

Benefits Realisation for Phase 1

1. During the first year of running we project that easy@york phase 1 will handle over 2.5 million customer transactions (of which 0.9m will be require a Council response/action). In the past these transactions would have been spread across all directorates and it would have been impossible to report on the activity as a whole.

- 694,101 Customer phone calls
- 41,000 emails
- 14,000 e-forms
- 23,000 Phone and web payments taken
- 1.8 million Web visits
- 215,000 web transactions

2. Better quality and more accessible Customer Services

- a. 99% of YCC customers are satisfied with the service received from the YCC.
- b. 67% of customers are satisfied with the council's website
- c. Switchboard call volumes have dropped by 29% since the service transferred into the YCC as calls are now answered first time creating fewer repeat calls and measures have been taken to reduce unnecessary calls. This equates to a saving of £29k.
- d. Calls left on the answerphone are down from 9.4% to 0.1%. These calls give rise to outgoing calls – saving of £7.2k per year. Customers are more satisfied when they don't have to use an answerphone.
- e. Reduced % of calls that were unanswered by the Back office - 40% of all calls to the Switchboard were unanswered and bounced back to the switchboard. This is down to 4.4%
- f. Of these 15.7% of all calls could not be successfully redirected and were not answered at all. This has reduced to 0.01%
- g. Significant use of web site – 701k visits from 477k visitors since it went live in February. Projected to be 1.8 million visits per year.
- h. 91% reduction in YPAL complaints – down from 2352 per annum to 101 in six months e.g. 202 per annum
- i. Customers able to use e-mail and e-forms to contact us twenty-four hours a day, seven days a week (24/7). We have processed 5526 emails and 679 online e-forms since go live. 21 forms are now live but not advertised yet and it is expected that usage will increase significantly when we promote the forms. The Government white paper on Strong and Prosperous Communities indicates that the cost of a face-to-face contact is approx £16.20 whilst web contacts cost just £0.12. Even with relatively low initial volumes of e-forms this would give rise to an annual saving of £70k, though these savings are not realisable where demand from customers has risen

- j. 9.9% of all customers now raise more than one service request thus reducing the number of calls they need to make to us.
- k. Back offices around the Council are reporting the improvement in the quality of the information that is captured by the YCC. This prevents time being wasted in chasing up service request and results in a better customer experience.
- l. Council policies on service delivery standards are now applied consistently so customers know whether their request can be fulfilled, whereas in the past this was not the case
- m. Services are now more responsive - The transfer of decision making to the front office means that customers are told when their service request will be actioned and can get real time progress reports. Urgent calls are escalated as soon as they are received.
- n. Managers in the back and front office can see when work is about to breach the Service level and take remedial action.

3. More Efficient services

- a. YPAL handling 8% more calls and between 2.1% and 12% more service requests using the same resources.
- b. £46k pa saving on staffing in Revenues. Processes are more efficient and new staff structures are flatter. Two posts deleted - admin assistant and junior manager.
- c. Processes have fewer steps, no unnecessary review and inspection activities, no time wasted whilst we batch jobs for despatch to the back office, which are then printed and distributed individually. Jobs are now deployed to the back office in real time and better work management and reporting assures that work is flowed and processed more rationally
- d. Web payments – over 10,000 self-service payments taken in the last year which equates to £16k saved processing time.
- e. Fully Automated Telephone payments introduced – 440 payments a month which equates to £10k per annum reduced processing time. This is without any promotion of the service.
- f. Income Collection done before work is undertaken so no invoices and debts are raised. 156 pre-payments are being taken per month and if each invoice costs a nominal £25 to process we will save £47k per year, in addition to the reduction in the cost of chasing and writing off debts and cash flow benefits.
- g. Internal use of Speech Server to connect internal calls – 856 calls a day, which equates to 1 full time member of staff - £25k pa.
- h. 17,000 visits to the Planning Portal each month – over 200,000 customer contacts are now undertaken via self-service with no need for a visit or a phone call.
- i. Online School admissions used by 3,500 parents and guardians. 25% of all secondary schools admissions were handled on line (national target 5%) with 99% of customers rating the service as good or very good. Though no savings made (manual system still in use) the system has enabled us to

provide statutory returns that would have required 2 additional posts to fulfil manually thus £50k of growth avoided.

- j. E-consultation system used by 2196 respondents for 7 surveys. The largest of these were internal surveys.
- k. New containers – 41% of customers collect the bin themselves saving the need for a weekend delivery giving rise to a £14k pa overtime saving.
- l. Number of YPAL Service Requests left open on the system has reduced from 7% to 0%. All calls are now actioned and signed off.
- m. Reduced the number of calls from customers phoning up after receiving a 1471 message. This used to account for 10% of all calls to the switchboard. Saving of £11k.
- n. The YCC has more capacity than the previous varied mini call centre arrangements and is able to plan to handle exceptional demand created by campaign activities and to handle seasonal fluctuations in demand such as Council Tax Billing.

4. Service Improvement Through Faster Processes

- a. Bulky goods are now picked up within 5 days of the job being booked, a 93.5% improvement on the previous performance of 53 days. 30 collections are made each day.
- b. Abandoned cars are now picked up within 5 days rather than 6, a 16% improvement.
- c. 90% of all service requests have been undertaken within SLA timescales. 96% are undertaken within a day after the service level target.
- d. 100% of all urgent cases have been dealt with within SLA (Streetscene and Highways jobs that require a one or two day response).