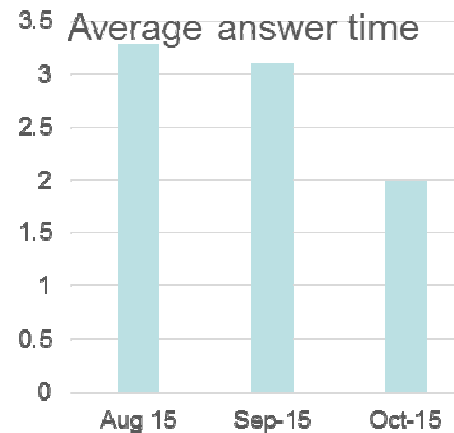
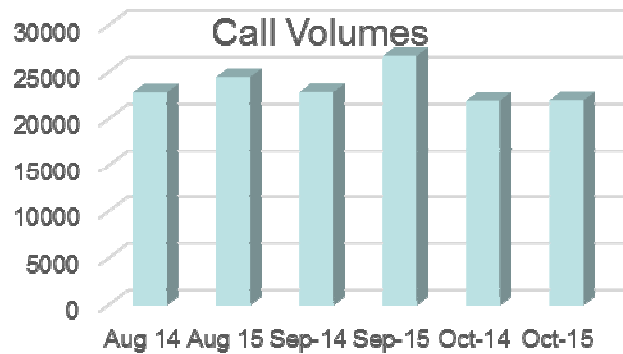
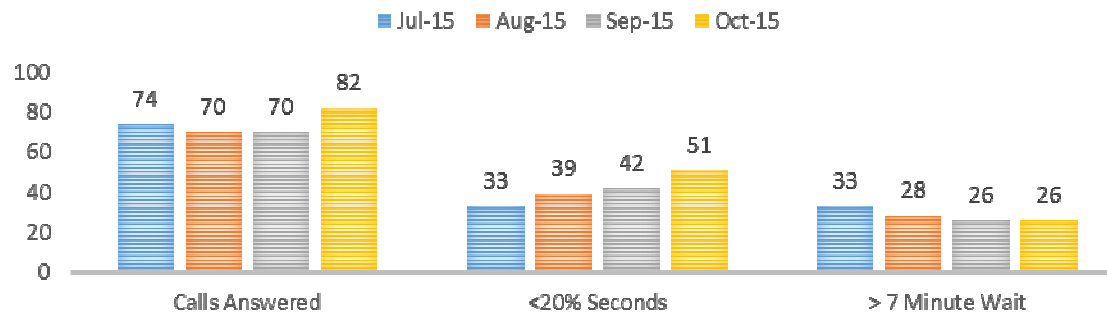


# Customer Services Performance Comparison 14 - 15

## CALLS ANSWERED



Clear improvement in numbers answered and reductions in wait times

Call volumes reducing – Back office services improving

7 staff appointed, 1 not taken up the role. 2 long term sick – covering with Agency

### Actions

- 3 trained to take SH recycling calls
- 10 had initial training for Benefits
- 3 more staff training for Ctax (can take 6 months)
- 2 more trained to take SH customer Sservice calls
- Processes live
- Phone message review
- Online portal not ready

Working together

