

Appendix One

Bench Marking Exercise

Opening hours

Since the pandemic all Leicestershire & Leicester Councils have amended their service in some way, most have introduced appointment only face to face for customers who have no other means of undertaking their transaction. We have chosen to offer home visits as an alternative here at OWBC for this client group. Many have had to make changes to their telephone service also to ensure consistent services levels and customer satisfaction, here are a summary of the changes across the County:

Blaby	Pre-book appointment only face to face Wednesday 9.30am late start on phonenumber
Charnwood	Pre-book appointment only face to face
Harborough	Pre-book appointment only face to face Wednesday 9.30am late start on phonenumber
Hinckley & Bosworth	Reception/drop off only face to face
Leicester City	Appointment Only - Self Service - Tuesday & Thursday only 9.30 - 4.30 reduced phone line, restrictions on certain lines
Melton	Pre-book appointment only face to face Reduced phone line and appointments on Wednesday to 9am - 4pm
North West Leicestershire	Pre-book appointment only face to face Thursday 9.30am late start on phonenumber
Oadby & Wigston	Home visit upon request – face to face Closed at lunch between 12.30 -1.30pm each day (continue Wednesday 9.30am late start on phonenumber)

Phones are now the most popular point of contact for customers across all councils, here are last year's phones stats across the County for the period 1st January to 31st October 2021:

	Number of frontline CS Officers	Number of calls	Number of lines/service areas they take calls for	Average wait time	% calls answered	Customer Satisfaction Rating
Blaby	12.8	60,947	5	Not recorded	95%	63%
Charnwood	22.7	127,976	11	4:58 min	Data not available	Not answered
Harborough	2.5 general staff call centre delegated to another LA	39,938 *(April-Oct 21 only)	10	5:34 min*	79%*	Not measured
Hinckley & Bosworth	10.85	76,939	11	Not measured	72%	98%
Leicester City	57	319,691	13	11:57min	75%	Not measured
Melton	8.8	46,612	14	2:21 mins	90%	Good
North West Leicestershire	16	99,294	7	1:44 min	91%	85%
Oadby & Wigston	10	61,576	11	2.09 min	83%	96%

Admin Support

Some customer service team carry out addition processing work/admin task to support other service areas in their council, here is a list of tasks carried out across the council

Blaby	Setting up DDs Processing incoming and outgoing post Entering online forms, direct into back office systems Creating worksheets and job tickets
Charnwood	None
Harborough	Community hub and adhoc back office support to other services
Hinckley & Bosworth	Scanning post for Revenues and Benefits Tell Us Once

	<p>Manage room booking requests for HBBC and other partners based in The Hub. Manage post room to cover for absence.</p>
Leicester City	None
Melton	<p>Bill printing and folding Recovery folding Post opening and scanning</p>
North West Leicestershire	<p>Completion of a spreadsheet for Waste department recording kerbside round collection issues. Scanning of the incoming post to the majority of the organisation. Tell Us Once Daily Reception cover dealing with deliveries etc Adhoc Post Room cover.</p>
Oadby & Wigston	<p>Environmental Health- Raise jobs on uniform, send out diary sheets, process food registrations etc Housing options- prebook appointments for homeless and housing advice, processing, checking housing applications and all related admin. Waste- running all waste reports to instruct crews on things such as missed collections, new bin deliveries, large bin requests, clinical waste collections etc All garden waste admin, running/uploading reports to ensure sticker delivery Corporate assets- Football, bowls and cricket booking admin including invoicing Licensing- Taxi logging/processing/checking vehicle applications, booking competency tests Tell us once admin First contact notifications</p>