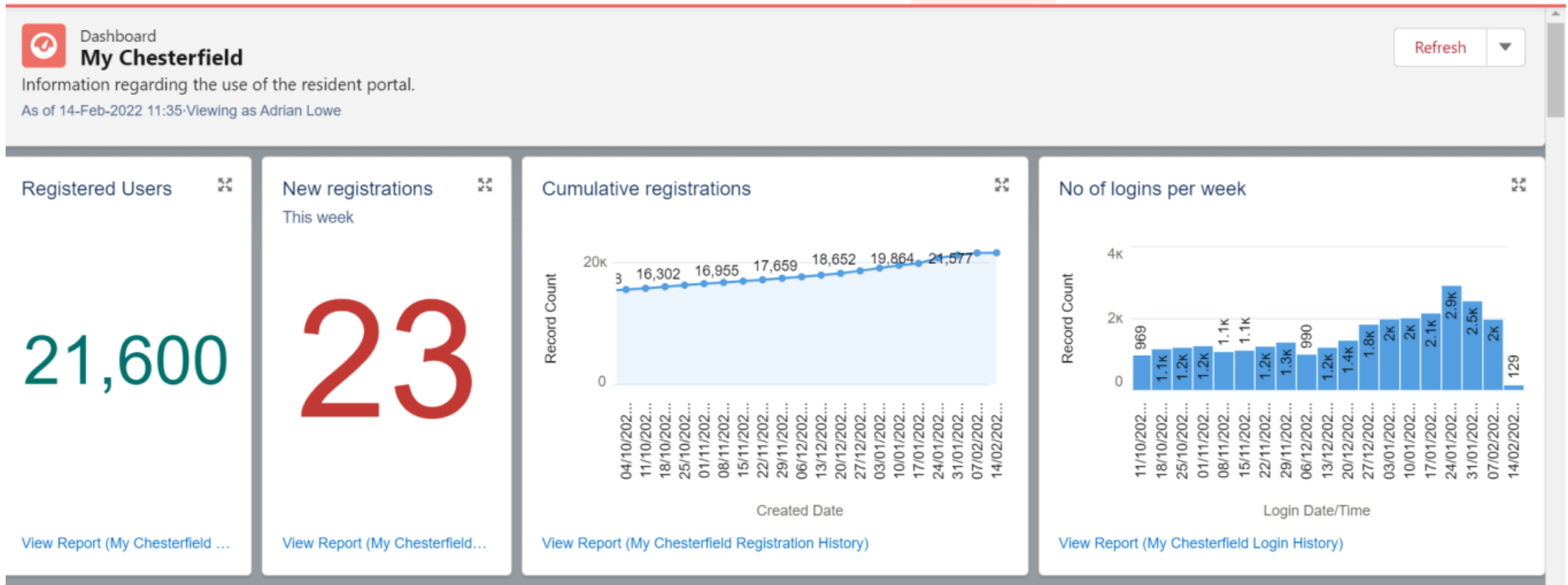


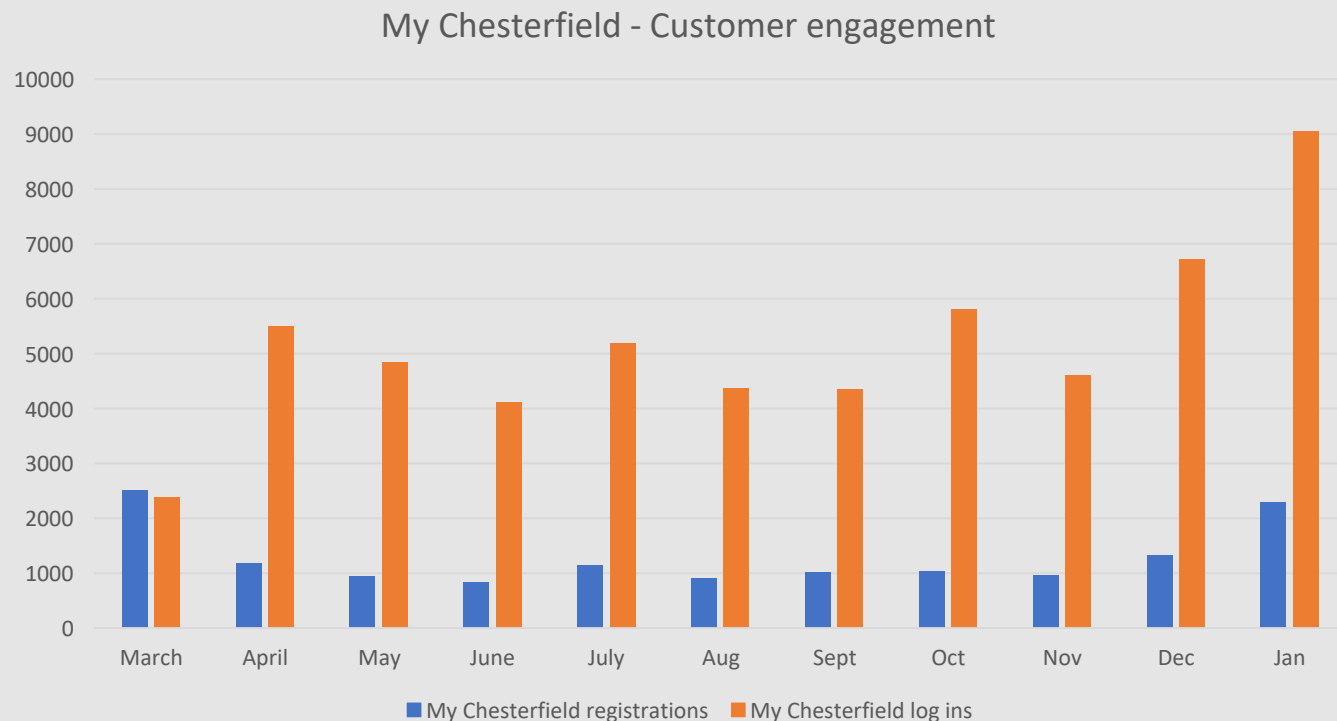
CBC 'Channel Shift' report

February 2022

Snapshot as of Feb 2022



Customer engagement



Statistics (past 9 months):

- 1284 registrations per month
- 5174 log ins per month

Observations

- Average log ins for the past 4 months are much higher – 6455 per month. This is most likely due to the new bin day checker that was launched on My Chesterfield last Autumn and re-introduction of Business Grants.

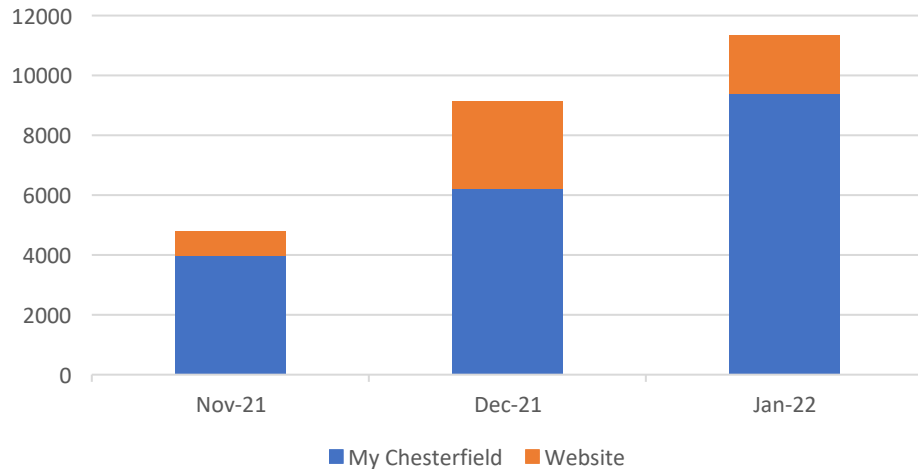
Covid 19 support Grants / Test and trace

- Processing Covid related grants and payments online has meant customers have not had to contact us by phone.
- It has also saved paper, printing and postage costs and hours of time on scanning and manual re-keying.
- The call centre have received 826 calls in total on the dedicated 'Test and Trace' phone line. This means that almost 70% of customers applied for support without any telephone assistance.

Grant type	Number received	% received online (all time)
Business Support Grant	132	78
Business Support Grant - ARG	161	76
CARF discount	28	100
Christmas Support grant	90	97
Omicron grant	237	97
Omicron grant – DDDC	581	100
Restart grant – Additional information form	747	82
Taxi driver support grant	146	90
Test and trace support	2600	94
TOTAL	4722	Average 90% online
TOTAL (Excluding DDDC)	4141	Average 88% online

Waste and recycling

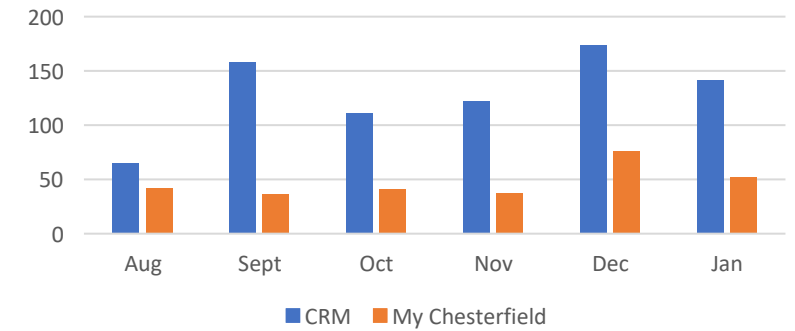
Bin day checker usage



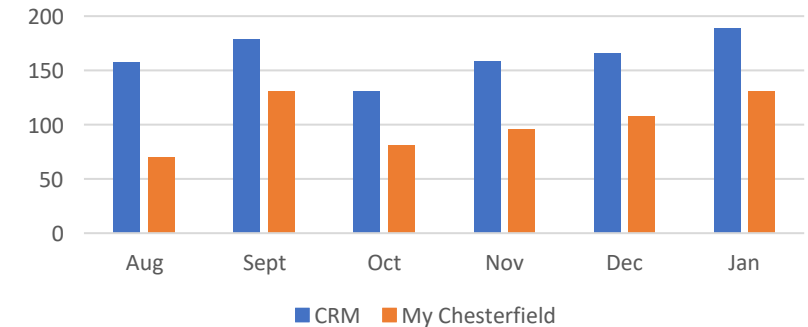
Services now available via My Chesterfield:

- Report a missed bin collection
- Report a damaged bin
- Check your bin collection day
- Report a missing bin
- General bin complaints
- Request an assisted collection
- Failure to deliver bags
- Container maintenance complaints
- Bulky collection requests coming soon

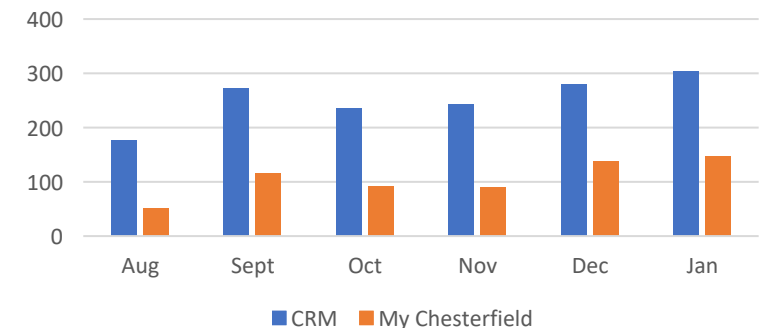
Report a missed bin



Damaged bins



Missing bins



Observations

- Missed bin reports fluctuate, on average 28% reported online during the past 6 months.
- There has been a gradual increase in reporting damaged bins on line, from 38 to 41% self-serve since October.
- Reporting missing bins online has increased by 11% since August 2021.
- The bin day checker has been a great success, with 25,264 hits over the past 3 months, mainly through My Chesterfield.

Street Scene & Environmental Services

Stats collated for 12 months
Feb 2021 – January 2022

Form type	CRM	My Chesterfield	% received online
Fly tipping	252	100	28
Dog fouling	111	99	47
Damaged litter bin	10	3	23
Dead animal removal	44	12	21
Discarded needles	34	10	23
Flyposting	4	1	20
Weed query	59	17	22
Graffiti	4	13	76
Grass query	157	30	16
Hazardous waste	23	11	32
Hedge query	117	32	21
Remove leaves	26	4	13
Owerflowing bin	50	24	32
Play / park equipment	39	21	35
Request litter bin	11	7	39
Road sweeping	91	67	42
Tree query	195	73	27
Total	1227	524	30

Regulatory Services

Environmental Protection forms submitted
(Feb 21 – Jan 22)

Process type	CRM	My Ches	% online	
Abandoned vehicle		58	103	64
Air quality complaint		13	8	38
Animal activity complaint		1	6	86
Commercial waste complaint		6	6	50
Dog incident		12	17	59
Dust complaint		3	7	70
Light complaint		18	6	25
Littering complaint		50	64	56
Noise complaint		158	163	51
Smell complaint		12	16	57
Untidy land and / or garden		130	108	45
Total		461	504	52

Food, H&S forms submitted (Feb 21 – Jan 22)

Process type	CRM	My Chesterfield	% online	
Food complaint		11	18	62
Food safety advisory visit		6	10	63
Food business registration		2	99	98
H&S complaint		11	17	61
Total		30	144	83

Well over half of all contact for EP, Food, H&S is now received through My Chesterfield.

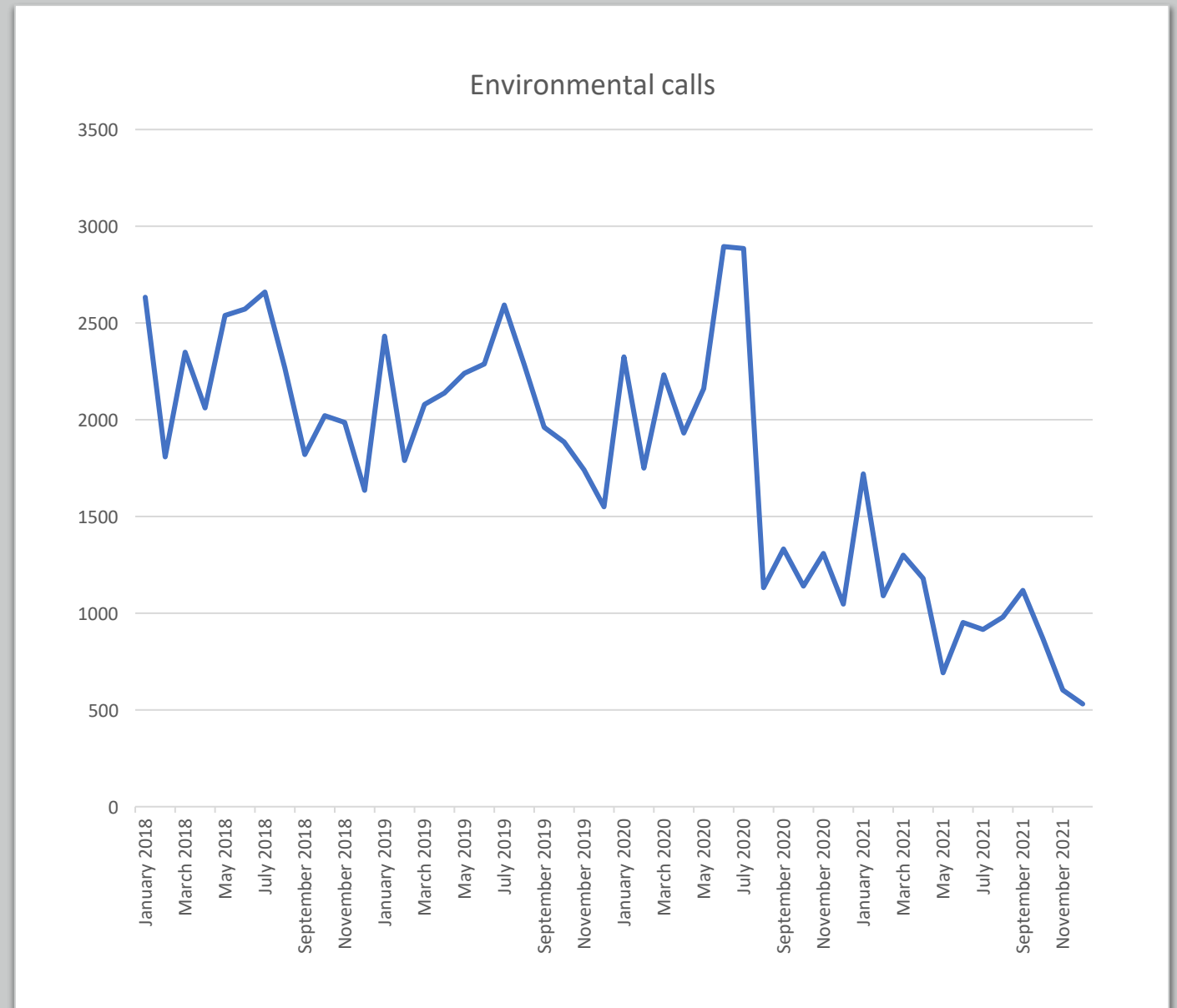
Environmental calls

Average calls per month have reduced by **56% since 2018**.

Recorded messages on the phone lines advertise My Chesterfield to divert contact.

Key communications have been sent to residents via various means during the past 18 months to raise awareness of online services.

- Average calls offered 2018 – 2195 per month
- Average calls offered 2019 – 2082 per month
- Average calls 2020 – 1845 per month
- Average calls 2021 – 996 per month



Revenues and Benefits

- Most subscriptions and e-billing sign ups are for Council Tax.
- 8127 residents are either signed up to e-billing or subscribed to view their bills. This is 17% of all households.
- Sign ups for benefits, business rates and landlords are still low.
- Between 13 and 15% of change of address forms are submitted online. This is low, and a new and improved form is due to be launched imminently.
- On average, 100 people per month are using the online direct debit form.

Service Subscription Report

Home [Log out](#)

Start Date: 01.02.2020 End Date: 31.01.2022 [Table](#) [Graph](#) [Pie Chart](#)

Service Subscription Report

Application	Subscriptions
Business Rates	74
Council Tax	8044
Housing Benefit	175
Landlord	104

Ebiling and Enotification Sign Up Report

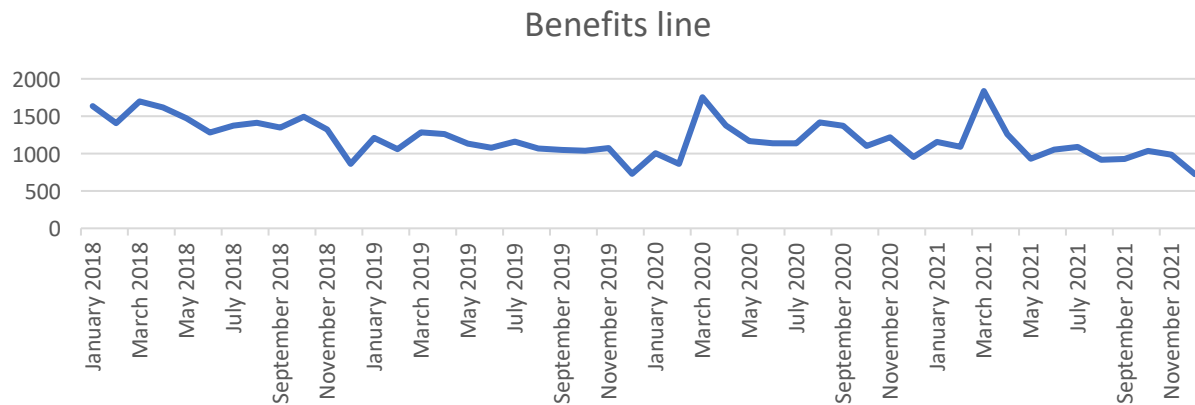
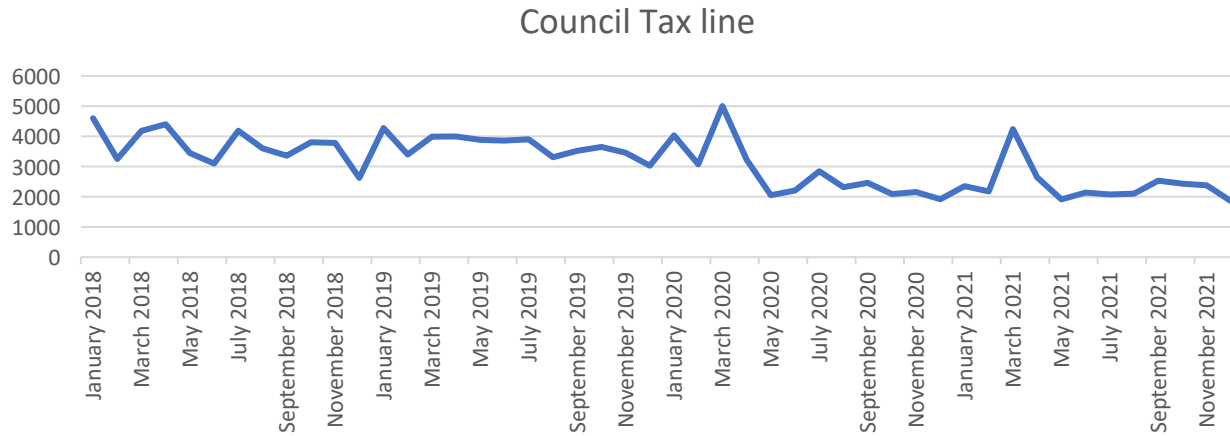
Home [Log out](#)

Start Date: 01.02.2020 End Date: 31.01.2022

Ebiling and Enotification Sign Up Report

Application	Subscriptions
Housing Benefit	2
Council Tax	3083
Business Rates	60

Council Tax and Benefits calls



Council Tax

35% reduction in the average number of calls offered per month since 2018.

- Average calls offered 2018 – 3693 per month
- Average calls offered 2019 – 3687 per month
- Average calls 2020 – 2780 per month
- Average calls 2021 – 2402 per month

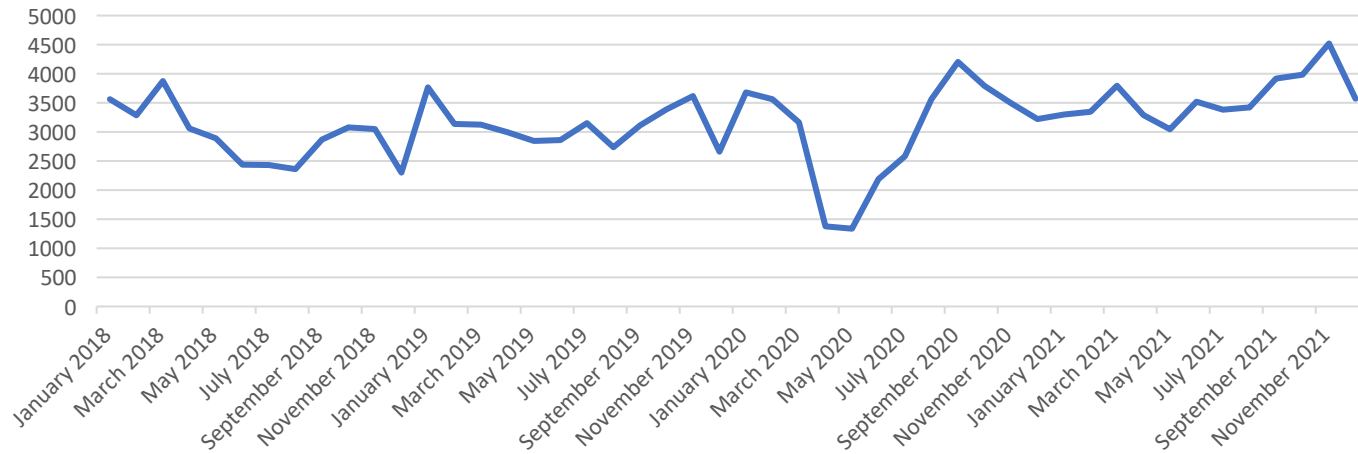
Benefits

23% reduction in the average number of calls offered per month since 2018.

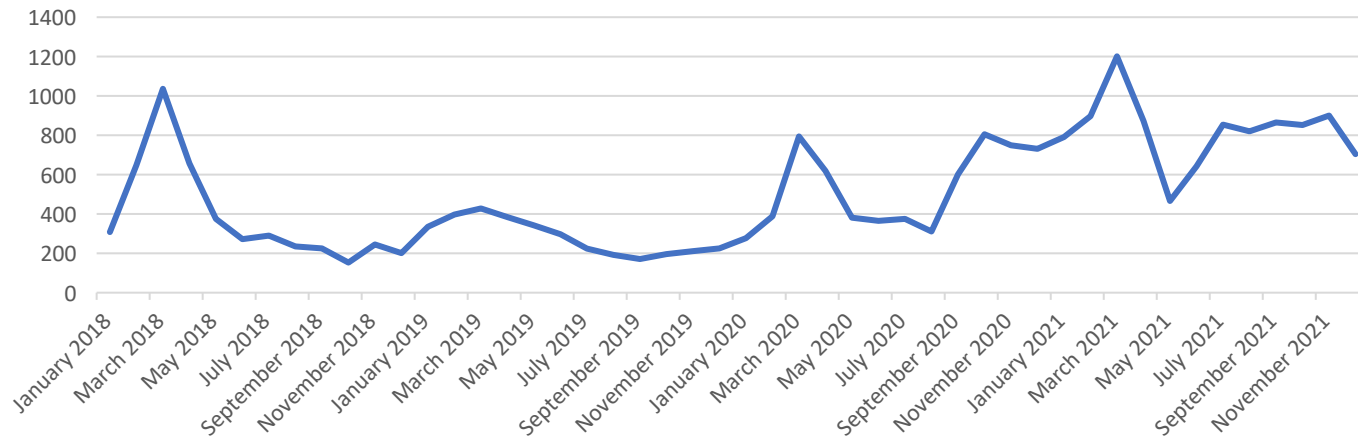
- Average calls offered 2018 – 1410 per month
- Average calls offered 2019 – 1095 per month
- Average calls 2020 – 1208 per month
- Average calls 2021 – 1083 per month

Services that are not yet online

Housing Repairs calls



Revenues - Rents calls



Observations

- There has been an increase in calls for services that have little or no online presence.
- Average monthly repairs calls have increased by **22% since 2018**.
- Average monthly rents calls have increased by **100% since 2018**.
- The Covid-19 pandemic has increased contact for both rents and repairs due to financial hardship and the pausing of routine repairs.
- Calls to the recovery line have also increased sharply since July 2020.

CBC Housing tenants

How many properties do we own?

8849 residential properties
8588 are tenanted

How many tenants are signed up to My Chesterfield?

2709 people signed up to My Chesterfield live in a council property, equating to **32%** of our housing stock.

Initiatives to increase tenant self-service:

Projects in delivery

- Rents information onto My Chesterfield from mid-March, allowing tenants to pro-actively manage their rent account without contacting the council by phone.

Projects in pipeline

- Housing repairs transformation; refining and improving the customer journey and back-end process to reduce avoidable contact and improve turnaround times.

How has channel shift translated into financial savings?

- FTE reductions achieved in 2021 15.85 FTE
 - Support Services 7 FTE
 - Customers, Revs and Bens 8.35 FTE
 - Environmental Health 0.5 FTE
- 3 people have left the organisation through voluntary redundancy
- 2 people have left the organisation through voluntary early retirement
- The remaining reduction in FTE has been achieved via natural wastage
- Reduction in cost of goods and services
 - Printing and postage
 - Telephony lines
- Some COVID-19 'New Burdens' funding has been redirected to support overall budget deficits