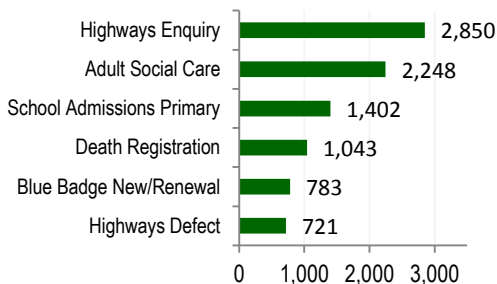


Customer Services Snapshot

May 2019

Top 6 Contact Centre Enquiries



Customer Satisfaction

94.2%
Satisfaction

621
Total Surveys Completed

Blue Badges

1,290
Applications

4,035
Blue Badge Customer Contacts

4,760
Blue Badges Issued (Year to Date)

Web and Digital Statistics



489,862
External website visits

1,613,676
Total page views

Corporate Customer Service Training 2019 Year to Date



6
Courses Delivered
47
Staff Trained across 5 Services
100%
Rating of Good or Very Good

Self Service Statistics



92% of birth registration appointments booked online vs **71%** in May 2018



59% of blue badge applications made online in Jan 2019. May 19 data not yet available due to move to new system



64% of marriage registration appointments booked online vs **53%** in May 2018

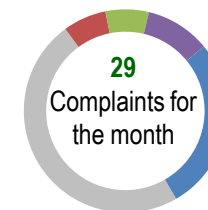


94% of book renewals are done directly by the customer vs **94%** in May 2018

73% of highways defects logged online vs **74%** in May 2018



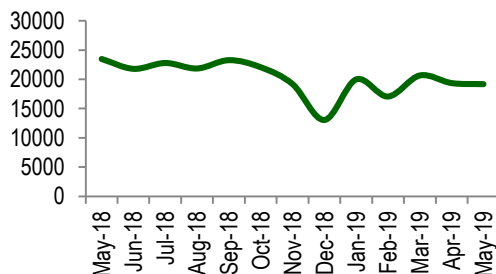
Customer Complaints



148
Self service complaint enquiries
53
Email Enquiries

■ Highways ■ Libraries ■ Registrations ■ Waste ■ Other

Calls Made to Contact Centre Rolling Year



Contact Centre ASC

81
Online Portal Requests

568
Referrals to Preventative Services

What's Happening?

We have been working closely with IT&D on automation technology. The bot "Robert Bilder" which went live on 15th May is able to log two key highways enquiry types, received via a 3rd party website, 24/7 without manual intervention. We hope to extend this to other enquiry types/3rd party systems in the coming months.

The new Children's Request for Support Team have successfully completed their first full month of operation. New processes and pathways are now fully embedded, and the team are doing a fantastic job acting as the front door to children's services in Surrey.

Contact by Channel



19,183



2,088



970
(mentions)



58



489,676

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