

# Customer Services Scrutiny

## Mystery Shopping Report

23/05/2012

This exercise was carried out in April with 7 calls to NBC, the 2 calls to NCC and 3 to Northants Police were to provide some comparison.

Conclusion.

NBC service was generally good with some area of average but also good and excellent. The responses were generally helpful and I was more than satisfied with the service. The enquiry to both environment departments was a difficult one and that affected their response. The only area of concern was in trying to contact the Wardens (community not housing) at NBC where the phone was not answered, no answer-phone available and the operator did not come back to me. The comparators were also generally good in their responses providing the help that was required.

Mystery shopping telephone calls.

- 7 to NBC ie, Environment services, Environmental Health, 2 calls to Legal services, Wardens 2 calls, and one to the Parks department.
- 2 NCC, Democratic Services and Child Safeguarding team
- 3 Northants Police, 2 to PCSO,s and 1 to Locality Sergeant

All calls were genuine 'case work'

Working to the Mystery Shopper template the results are :-

### **3. How many times did the phone ring**

*For all NBC calls there were 1 or 2 rings*

*NCC 2 rings*

*Police 3 rings*

*All were automated responses. **except Wardens with 20+ rings and no answer x2 No answerphone!!***

### **3a Call centre Holding queue time**

*I had NO queues except for Environmental Health with a 1minute 15 second wait.*

#### **4. Did first person you spoke to**

**Say good-morning/afternoon?** Yes all respondents at NBC & NCC but not Police

**Tell you the Name of the Council or Dept?** Yes NBC & NCC & Police

**Give you their Name?** Only Parks, Legal Services and Environmental Health, Yes with NCC not the Police.

**Ask how they could help?** All respondents asked this.

**Go beyond immediate needs and give you helpful information or service?**

Legal Services, and PCSO's

#### **5. How would you rate the first person you spoke to 5 excellent – 1 poor**

**a) Interest and attention to your needs** Most were average at 3 and Legal, Parks 4, including NCC and Police at 3

**b) Courtesy and politeness** Environment Services were below average at 2, Environmental Health average at 3, and others including Police and NCC rated good at 4.

**c) personal warmth/friendliness** Envir. & Envir. Health rated average at 3, all others as good at 4 and Parks excellent at 5

**d) understanding your needs** Both Environment were below average at 2, all other services were average, including NCC and Police

**e) knowledge of the service you needed** This varied and was below average for Parks and Envir. Health, average at three for the others with Legal and Police at 4 good

**f) overall helpfulness** both environment services were average at 3, Parks, Legal, NCC and Police 4/5

#### **6. Did the person you spoke to resolve your enquiry?**

**Yes without help** Legal services, and Democratic services at NCC

**Yes with help of a colleague** Parks, Police and Child Safeguarding at NCC

**No but referred to someone who could help** Environment Services

**No and referred me to someone who also could not help** Environmental Health

**No and no referral to anyone**

## **7. Comments on first contact**

Generally first contact was better than average overall, the more difficult enquiries did result in a poorer service especially in the two environment area's, in one instance being referred on and 'Lost' I found Parks and Legal services to be the best overall, followed by the Police then NCC, then environment. I was disgusted with the two call to the community wardens as there was no response and no answer phone.

## **8. Number of people including first contact before transaction terminated?**

**Two** Parks, Legal Services one response after option 0 on automated service

**Three** Environment, Environmental Health, NCC and Police

**More than three**

*I have not included automated response only people actually spoken to.*

## **9. How many times including first contact, did you repeat the details of the enquiry**

**Two** Parks, and Legal Services NBC and Democratic Services NCC

**Three** both Environment services, NCC child services, and the Police

**More than three**

## **10. Apart from initial contact with call centre, were you at any time?**

**Put on Hold** yes with Environmental Health, and NCC

**Left waiting without being on hold** Yes Environmental Health

**Put through to a voicemail or answer service** No

**Connected to a number system** Not after initial contact with NBC which along with NCC at times had a double number system

**Transferred back to switchboard** No

**Transferred to someone you had already spoken to** No

## **11. Comments on transitions**

*I found the spoken request for service required to be better than pure number automation. If you get the latter wrong you have to start again. Also what alternative is there for those who cannot see the numbers, can they use the 6<sup>th</sup> ) option. This is not available at NCC or the Police.*

## **12. Did the final person you spoke to?**

**Say goodmorning/afternoon** Environment No, all others yes.

**Tell you the name of the council or dept.** Yes all respondents did this

**Give you their name** Yes all final contacts did this

**Give you their undivided attention** yes during the contact

**Go beyond immediate needs to give you additional/helpful information or service?** Legal services and Parks did go the extra mile to help as did the safeguarding team at NCC.

**13. How would you rate the final person you spoke to for ? 1 Excellent to 5 poor**

**a) interest and attention to your needs** Parks and Legal, NCC safeguarding and Police 5, Envir. , NCC Dem. Services, 4 good and Envir. Health Average at 3

**B) Courtesy and Politeness** All services were 4 good

**c) understanding your needs** Apart from Legal services and Police at 4 good, this was Average at 3

**e) knowledge of the service you needed** Legal services and Police at 5 excellent, parks environment and NCC at 4 good, environment health average at 3.

**f) overall helpfulness** Environment services, Parks, Legal, NCC childrens services, and Police very good 4/5 Envir. Health and democratic services at NCC average at 3.

**14. Did the final person you spoke to resolve your enquiry?**

**Yes without help** Legal Services,

**Yes with help from a colleague** Environment Services, NCC and Police

**No** Parks

**15/16. Comments on final contact and resolution**

The enquiry for Parks was referred to a colleague and turned out to be outside their remit, therefore not resolved. Environment services enquiry was resolved with the help of a colleague. Legal services were able to deal with enquiry which was resolved. The Environmental Health enquiry had a Public safety issue and was partly resolved with the help of colleagues. The NCC enquiries both went to an advisor and then to required depts. Democratic Services resolved issue without help and Childrens safeguarding partly resolved with help from colleagues. The Police enquiries were resolved by contacts although there were a number of transitions due to the Nature of the services.

**17. Confidence in information given :-**

*Fully* Legal Services, Parks, Environmental Services, NCC Democratic Services and the Police.

*Fairly* Environmental Health (Public Safety) NCC children safeguarding

*None*

**18. Time taken to complete whole transaction**

**0-5 minutes** NCC democracy team

**6-10 minutes** Environment Services, Parks, and Legal Services

**11-15 minutes** Envir. Health and NCC childrens safeguarding

**Over 15 minutes**

**Comments and over all rating 5 excellent to 1 poor.**

*Legal Services 5 excellent*

*Parks and Police 4 good*

*Environment and Envir Health, NCC 3 average.*

**Summary of enquiries**

Environmental Services/cleansing. Resident request for help including fly-tipping.

Environmental Health/Public Safety. Residents concerned about child safety/unsafe structure.

Parks related to previous enquiry and public safety.

Legal Services two enquiries related to land ownership and responsibility

**NCC** Democratic services enquiry about use of empowerment Money

Childrens Safeguarding, enquiry related to a specific child.

Police

Sergeant Follow up to a residents concern regarding an off-road motorcyclist who was terrorising people in a local park

PCSO's One enquiry related to a resident injured by cyclists. Second related to park episode above.

Marion Minney 23/05/2012

