

From: [REDACTED]
To: [REDACTED]
Subject: RE: SCDC Data
Date: 20 May 2024 17:30:44
Attachments: [image004.png](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)
[image018.png](#)

Hello [REDACTED]

I wanted to let you know the answer to your query on call answer times. In a nutshell, performance was not as required and our leadership team decided a different intervention was needed to understand that better to help improve it. Rather than relying on data from our call handling software being used on a weekly or monthly basis to look at previous performance we changed to using the software capabilities within the call centre managers' group more actively and started to look at daily information so that it became a more live management tool – staff could be switched from different tasks, it justified a move from some call centre staff being also used to support post room duties and instead always being dedicated to call handling, any increases in the length of calls for some services (for example with a change in billing or a new policy) could be adapted to in real time rather than the full impact only being recognised retrospectively. So its was all about using more immediate call handling information to better target the resources and think of interventions or changes to automation that could help.

We've also introduced things like call back and web chat which will have had an impact at different times.

Hope that is interesting!

Kind regards

[REDACTED]

[REDACTED]

Data Quality Lead

Pronouns: she/her – please feel free to tell me your pronouns



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[REDACTED]

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From: [REDACTED]@cam.ac.uk>
Sent: Monday, May 13, 2024 12:11 PM
To: [REDACTED]@scambs.gov.uk>; [REDACTED]@salford.ac.uk>; [REDACTED]
[REDACTED]@scambs.gov.uk>
Cc: [REDACTED]@salford.ac.uk>
Subject: RE: SCDC Data

Dear [REDACTED] Cc [REDACTED],

Two things:-

1. We noted in the data that there was a marked change in the time-series for CC307 (Average call answer time (seconds)) between Aug 23 and Sept 23, when the figures approximately halved after that month. We wondered whether there was an obvious explanation for that change, such as an increase in staffing or a change in the call-handling system?
2. It would be useful if you could inform us when you think it likely that there might be media interest in these figures, for instance when the report(s) go online or when they are discussed at a council meeting, so that we can instruct our universities where to route any enquiries that might come our way.

Looking forward to hearing your feedback,

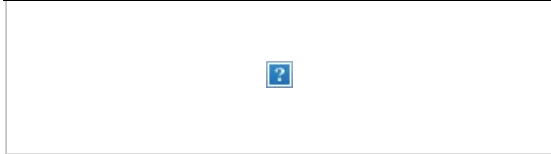
Best Wishes,

[Redacted]

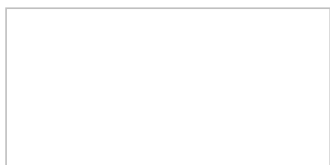
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Pronouns: Him/he – please feel free to tell me your pronouns.

From: Joshua Pink <J.Pink3@salford.ac.uk>
Sent: Tuesday, May 7, 2024 1:35 PM
To: Jane Hunt <Jane.Hunt@scams.gov.uk>; Kevin Ledger <Kevin.Ledger@scams.gov.uk>
Cc: Daiga Kamerade <D.Kamerade2@salford.ac.uk>; Brendan Burchell <bb101@cam.ac.uk>
Subject: RE: SCDC Data

Super; thanks. I think that covers everything I need to know,

Joshua
