

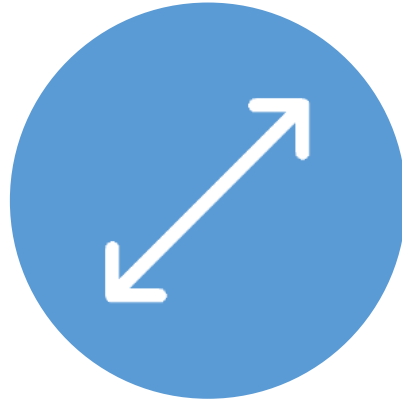
Here to Help & Report It

Customer Contact at Gloucester City Council

Here to Help



THE COUNCILS MAIN MAILBOX,
MANAGED BY CUSTOMER SERVICES.



THIS WILL BE PHASED OUT AS PART OF
THE CHANNEL SHIFT.



CURRENTLY EMAIL TO H2H IS THE
PREFERRED METHOD OF CONTACTING
THE COUNCIL.

Report it

This is the online reporting tool accessed via the My Gloucester account.

There are currently 29,505 registered public accounts for councillors and residents on the system.

Report It enables you to report a number of issues directly and then review progress via a dashboard.

Officers log in to the issue on their dashboard to triage, respond and update.

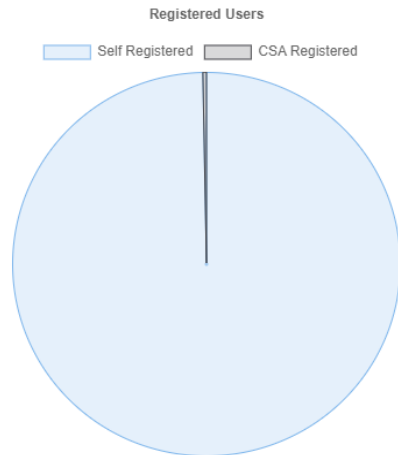
Customers can use Report It without an account but they will be unable to track their requests.

Total Registered Users of My Gloucester

Self Statistics

Registered Users

All Users:	29597
Self Registered:	29505
CSA Registered:	92



Top 50 most popular services

Form Name	Product	Counter
Bins - Order recycling containers	self	13444
Register	self	10385
Report it - report an issue in a street, park or open space	self	3327
Bins - Check your bin day	self	2866
Contact us	self	1948
Bins - Order recycling containers	self	1885
Report it - report an issue in a street, park or open space	self	1782
Give feedback	self	1771
Parking - Register a Blue Badge for ANPR parking	self	1096
Freedom of Information Request	self	806
Report it - report an issue in a street, park or open space	dash	563
Bulky - Internal - Quick date check	dash	303
Housing - Report a tenant or tenancy issue	self	175
Taxi - Apply for a New Hackney Carriage or Private Hire vehicle licence	self	158
Pest - Book a pest control visit	self	147
Planning - Report a planning breach	self	139

Registered User of My Gloucester for CT/HB

- There is currently 11,333 web users, of which 10,537 are active as at the 3rd March 2023.
- **Council Tax:** 11,003 account web users, of which 10,314 are active
- **Non-Domestic Rates:** 184 account web users, of which 113 are active
- **Housing Benefits:** 3,692 web users, of which 3,423 are active
- Customers using My Gloucester for CT/HB are able to do a variety of actions on this system; view their council tax bill, make a request to set up a DD, make changes to their address/circumstances, etc.

Live Processes

Bins – Order recycling containers - (Customers can only order recycling online but CSOs can order black bins and garden waste bins)

Contact us – this includes comments and compliments (Customers and CSOs)

General complaints – (CSOs only use this process)

Housing – Report a tenant or tenancy issue – (Customers only use this process)

Pest – Book a pest control visit - (Customers and CSOs)

Planning – Report a planning breach – (Customers and CSOs)

Report it – Report an issue in a street, park or open space – (Customers and CSOs)

Housing – Report a tenant or tenancy issue – (Customers only use this process)

Parking – Register a blue badge application for ANPR parking – (Customers only)

Waste complaints (CSOs only use this process)

Check my bin day

Currently switched off due to Cyber Incident

Bulky – (CSOs only use this)

Licensing – Apply for a new animal activities licence (Customers only use this process)

Taxi – Apply for a new hackney carriage or private hire – (Customers only use this process)

Taxi - Apply for a change of vehicle - (Customers only use this process)

Taxi - Renew a Hackney Carriage or Private Hire vehicle licence (Customers only use this process)

Next steps- New processes



Report a missed collection – this is part of the Alloy work with Ubico.



Waste Audit



Waste processes integration with Ubico
General and Waste complaints online



Report a food problem



Licensing forms



Garden waste



HMO license applications

Next steps- Reviews



REPORT IT – REPORT AN ISSUE IN A STREET, PARK OR OPEN SPACE – TO ALLOW PARKS AND OPEN SPACES TO VIEW AND ACTION CASES FROM DASH



WASTE COMPLAINTS – REALLOCATION PROCESS NEEDS ADDING TO PREVENT CSOS HAVING TO RETYPE A COMPLAINT FOR THE CORRECT TEAM.



CONTACT US – GIVE ACCESS TO TEAMS WHO RECEIVE EMAILS CURRENTLY TO UPDATE CASES IN DASH DIRECTLY

Benefits

- Will allow the Council to have oversight of demands across the City to aid allocation of resources effectively.
- Links to Alloy system used by Ubico.
- Avoids emails going to one Officer who may be on leave/ sick so adds resilience.
- Shortens the customer journey by removing the need to phone and reduces number of steps.
- Reduces the need for Officers to get involved in every issue which enables them to focus on issues that most need their skill and expertise.
- Reduces emails with multiple people cc'd which creates duplication or no response.
- Keeps all requests/ complaints in one place for the customer.
- Use of the Report It function will help to educate what services are provided by Gloucester City Council. For example, Highways services are a County function and by it not appearing on Report It should alert the customer that it is not one of our functions.

Data - Emails

The total email numbers in to H2H for March 2022 – February 2023 is 24,484.

Email numbers have been reducing with the increase in the use of Contact Us forms and Report it.

In February 2022, 2854 emails were received in to H2H and in comparison 1754 were received in February 2023.

EMAIL – 12 MONTH

Month	Total Emails	Missed Collect.	Bulky Items	Any Other Waste	Council Tax	Licensing	Noise, Pest, Enviro	Any Other
<i>February 22</i>	<i>2,854</i>	<i>455</i>	<i>3</i>	<i>1,187</i>	<i>264</i>	<i>52</i>	<i>157</i>	<i>736</i>
March 22	2,657	438	8	920	402	53	249	587
April 22	2,217	170	0	637	321	50	173	866
May 22	2,314	160	15	727	468	46	204	694
June 22	2,627	234	34	934	383	58	229	755
July 22	2,580	233	12	908	383	47	228	769
August 22	2,182	192	8	750	313	49	201	669
September 22	1,830	156	4	709	238	37	185	501
October 22	1,596	132	0	586	212	42	124	500
November 22	1,469	161	2	380	187	47	106	586
December 22	1,376	461	0	311	144	21	72	367
January 23	1,892	201	0	674	188	34	79	716
February 23	1,754	158	3	574	231	40	116	632

REPORT ITS ACTIONED BY CUSTOMER SERVICES – 12 MONTH

Month	Total Report It	Fly Tipping	Street Cleaning	Overgrown Vegetation	Animal Issues	Trees	Problem with Public location
<i>February 22</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
March 22	0	0	0	0	0	0	0
April 22	92	53	15	5	11	6	2
May 22	291	151	53	39	26	11	11
June 22	265	113	74	45	12	8	13
July 22	675	270	212	132	13	21	27
August 22	592	232	230	58	8	40	24
September 22	596	237	198	67	17	29	48
October 22	502	196	167	55	17	41	26
November 22	478	220	192	28	5	20	13
December 22	292	162	99	6	9	5	11
January 23	492	228	172	5	17	10	60
February 23	467	193	217	12	19	3	23

TELEPHONY – 12 MONTHS

Month	Total Calls	Calls Answered	Calls Abandoned	Average Wait Time (s)	Busiest Category
February 22	4701	4387	314	88s	Any Other Query
March 22	4928	4592	336	88s	Any Other Query
April 22	3587	3377	210	68s	Any Other Query
May 22	4205	3765	440	121s	Any Other Query
June 22	4545	4162	383	111s	Any Other Query
July 22	4591	4221	370	107s	Any Other Query
August 22	4930	4557	373	104s	Any Other Query
September 22	4298	4018	280	92s	Any Other Query
October 22	3686	3497	189	68s	Any Other Query
November 22	4210	4014	196	61s	Any Other Query
December 22	3442	3234	208	84s	Any Other Query
January 23	4586	4262	324	97s	Any Other Query
February 23	4207	3915	292	81s	Any Other Query
12 month Total	51,215	47,614	3,601	90s	Any Other Query

Feedback- Members

- Members interviews- 3 out of 23 Members interviewed mentioned improvements they would like to see to reporting functions. Those include:
 - Making auto acknowledgement emails less generic so it is easier to identify the issue it relates to.
 - If an issue is closed for City but not completed (ie County still have to do something) then say that in the response to customer.
- Members feedback was generally positive and most are now in the habit of using Report It.

Feedback- Customers

Number who stated the below was their preferred way to contact us

Online 24/7	27.87%
Telephone	22.13%
Email	33.61%
Face to Face Drop In	5.74%
Face to Face appointments	10.66%

What are customers telling us about
H2H and Report It?

- A recent request asked for us to consider a dedicated email box for Cllrs. We spoke to the following Councils:

- Worcester City
- Wychavon
- MHDC
- Stroud
- Tewkesbury
- Cheltenham
- Cotswold
- Birmingham
- Herefordshire County
- Surrey County

None of these Councils have a separate way for Members to contact them

Review of Face-to-Face Services



The review was broken down into 4 stages:

Stage 1- Reopen the Gateway for appointments only on two half days per week, continuing the provision which was halted by the cyber incident.

Stage 2- monitor appointment levels and publish survey for customer feedback on this issue.

Stage 3- review responses to survey, customer feedback, appointment levels and make recommendations (from April 2023)

Stage 4 (if required)- review alternative options for provision which better meets the needs of customers.

We are currently at stage 3 where we are reviewing responses and will be looking at recommendations.

What did we do?

Survey was live on our website from 12 December 2022 until 12 February 2023.

A link to the survey that was included in Here to Help email responses.

The survey was made available in paper format and displayed in prominent positions at Guildhall, Blackfriars and Museum of Gloucester.

A QR code to the survey was displayed in the venues and the lobby area of the Gateway.

The survey link and paper versions were provided to 88 Voluntary Community Sector Groups.

City Centre Improvement Team engaged with customers that they saw face to face.

The survey was promoted 24 times across Twitter and Facebook.

The survey was promoted on Glosnet and the internal intranet for Gloucestershire County Council.

Survey details were provided in the Members Bulletin on 2 occasions.

Housing department were asked to provide the survey to face to face appointments held.

What happens next?



We are reviewing the survey responses.



Look at Customer feedback.



Look at data gathered from The Gateway; intercom/direct dial usage and appointments.



We will be looking to make recommendations from April 2023.

Some of the findings....

A total of 133 surveys were completed. Of these 133 completed surveys, 11 were void due to incomplete or incorrectly completed forms.

Of those that completed the survey, 83.61% said their preferred channel of contact was digital or via telephone, with 16.39% saying they would prefer face to face contact. Of those that did wish to contact us face-to-face, 10.66% would prefer an appointment.

Between 01 November 2022 – 28 February 2023 we had 26 pre-booked appointments at The Gateway and 21 attended these appointments. 1 of these were for Customer Services and the remainder for Housing and Homelessness.

Between the above dates 304 customers utilised the intercom and direct dial telephone. That equates to an average of 76 per month. Those customers that were not arriving for an appointment were successfully signposted to go online, email, call 396396 or signposted to partner agencies.