

COUNTY COUNCIL STATEMENT
FOR COUNTY COUNCILLOR CHRIS METCALFE

18 July 2007

Access to Services

Work continues on the development of the contact centre. All highways calls are being routed through the contact centre with 64% of calls being resolved at this first point of enquiry. We are constantly working with the highways team to increase this figure and to avoid referring calls into the back office. The centre was particularly tested as a consequence of the recent floods. Even across this period response rates were maintained, overall 90% of all calls are being answered within 20 seconds. This level of performance has ensured that members of the public have been able to contact the Council to notify Highways of particular difficulties and that key professionals needed to respond to incidents have not been tied up on the telephone.

Work is on course to bring in social care telephone calls into the contact centre. A specialist team of advisors is being recruited to the contact centre for this purpose all of whom have come from the present Customer Relations Units within Adult and Community Services.

The web site continues to be a major source of information to citizens. In June alone, there were over 100,000 visitors to the site. Work is underway to improve the functionality underpinning the site so it is better able to meet the demands of the future. This work will be concluded by the end of September.