

Customer Services – Customer Contact Activity



Contact Centre



One Stop Shops in Bootle and Southport

Contact Centre – Activities



Phone Calls



Payments



Switchboard



Complaints



E-mails



Social Media



Webchat

Contact Centre – Telephone calls

PRIORITY

E.L.A.S.
Adult Social Care
Household Support Fund



High Volume Services are:
Council Tax
Cleansing
Switchboard

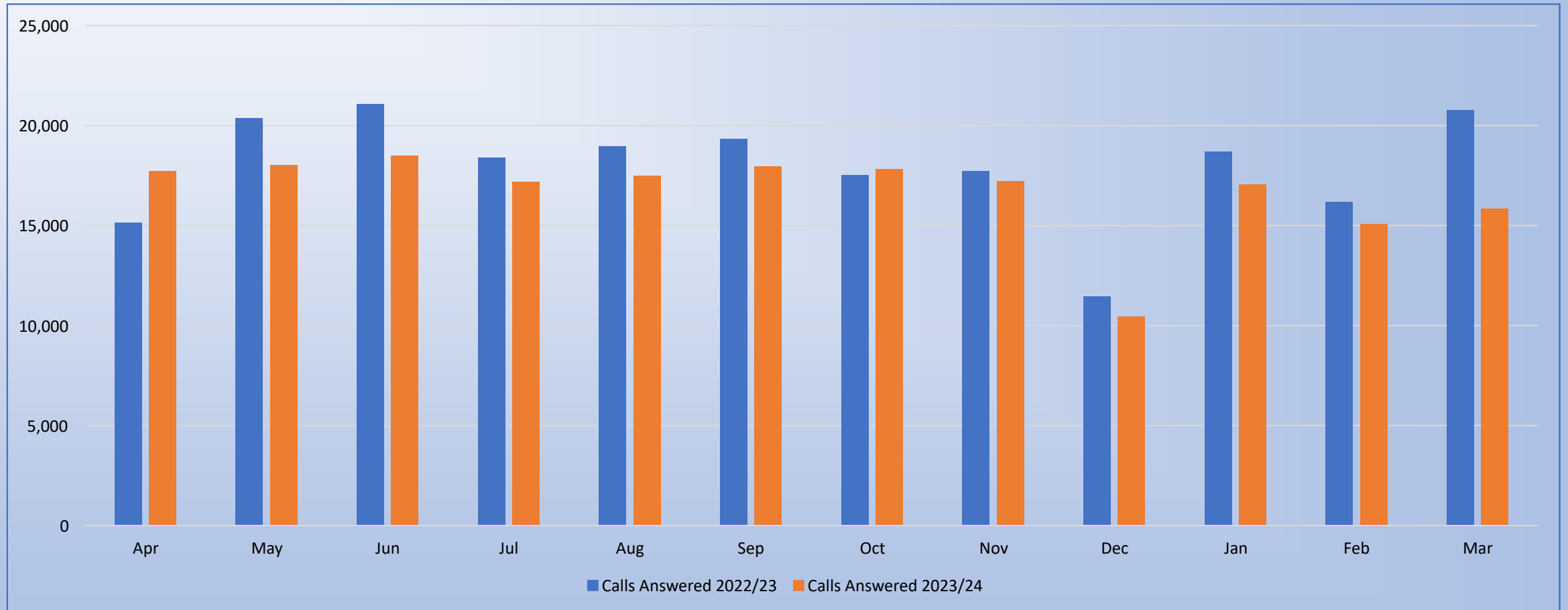


Triage One Stop Shop appointments
Online support - Council Tax Reduction applications &
ELAS

Contact Centre – Switchboard Service



Contact Centre Monthly Call Volumes 2022/23 v 2023/24



Contact Centre – Average Wait Time For Calls To Be Answered for Prioritised Services 01.01.24 to 31.7.24

Service	Number of Calls Answered	Customer Average Wait Time
ELAS (1/1/2024 to 31/7/2024)	5541	0:03:46
Adult Social Care (1/1/2024 to 31/7/2024)	11314	0:02:48
Childrens Social Care (1/1/2024 to 30/4/2024)	1966	0:01:10
Household Support Fund (8/4/2024 to 31/7/2024)	1914	0:06:15
Elections (June 2024)	1025	0:02:07

Contact Centre – E-mails and Webchat

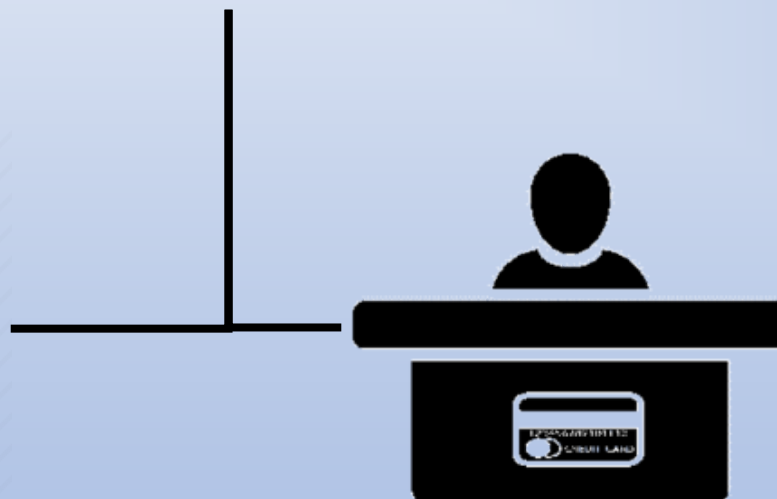
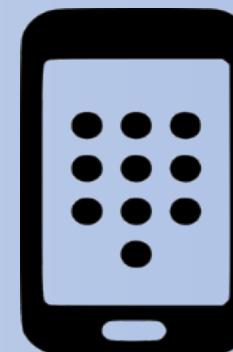


Approximately 2,000 e-mails per month
Cleaving, Council Tax and Benefits
Many enquiries could be completed online so
we are hoping to phase out this channel of
contact



Approximately 250 webchat enquiries per month
Direct assistance
Signposting to webforms and links

Contact Centre - Taking Payments for Council Services

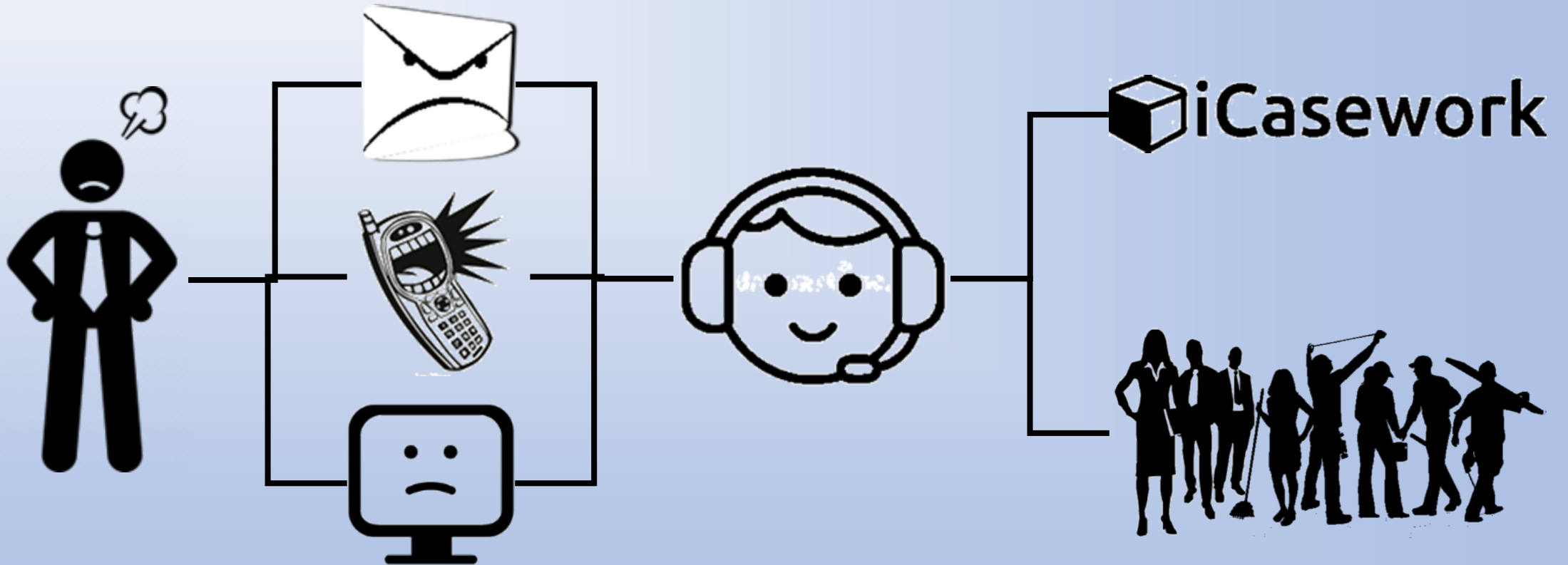


Assisted:

- Council Tax Payments
- Bulky Items Payments
- Pest Control Payments

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Contact Centre - Triaging Corporate Complaints



Contact Centre – Social Media Enquiries



Air Show
Flower Show
Major Incidents etc...



Cleansing Issues
Road Closures
Opening Times
Minor Disruptions etc...

One Stop Shop – Activities



One Stop Shop – Face to Face Enquiries

Bootle One Stop Shop



Taxi Licensing



Taxi Licensing

Council Tax

Blue Badges

E.L.A.S.

etc...



E-Forms

Southport One Stop Shop

**BY APPOINTMENT
ONLY**

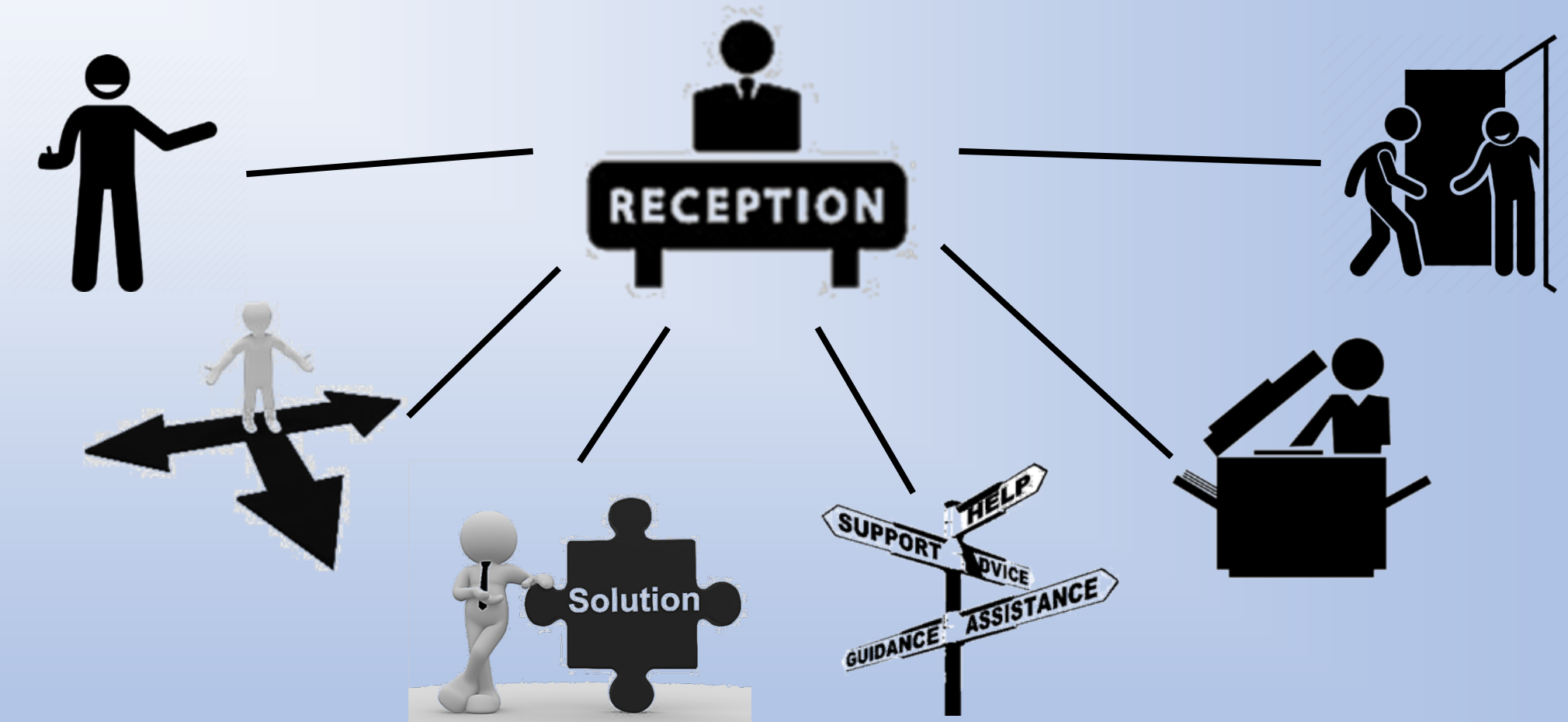
Council Tax

Benefits

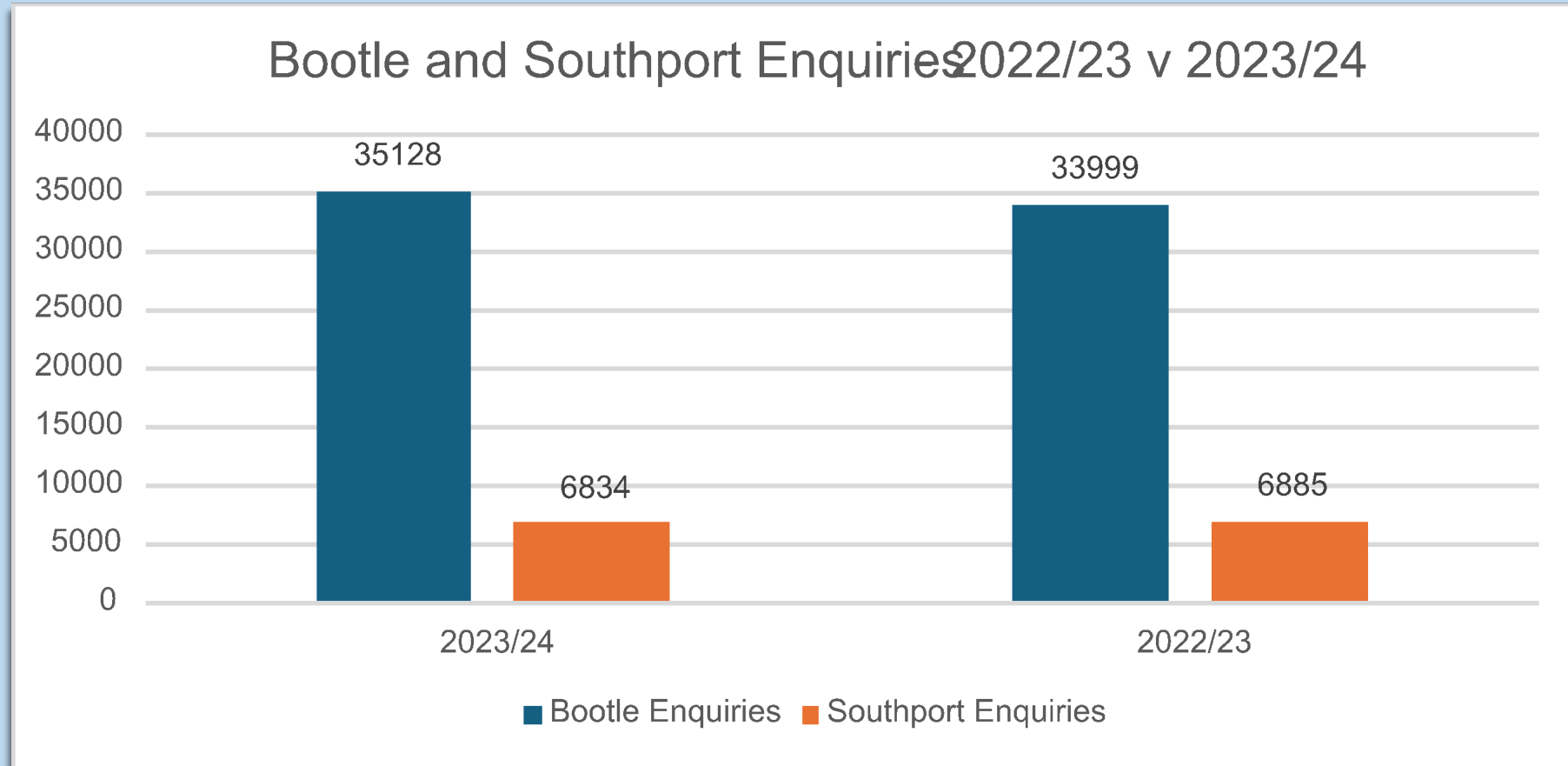
Blue Badges

etc...

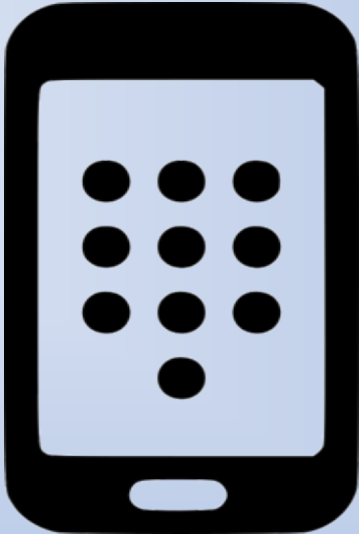
One Stop Shop – Reception Service



Bootle & Southport Enquiries from 2022/23 to 2023/24



One Stop Shop – Payments for Council services



Payment Kiosk
and Online
Payment
Analysis
2019/20 v
2022/23 v
2023/24

	2019/20	2022/23	Inc / Dec	2023/24	Inc/ Dec
One Stop Shop Kiosks	£5,377,376	£810,822	-85%	£280,049	-95%
Council Website & Portals	£8,553,834	£11,013,746	+29%	£12,697,878	+45%
Automated Telephone Line	£5,177,206	£7,138,825	+38%	£7,289,998	+41%

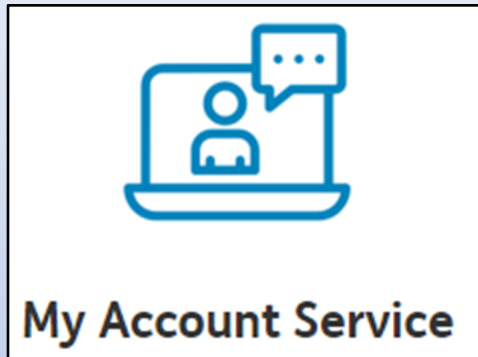
One Stop Shop – Customer Satisfaction Survey



[Customer Satisfaction Survey May 2024](#)




Recent Improvements



Citizen Access Benefits



Popular Services

-  Report a missed bin >
-  Street services >
-  Report a street light >
-  All services >

For Consideration

