



Report to:

Northwards Housing Board
10 November 2009

Item No:

8b

Title:	Performance of the new contact centre		
Date:	15 th October 2009		
Author:	Yvette Newton	Tel No:	720 5877
E mail:	y.newton@northwardshousing.co.uk		
Confidential:	No		
For: (Please tick action required)	NOTING √	DISCUSSION √	APPROVAL

PURPOSE OF REPORT

To inform Board on the first quarterly performance figures of the new contact centre.

RECOMMENDATION

Board are asked to note this report.

IMPLICATIONS

Equality & Diversity:	The future service must continue to be accessible and meet the needs of the whole community.
Financial:	None directly arising from this report.
Staffing:	None directly arising from this report.
Decency Target:	None directly arising from this report.
Governance:	None directly arising from this report.
Risk Assessment:	None directly arising from this report.

Equality Impact Assessment	
Function being assessed	Not applicable
Section	
Date of assessment	
Person Responsible for assessment	
Is this a new or existing policy?	
If there are significant implications in terms of equality please append a summary report.	

Consultation/Consideration:

	Yes, No or N/A:	Name:	Date:
Sub-Committee:	No		
Area Panel:	No		
Task Groups:	No		
Ward Councillors:	No		

1 Introduction

1.1 The new call centre went live on 1st July 2009 from a new base at Universal Square Ardwick. The new out of hours service launched at the same time. The transition to the new service was seamless.

1.2 There has been a significant improvement in performance since MWL took on responsibility for the On Call service, especially when compared with the same period last year. All targets set for On Call have been met or exceeded.

1.3 Performance for the out of hours service (Astraline) is not as good as On Call, but we now have reliable data for the service which is something we've never had previously. Arrangements are in place to improve the performance and we will monitor the progress closely.

1.4 The Quarterly Performance Figures are attached (Appendix 1)

2 Recommendation

2.1 The Board are asked to note the contents of the report.

Appendix 1

Northwards Quarterly Performance

Contact Centre Performance 1st July – 30th September 2009: -

	OnCall	Astraline	Targets
Calls Offered: -	34485	1879	N/A
Calls Answered: -	33981	1630	N/A
Calls Abandoned: -	504	249	N/A
Avg speed to answer: -	0:00.09	00:32	0:00:20
Abandoned rate %: -	1.5 %	13.3%	5%
Service Level %: -	88.8 %	74.85%	80%
Avg Call Handling Time: -	252 sec (4:12)	153 sec (2:33)	300 Seconds
Avg time to abandon: -	01.03	01:33	N/A
Longest wait to answer: -	9:34	13:53	N/A
Longest wait to abandon: -	6:39	8:29	N/A
Answer %	98.5 %	86.7%	95%