

Appendix 2

Reasons for calling Contact Centre

2018/19	September	October	November	December	January
Allocations					
Checking account in general	11	9	6	10	19
Bidding	2	1	7	3	7
Copying/receipt	11	16	7	23	10
Checking or changing a bid	6	10	2	2	7
Benefits					
Copying	10	0	11	0	18
Citizens Advice Bureau	3	6	5	6	3
Council Tax					
Refund	13	1	13	12	17
Set up SPA	24	18	19	12	29
Checking band	2	2	6	4	6
Amend contact details	12	5	19	16	24
Discounts/exemptions	39	29	45	33	64
Summons	55	42	48	16	121
Change instalment plan	68	59	130	83	129
Chasing refund	5	5	5	7	15
1st Reminder	23	22	20	25	16
Set up DD	24	24	25	26	20
Received a notice	0	0	9	2	3
Check balance	52	28	71	80	194
Check anite for documents	2	0	5	8	18
Account Number	6	9	18	26	24

2018/19	September	October	November	December	January
Recovery/Bailiff	16	27	39	28	63
Send out SMI/DPR/SPDS form	11	12	6	8	12
Lost account number	3	1	9	5	5
Copy Bill	21	7	16	17	20
14 Day Letter	12	0	11	5	5
2nd Reminder	15	12	8	25	10
E-Billing	7	6	11	4	7
Final Notice	75	33	55	83	46
Council Tax Tray Work					
Single Persons Discount	0	0	1	1	2
Change of Address	0	0	9	9	9
DDs	0	0	2	0	0
Emails					
Housing	6	3	3	1	3
Waste	12	15	16	17	32
General Enquiry	7	9	10	12	18
Council Tax	7	3	3	5	5
Parking	4	8	2	6	6
Benefits	0	0	1	2	0
KCC	2	3	0	4	0
Planning	4	3	5	6	18
Horticultural	0	0	2	0	0
Environmental Health	6	14	19	18	18
General Corporate information	74	75	67	81	141

2018/19	September	October	November	December	January
Housing					
Housing Officers/Management	7	10	18	7	20
Housing Needs	5	9	22	7	7
Housing Repairs	2	7	15	8	2
Housing Income	0	2	6	1	0
KCC Enquiry					
Highways	19	17	17	17	30
Education	6	8	7	4	8
Blue Badge	4	12	9	5	2
Pepperhill Tip	4	0	2	3	2
Bus Pass	0	2	2	5	1
Parking and Roads					
PCN Enquiry	37	31	37	41	58
Car Park Enquiry	6	6	8	13	18
Resident Permit Enquiry	26	23	21	26	44
COV	2	0	1	1	0
Handing back permits	0	0	0	0	0
Planning	32	32	34	25	59
Self-serve on GBC website	0	0	1	2	2
Transferred Calls					
Rents	17	21	23	31	69
Allocations	33	71	68	52	19
Payment Line	36	22	20	51	51

2018/19	September	October	November	December	January
Benefits	19	30	41	27	42
Tourist Information	1	4	4	2	1
Housing Officer	52	62	69	67	126
Environmental Health	5	3	10	5	21
WMU	0	0	10	2	3
Planning	14	13	20	23	37
Licensing	8	11	12	10	17
Repairs	54	87	102	100	156
Electoral Registration	1	3	4	1	3
Finance/Income	5	1	8	7	8
Private Housing	1	4	4	7	4
WMU					
Bulky collection/Amend/Cancel	3	6	9	10	9
Rear Accessways	1	0	0	0	0
Assisted bin collection	0	0	1	1	0
Enquiry about waste service	14	3	7	5	14
Check bin days	5	1	4	22	61
Missed bin reports	6	7	15	8	28
Order new bins	3	10	10	6	11
Dead/lost animal	0	1	2	0	1
Clinical waste	1	2	5	4	2
Street cleaning	0	0	3	5	7
Abandoned vehicle	1	0	0	1	2
Graffiti	0	0	0	0	2

2018/19	September	October	November	December	January
Chase sack delivery	1	0	4	0	3
Garden bags/bins	7	7	6	2	19
Litter bins	3	0	1	0	0
Fly-tipping	2	2	6	5	10
Booking a collection for customer	0	0	8	1	1
Delivering sacks	1	3	6	3	2