

## Customer Dashboard - Annexes

### 1 Customer Dashboard – information to date (September 2016 to December 2017)

# Survey Statistics

Total surveys sent to date	26414	Total Verbatims received	2472
Total received to date	2946	Verbatim %	84%
Response rate	11%	No of calls / transaction to date	1.78

### 2. Quarter 3 – Monthly Dashboard Survey Results

Month	Customer Effort Results (from 100)	Customer Satisfaction:
October	29.3	80%
November	34.9	76%
December	33.8	74%

\*\*Customer Effort demonstrates how much effort customers have to go to, to transact with the Council – the lower the score the less effort is required

Month	How easy was it to resolve your enquiry?	How easy was it to get through to us?	Was this the 1 <sup>st</sup> call	Was the agent willing to help?
October	76%	76%	69%	86%
November	72%	74%	79%	81%
December	72%	77%	71%	80%

### 3. New Services from March 2018

Housing Repair	01824 706000	Option 1
SPOA	0300 456 1000	
Children's Gateway	01824 712200	
SARTH	01824 2911	
Housing Services	01824 8367	
Benefits	01824 6302	
Council Tax	01824 706468	
Business Rates	01824 6326	
Planning	01824 6727	
Building Control	01824 6717	
School admissions	01824 712698	