of the various services provided within the Contact Centre which would take us over 18 hours.

In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

“(a) determining whether it holds the information,

(b) locating the information, or a document which may contain the information,

*(c) retrieving the information, or a document which may contain the information,
and*

(d) extracting the information from a document containing it”.

7. What is the total annual cost of your contact centres(s), including staff?
The budgeted cost for the Contact Centre for 2016-17 is £1,807.

8. Do you outsource the contact centre(s)?

No

9. What services do you provide in your contact centre(s)

General enquiries

Switchboard

Payments

Complaints – paper

Complaints – electronic

Out of hours

Out of hours emergencies

E-mail enquiries

Environmental Waste

Cleansing enquiries

Pest control

Dog Warden

Recycling information

Environmental health

Grounds maintenance

Roads/Transportation

Road and lighting faults

Blue badges

Parking

Parking fines/permits

Planning/Development

Planning and building control

Education

Pupil placement

Free school meals

Adult literacy and numeracy

Council Tax/Housing Benefit

Current year debt

Council Tax enquiries

Benefit enquiries

Community Services/Parks

Parks – general enquiries

Social Work

Social work enquiries/referrals
Emergency social work
Home care enquiries

Registration Services

Licencing

Trading Standards

Other Services

Freedom of Information requests

and to which level?

With reference to second part of question 9 above, the Council regrets to inform you that it has decided not to disclose this information.

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In summary to provide the information you have requested would take us over 18 hours as this is not information that is recorded centrally.

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10. How is your contact centre (s) funded?
Centrally
11. What is the ratio of part-time to full-time employees?
38:37 (including management)
12. Which CRM system do you use?
Microsoft Dynamins - Customer Engagement Platform
13. How many systems do your call handlers use?
Up to 15 dependant on skillsets
14. How many systems do you have full integration with through your CRM?
Four
15. What type of Council are you (rural, city, district etc.)?
City
16. How many residents do you have?
250,000
17. I would also be grateful if you could provide the Top 10 reasons for people contacting your organisation across all channels
 1. Looked After Children Can I speak to my Social Worker
 2. Benefits Claim chasing
 3. Housing Benefit Reception Respond to further information letter
 4. Adult Social Care Care Enquiry
 5. Council Tax What is my balance/amount owed
 6. Leisure Facilities query
 7. Council Tax Recovery query
 8. Leisure Bert Williams – I want to make a booking
 9. Housing Benefit Reception Query after assessment
 10. Registration Services Birth enquiry