

Assurance Group  
London Borough of Barnet,  
2 Bristol Avenue, Colindale,  
London NW9 4EW  
28 August 2019  
Our ref: 5513821

Thank you for your request received on 1 August 2019, for the following information:

- \* Does the Council operate a contact centre
- \* Is the contact centre delivered in house or by a third party
- \* If delivered by a third party, who provides this service
- \* If delivered by the Council, which directorate does it sit in
- \* The average number of people deployed in the contact centre (FTE) for each of 2016, 2017 and 2018, broken down into leadership, team management, frontline and support roles
- \* Which access channels have been delivered from the contact centre in each of 2016, 2017 and 2018
- \* Which service lines have been delivered from the contact centre in each of 2016, 2017 and 2018
- \* Which telephony system is used in the contact centre
- \* Which system is used to manage e-mails in the contact centre
- \* Which system is used to manage queues in the walk in centres
- \* Which systems provide online forms for customers to use
- \* Which Customer Relationship Management system (or equivalent) is used in the contact centre
- \* Which key metrics are used in the contact centre, split by access channel and covering speed of response, enquiries handled / abandoned, enquiry quality and enquiry resolution
- \* Which systems are used in the contact centre for each service?
- \* Which online forms are used by customers to access each service and are these forms integrated into the service system

**Performance Information:**

Could the council please supply the following information for each of 2016, 2017 and 2018

- \* How many calls were offered
- \* How many calls were answered by a person
- \* What was the average time to answer calls
- \* What was the average call handling time
- \* What percentage of calls were quality checked
- \* What was the average call quality score
- \* What was the first contact resolution rate for calls
- \* How many customers visited the walk in centre(s)
- \* How many visits were handled by a triage / front desk function
- \* How many visits were handled as a walk in interview
- \* How many visits were handled as an interview scheduled by appointment
- \* The average triage / front desk visit handling time
- \* The average walk in interview length
- \* The average appointment interview length
- \* The average wait to be seen for a walk in interview
- \* What percentage of visits were quality checked
- \* What was the average visit quality score
- \* What was the first contact resolution rate for visits
- \* Number of e-mails received from customers
- \* Number of e-mails handled in the contact centre
- \* Number of e-mails passed to back office service lines
- \* Average staff time to handle an e-mail in the contact centre
- \* Average time to respond to an e-mail in the contact centre
- \* What percentage of e-mails were quality checked
- \* What was the average e-mail quality score
- \* What was the first contact resolution rate for e-mails
- \* How many web chats were started
- \* How many web chats were completed
- \* Number of customers referred to alternate staffed channels
- \* Number of customers referred to online channels

- \* Average staff time to handle a web chat
- \* Average number of simultaneous chats handled per member of staff
- \* Average percentage of web chats that were quality checked
- \* What was the average web chat quality score
- \* What was the first contact resolution rate for web chat
- \* What was the customer satisfaction score for each service line
- \* What was the overall customer satisfaction score and how many customers completed surveys to deliver this score
- \* What was the customer satisfaction score by access channel

We have processed this request under the Freedom of Information Act 2000.

## Response

I can confirm that London Borough of Barnet holds the information you requested.

However, we consider that the following exemptions apply to some of the information requested. The remaining information is not withheld and is below.

### ***\* Does the Council operate a contact centre***

Yes

### ***\* Is the contact centre delivered in house or by a third party***

Yes

### ***\* If delivered by a third party, who provides this service***

Capita.

### ***\* If delivered by the Council, which directorate does it sit in***

N/A

### ***\* The average number of people deployed in the contact centre (FTE) for each of 2016, 2017 and 2018, broken down into leadership, team management, frontline and support roles***

### ***\* Which access channels have been delivered from the contact centre in each of 2016, 2017 and 2018***

### ***\* Which service lines have been delivered from the contact centre in each of 2016, 2017 and 2018***

### ***\* Which telephony system is used in the contact centre***

### ***\* Which system is used to manage e-mails in the contact centre***

### ***\* Which system is used to manage queues in the walk in centres***

The contact centre is based in Coventry and is not a walk in centre. Please see for ways of contacting the council:

<https://www.barnet.gov.uk/your-council/contact-council>

### ***\* Which systems provide online forms for customers to use***

### ***\* Which Customer Relationship Management system (or equivalent) is used in the contact centre***

### ***\* Which key metrics are used in the contact centre, split by access channel and covering speed of response, enquiries handled / abandoned, enquiry quality and enquiry resolution***

### ***\* Which systems are used in the contact centre for each service?***

### ***\* Which online forms are used by customers to access each service and are these forms integrated into the service system***

The council has outsourced this service to Capita. details of the contract can be accessed at:

<https://open.barnet.gov.uk/dataset/regional-enterprise-ltd-re-contract>

## **Performance Information:**

**Could the council please supply the following information for each of 2016, 2017 and 2018**

### ***\* How many calls were offered***

### ***\* How many calls were answered by a person***

### ***\* What was the average time to answer calls***

### ***\* What was the average call handling time***

### ***\* What percentage of calls were quality checked***

### ***\* What was the average call quality score***

### ***\* What was the first contact resolution rate for calls***

### ***\* How many customers visited the walk in centre(s)***

### ***\* How many visits were handled by a triage / front desk function***

### ***\* How many visits were handled as a walk in interview***

- \* *How many visits were handled as an interview scheduled by appointment*
- \* *The average triage / front desk visit handling time*
- \* *The average walk in interview length*
- \* *The average appointment interview length*
- \* *The average wait to be seen for a walk in interview*
- \* *What percentage of visits were quality checked*
- \* *What was the average visit quality score*
- \* *What was the first contact resolution rate for visits*
- \* *Number of e-mails received from customers*
- \* *Number of e-mails handled in the contact centre*
- \* *Number of e-mails passed to back office service lines*
- \* *Average staff time to handle an e-mail in the contact centre*
- \* *Average time to respond to an e-mail in the contact centre*
- \* *What percentage of e-mails were quality checked*
- \* *What was the average e-mail quality score*
- \* *What was the first contact resolution rate for e-mails*
- \* *How many web chats were started*
- \* *How many web chats were completed*
- \* *Number of customers referred to alternate staffed channels*
- \* *Number of customers referred to online channels*
- \* *Average staff time to handle a web chat*
- \* *Average number of simultaneous chats handled per member of staff*
- \* *Average percentage of web chats that were quality checked*
- \* *What was the average web chat quality score*
- \* *What was the first contact resolution rate for web chat*
- \* *What was the customer satisfaction score for each service line*
- \* *What was the overall customer satisfaction score and how many customers completed surveys to deliver this score*
- \* *What was the customer satisfaction score by access channel*

We consider that the absolute exemption set out in Section 21 (Information accessible by other means) applies to the information requested because the information requested is already reasonably accessible elsewhere.

Performance information is published at:

<https://open.barnet.gov.uk/dataset/-customer-service-quarterly-kpi-underlying-data-2019-20>

### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.