

Customer Experience and Review Portfolio

Contextual overview

28th March 2019



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Customer Experience and Review

This overview will cover;

- Contextual facts and information on the Customer Experience and Review Portfolio
- Performance measures covered in the basket of key strategic measures



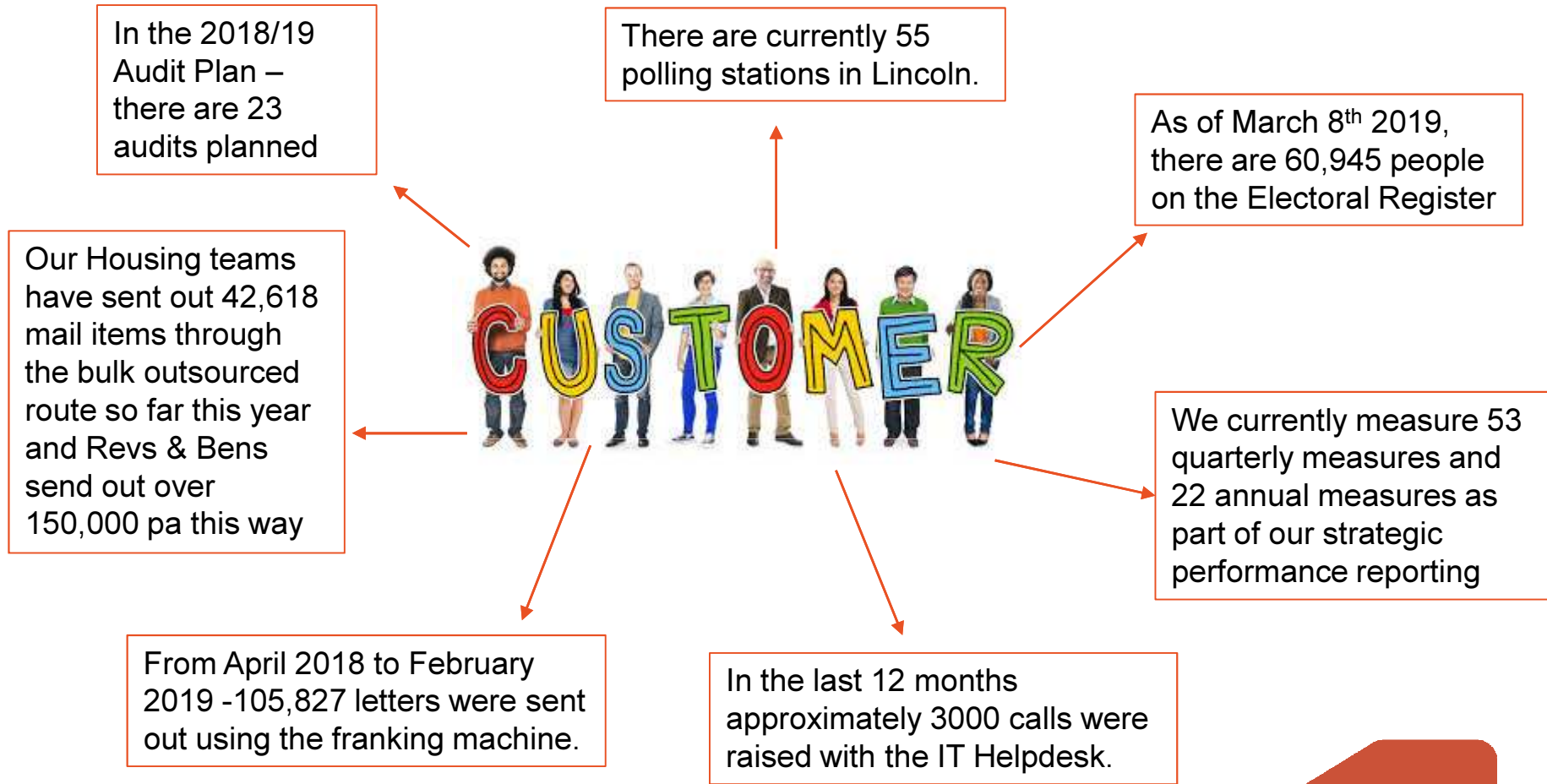
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Contextual facts on the Customer Experience and Review Portfolio



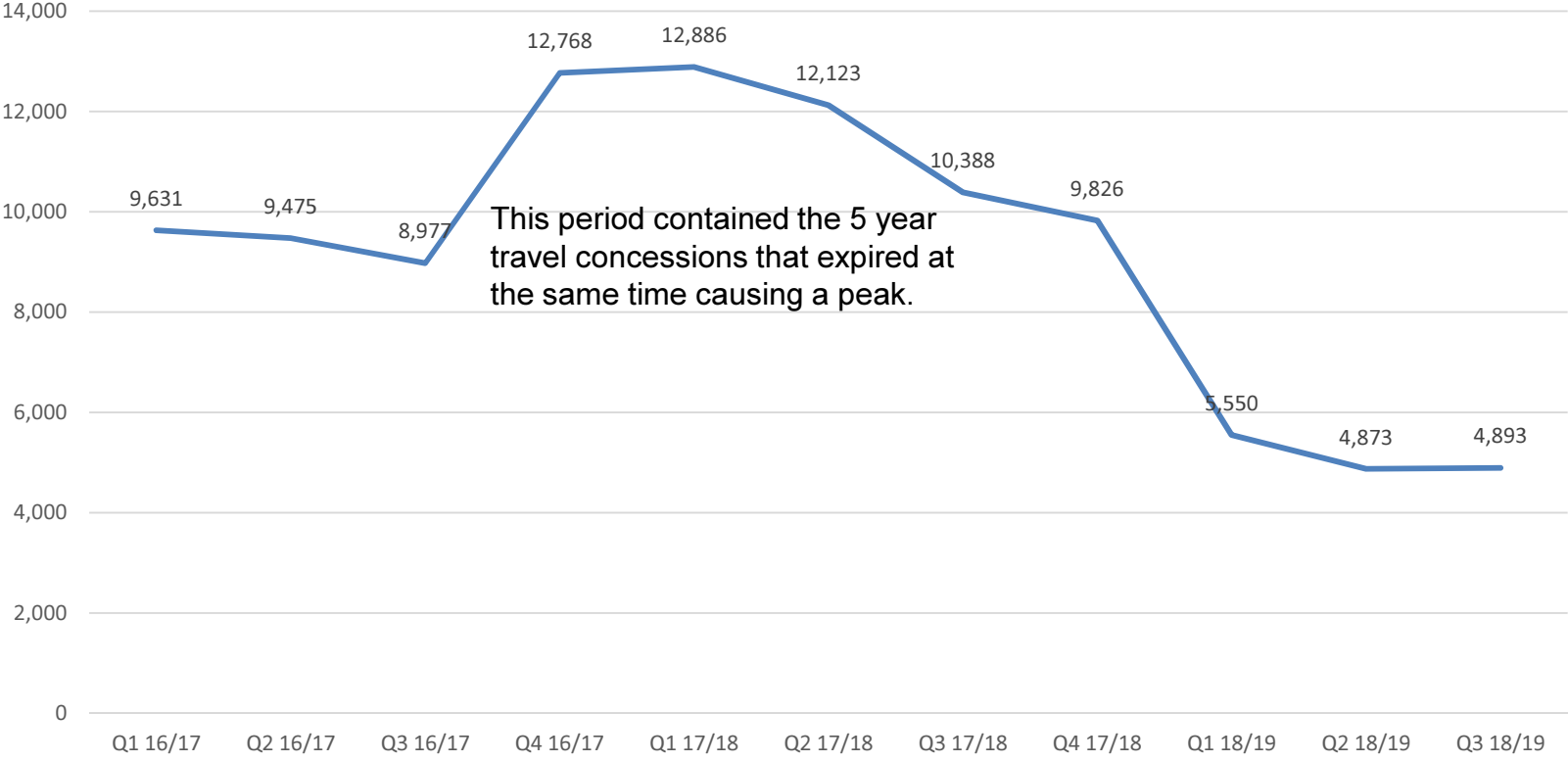
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Number of face to face enquiries in Customer Services (quarterly) 2016/17 to 2018/19

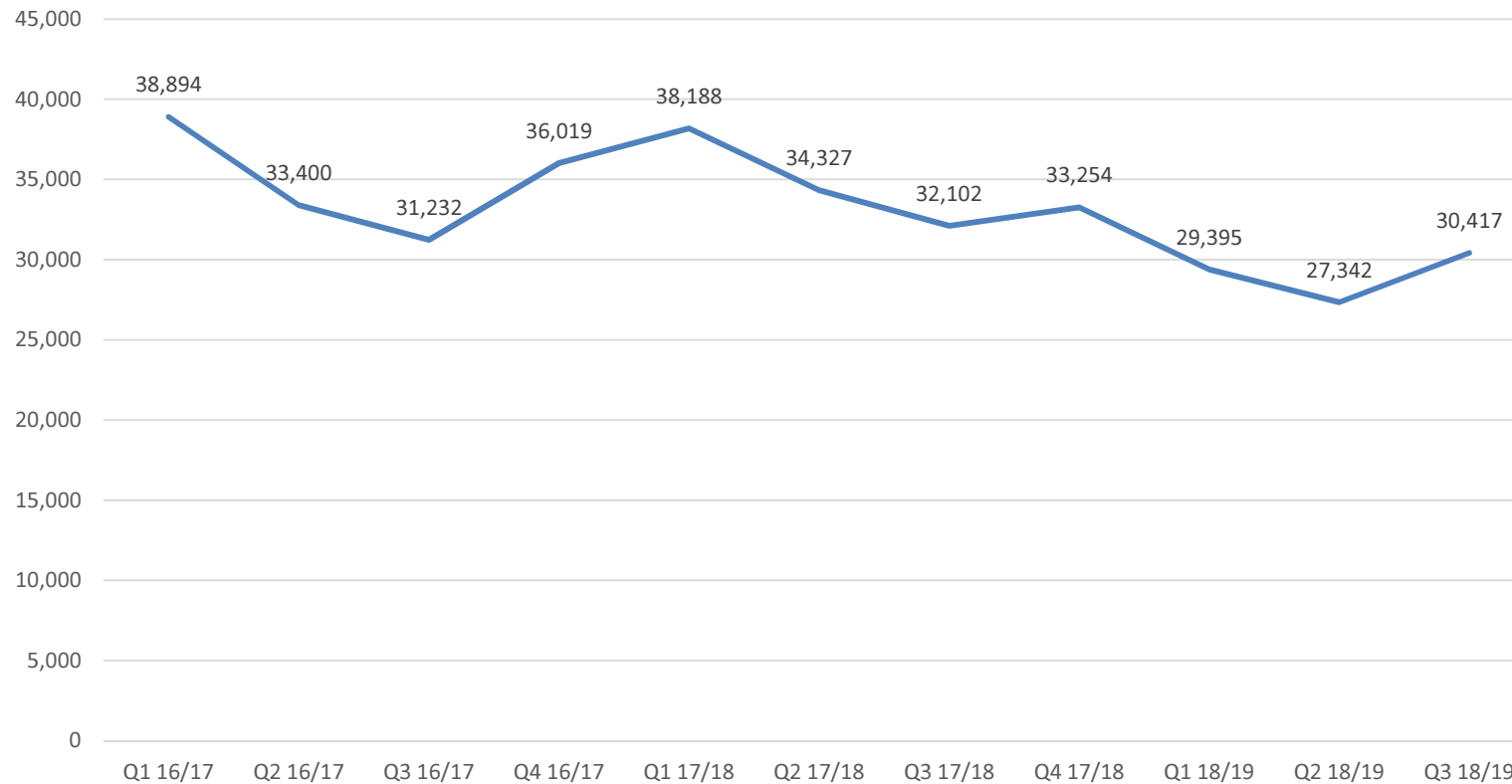


Source : City of Lincoln Council 2018/19

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Number of telephone enquiries answered in Customer Services (quarterly) 2016/17 to 2018/19



Source : City of Lincoln Council 2018/19



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Lincoln City Profile 2017/18

The publically available Lincoln City Profile provides a breadth of information based on the key demographic and socioeconomic characteristics of the city and is split into eight chapters:

(find this online at [www.lincoln.gov.uk/your council/information, policies and publications/ corporate publications \(no 5\)](http://www.lincoln.gov.uk/your-council/information-policies-and-publications/corporate-publications-no-5))



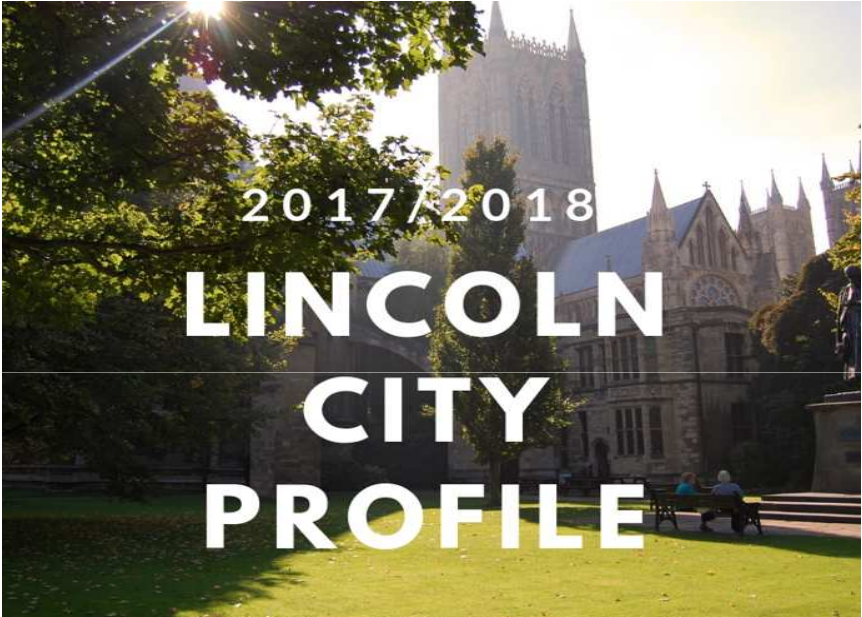
Population



Education



Economy



Housing



Welfare



Crime



Health



Environment

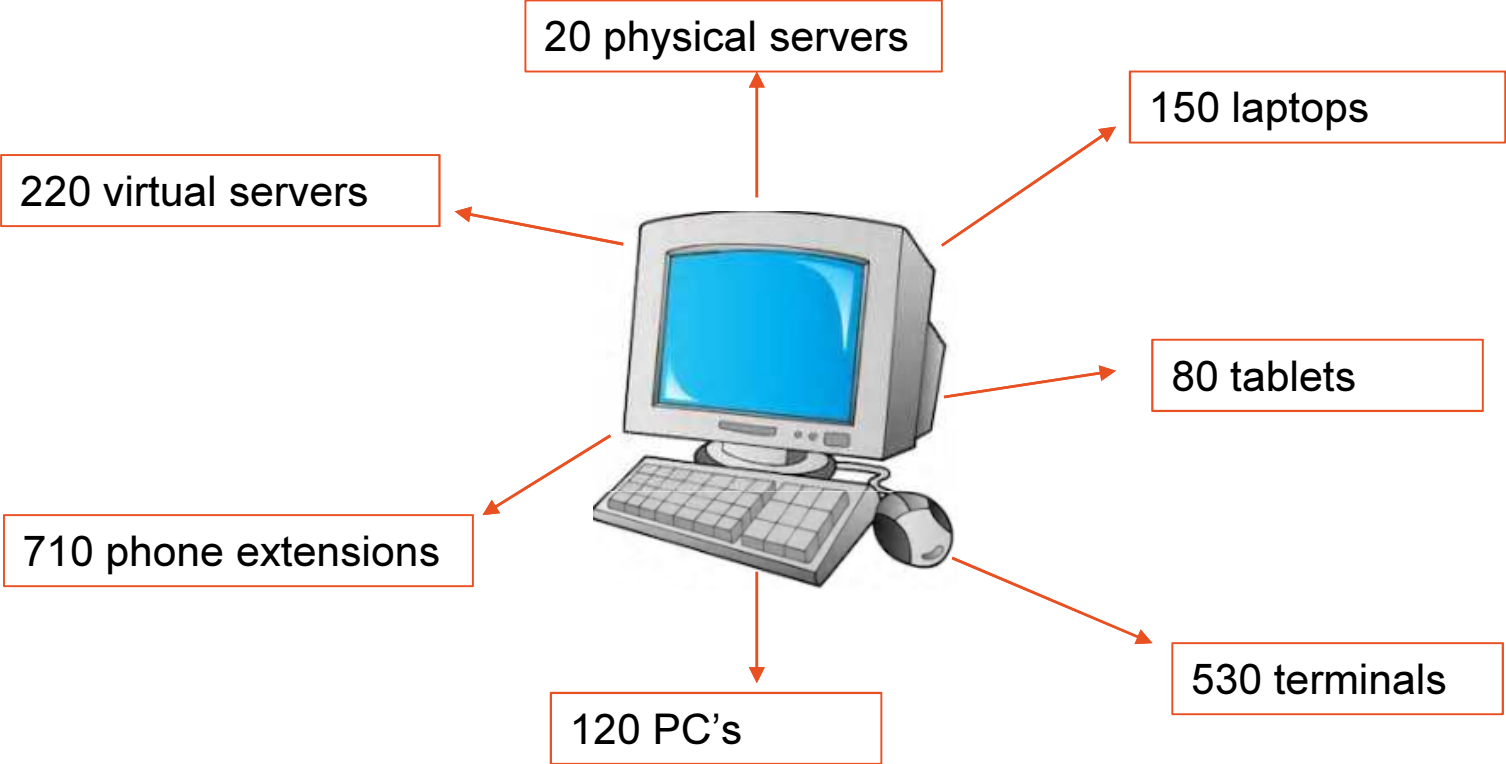


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Information Technology Facts: in 2018/19 – we currently operate:-



Source : City of Lincoln Council 2018/19

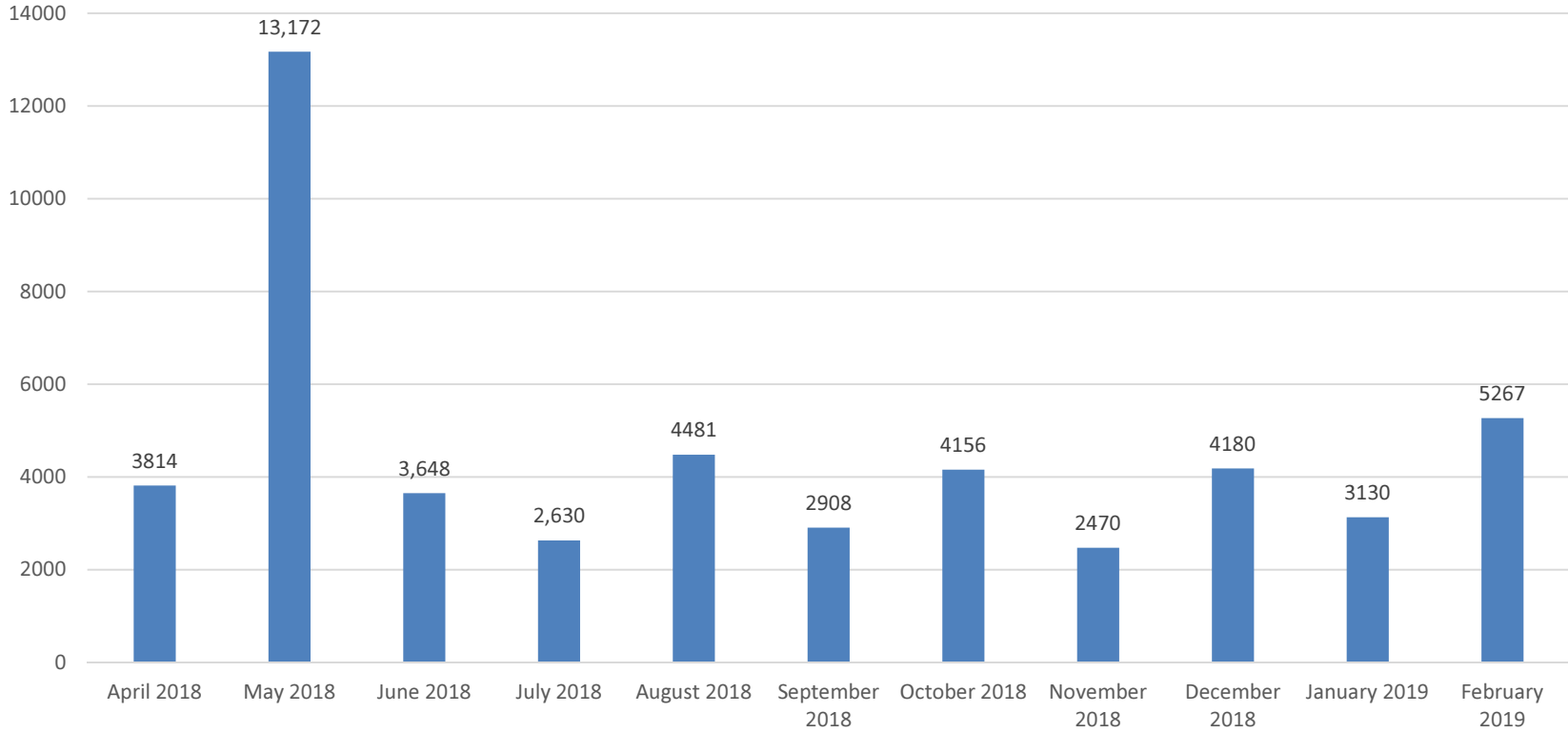


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Volume of postage using IQ Post Me from April 2018 to February 2019 (outsourced mailing service)



Source : City of Lincoln Council 2018/19

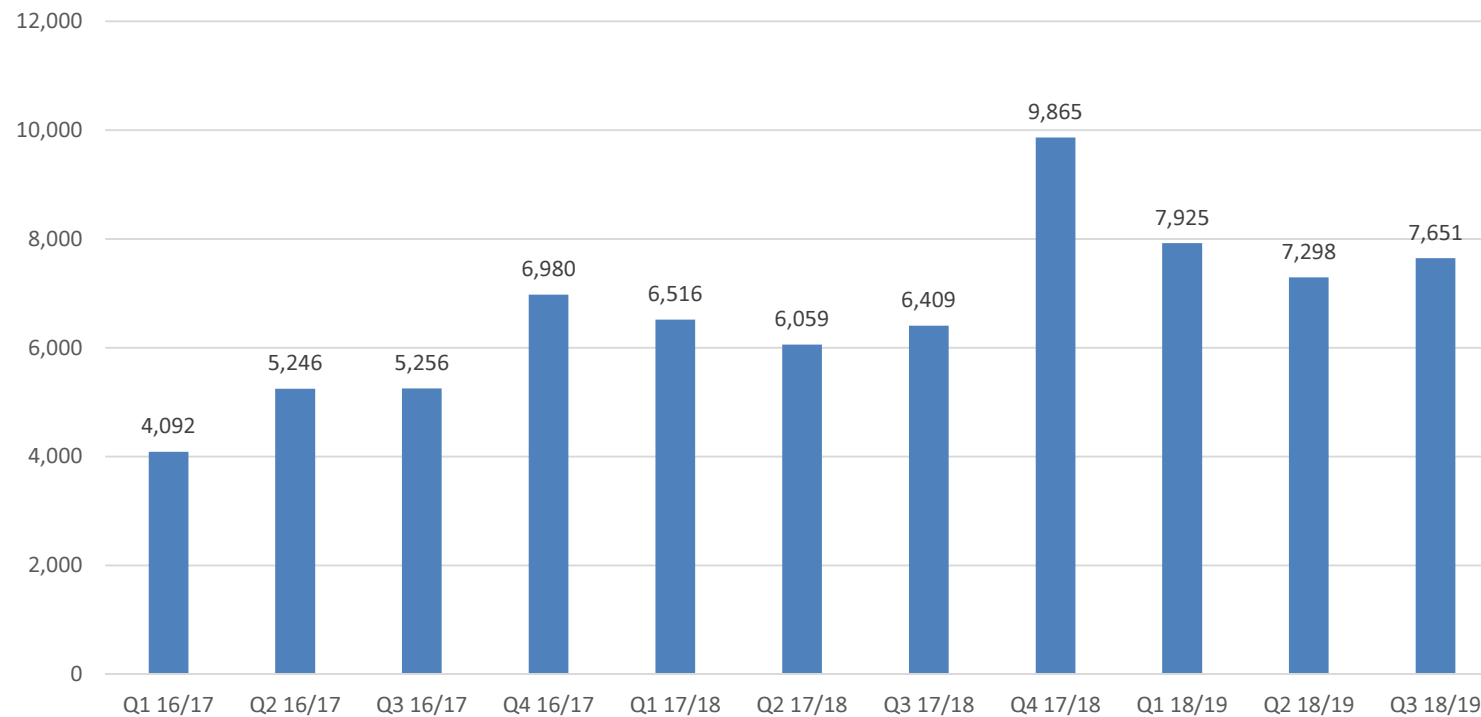


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Number of users logged into our self service system MyInfo through the council's website (quarterly)



Source : City of Lincoln Council 2018/19



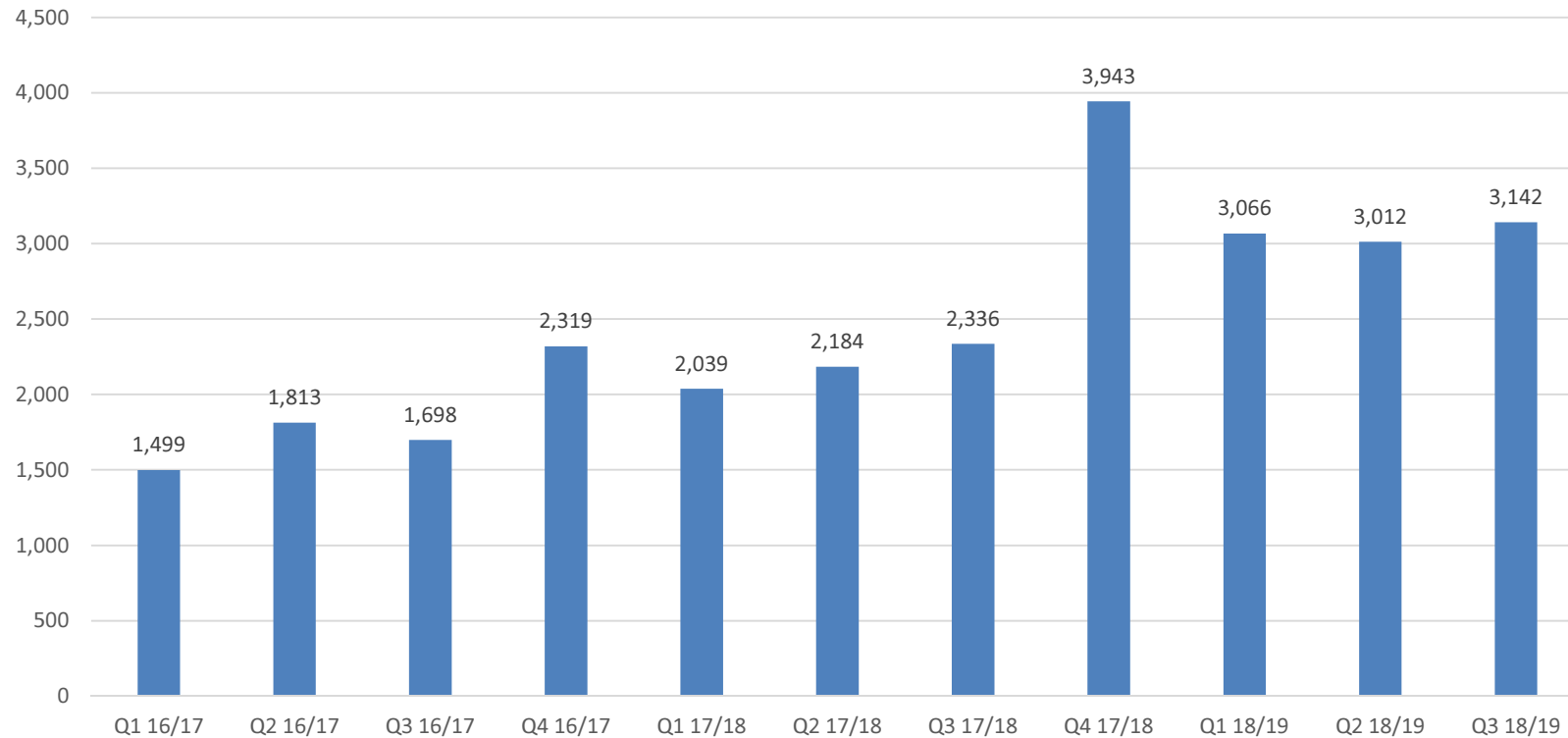
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Number of new users to MyInfo (quarterly)



Source : City of Lincoln Council 2018/19



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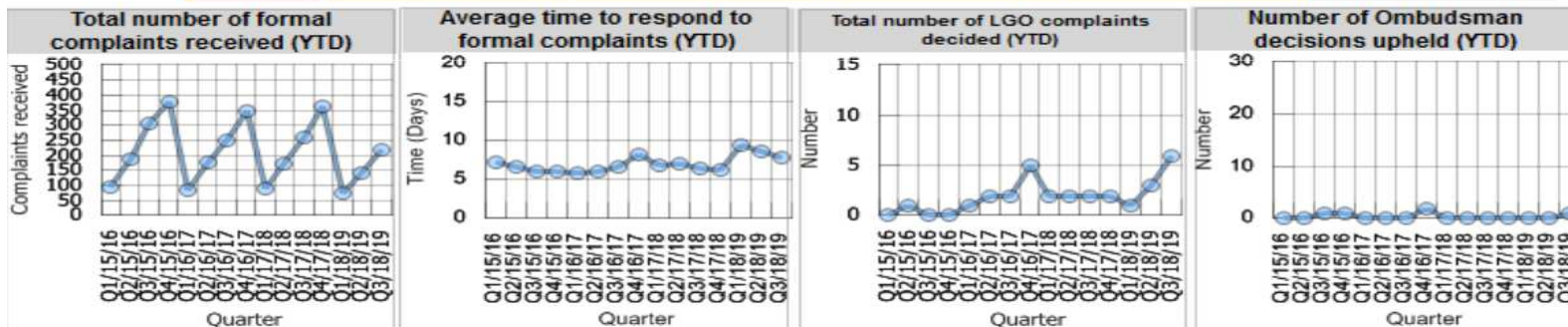


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Corporate Complaints – Year to date (April to December 2018)

Complaints

	Number of Formal Complaints Received (YTD)	Average time to respond to Formal complaints (Days) (YTD)	LGO complaints decided (YTD)	Number of Ombudsman decisions upheld (YTD)	LHO complaints decided (YTD)
CX	42	7.3	0	0	
DCE	56	11.5	2	1	
DHI	120	6.5	4	0	0
DMD	2	2.0	0	0	
TOTALS	220	7.9	6	1	



Source : City of Lincoln Council 2018/19

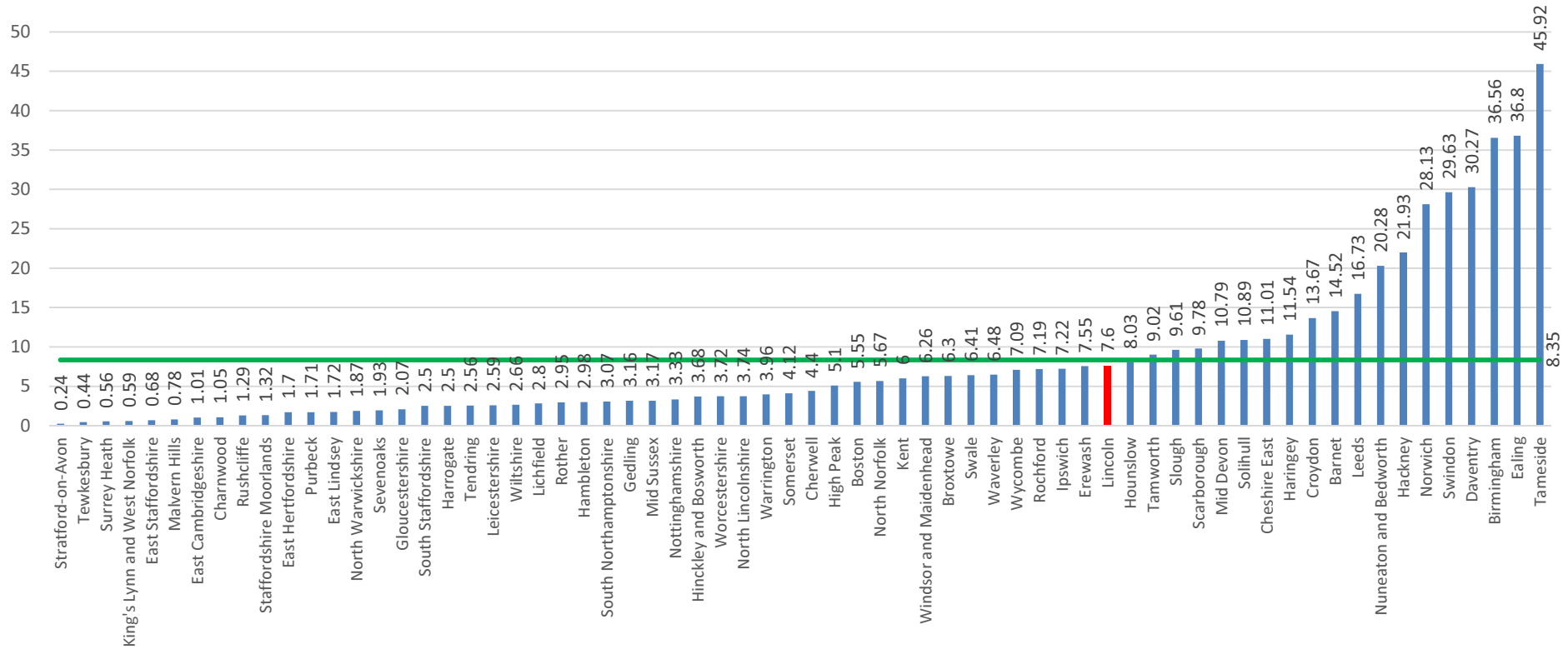


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Number of formal complaints received per 10,000 population (2018/19 Q3 - Lincoln vs all English Authorities)



At 7.6 per 10,000 Lincoln is below the average (8.35) for the English councils that provide data

Complaints per 10,000 population

Average number of formal complaints

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Key Strategic Measures

Service Area	Measure	Cumulative or Quarterly	High / Low is Good	Q3/17/18	Q4/17/18	Q1/18/19	Q2/18/19	Q3/18/19	Status	Under Performing	Target	Last Target Status
Customer Services	CS 4 - Number of face to face enquiries	Quarterly	Volumetric	10,388	9,826	5,550	4,873	4,893	Improving			
Customer Services	CS 5 - Number of telephone enquiries answered	Quarterly	Volumetric	32,102	33,254	29,395	27,342	30,417	Maintaining			
Customer Services	CS 6 - Number of users logged into the self-service system MyInfo this quarter	Quarterly	High is good	6,409	9,865	7,925	7,298	7,651	Improving			
Customer Services	CS 8 - Average time taken to answer a call to customer services	Quarterly	Low is good	49	104	110	96	122	Deteriorating	50	40	Below Target

Annual Measures

Service Area	Full Name	High / Low is Good	Trend - Quarterly or Seasonal	2017/2018	2018/2019	Status	Under Performing	Target	Last Target Status
Democratic Services	DEM 8 - The number of individuals registered on the electoral register	High is good	Annual	61,635	60,138	Maintaining	60,000	62,500	On target



Key points to note

- The number of users logged into our self-service system MyInfo this quarter has increased from 6,409 Q3 last year to 7,651 Q3 this year. This online system helps those who have access, to quickly report issues or update on queries
- The average time taken to answer a telephone call had deteriorated to 122 seconds, however the small initial glitches found in installing the new telephony system have now mostly been resolved and times are now recovering
- The vast majority of our bulk mail is now sent out through one of the two outsourced routes and we continue to work on reducing the remaining numbers to achieve cost savings
- Lincoln receives less than the average complaints per 10,000 people when compared to other English councils



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