

# **OVERVIEW AND SCRUTINY WORKING GROUP**

**MONDAY, 11 JULY 2022**

Present: Councillor P J Owen, Chair

Councillors: M Hannah  
I L Tyler

An apology for absence was received from Councillor J C Goold.

## 1 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

## 2 **SCRUTINY OF TELEPHONE ANSWERING AND CUSTOMER SERVICES**

The Working Group received information from the Council's Head of Revenues, Benefits and Customer Services in relation to Key Performance Indicators, Customer Service Standards and the workflow of the phone system, in relation to the front and back office.

Concern was raised over the use of voicemail messages and whether there was an agreed standard. The group stated that there should be an agreed standard for voicemail which could be part of the Customer Service Standards.

It was stated that the rate of abandonment of calls in the Contact Centre had shown a slight increase after recent decreases. Peak times could often be predicted; these were of around Council Tax bills being despatched in the new financial year and now with energy rebates. It was stated that contingency be put in place to deal with the short peak time periods in order to counter call abandonment.

Further information was requested regarding monitoring of back office calls, hunt groups, answerphone greetings, telephone answering specific to the Planning and Environment departments, customer services contingencies, online usage and call transfers.

## 3 **DATE OF NEXT MEETING**

Members were informed that the next meeting would be held on Monday 25 July at 5.30pm on Microsoft Teams.