

Finance and Management Strategic and Service Key Success Areas 2019/20 Quarter 1

Appendix C

Q1 Target

Call abandonment
rate of less than 8%



8%

Theme - Outcomes

Action - Ensure services remain accessible to residents and visitors.

Measure - O5.2 Expand services in the Customer Contact Centre and maintain facilities for face to face enquiries where required.

Success -

The Council received an increased number of calls during April and May which impacted on the call abandoned rate. However, in spite of this the Customer Services team were able to ensure the 8% target was achieved.

Q1 Target

Embed revised
working relationships
with Citizens Advice
South Derbyshire
and City on new
claim support.



Achieved

Theme - People

Action – Embed revised working relationships with Citizens Advice South Derbyshire and City on new claim support.

Measure - PE2.4 Successful roll out of Universal Credit in South Derbyshire.

Success -

A meeting has taken place between Ben Taylor, Tenancy Sustainment Officer, SSDC and Samantha Worthington (CA) to successfully hand over Personal Budgeting/Assisted Digital Support to 'Help to Claim' on 14th March 2019.

Following this meeting, direct email addresses have now been created as a direct referral point for any resident needing assistance in claiming UC.

CEO of Citizen's Advice now attends the Welfare Reform Group to provide updates on operational development.