



Customer Services half year report 2025 to 2026

Performance measure	Target and reporting timescale	Half year update
Monitor customer feedback and service performance and provide quarterly service reports to Service Leads and Management Team and monthly reports to East Cambs Street Scene (ECSS).	100%, annually	Target on track Quarterly 1 and 2 service reports issued to Service Leads and CMT. Monthly reports Apr 25 – Oct 25 provided to ECSS. Reports include contact volumes, contact type, method of contact, performance against service targets and % of contact resolved at first point of contact. 175 Customer satisfaction surveys completed 1 April – 30 September 2025. 83.4% were satisfied or very satisfied, 4% were neither satisfied or unsatisfied and 12.6% were unsatisfied or very unsatisfied with the service they received.
Measure the Council's accessibility compliance monthly and achieve or exceed an excellent rating and 90% compliance with WCAG 2.1 and WCAG 2.2 accessibility standard.	Monthly – 90% annually	Target not met Slightly underachieved in April 83 % and May 89%. The score dipped to below 90% following the launch of new website. This was expected as accessibility could not be tested during development or prior to go live. The project team worked with our

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		new supplier to improve accessibility and our excellent rating was restored in June. Target back on track Compliance score was excellent June - September 25. • June - 92% • July - 93%, • August - 93% • September - 90%
Answer calls offered via the Council's telephone system for the main Council telephone number 01353 665555	Monthly 90%, annually	Target Exceeded • April - 96.6% • May - 97.4% • June - 98.5% • July – 98.2% • Aug - 98.4% • Sept - 95.1%
Answer calls offered by the telephone system for the main Council telephone number 01353 665555 within 30 seconds	Monthly 90%, annually	Target not met Slightly underachieved in April – 33 seconds. Due to increased call volumes and unplanned staff absence. Target met • May - 24 seconds • June – 19 seconds • July – 18 seconds • August - 20 seconds • September - 23 seconds

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Respond to emails to the ContactUs@eastcambs.gov.uk mailbox within 48 hours, the response will include a resolution or, if this is not possible at first point of contact, details of action taken to ensure the customer's enquiry is resolved as soon as possible.	Monthly 90%, annually	Target Exceeded • April - 99.2% • May - 99.1% • June - 99.2% • July - 99.6% • August - 99.7% • September - 99.8%
Monitor avoidable contact and work in partnership with service representatives across the Council to identify ways to reduce failure demand across the authority	As required, annually	Target on Track Partnership work with services to reduce failure demand has included: • A new suite of web pages and for Local gov re-organisation • County and Mayoral Elections • A new suite of web pages for the Bereavement centre. • New Jobs microsite • Assisting Press & PR with numerous press releases • Updating the fees on all online forms. • HomeLink transfer to Housing and Community Services • Various licensing page updates and new forms for expanded licensing service. • Angel Drove and Doc Parking App Transfer • Service review meetings with Communities, Housing, Waste and HR • Rural England Prosperity Business Capital Grant • 100K homes Kennett

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Continue to provide a frontline service for ECSS and support the development of their service throughout 2025 to 2026	As required, annually	Target on Track % of waste calls logged in the customer service management system resolved at first point of contact. - Q1 - 76.4% - Q2 - 71.8% % of waste emails resolved at first point of contact. - Q1 - 76% - Q2 - 81% Bartec Project - Maintaining Bartec database - adding new properties and adding and removing additional bins - Integration with Customer Relationship System. Supported - Black sack roll out - Process changes and improvement to service and customer journey - Roll out of new waste service Attended monthly review meetings. Provided monthly performance reports.
Respond to Building Control and Planning copy requests within five working days	100%, annually	Target Exceeded 76.2% requests responded to within 24 hours 5.9% request responded to within 2 days 8.3% requests responded within 3 days

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		6.5% requests responded within 4 days 3.1% requests responded to within 5 days
Attend and make an effective contribution to monthly ARP Customer Service meetings and develop and action plan that supports and demonstrates commitment to the ARP Better Connected Journeys programme	100%, annually	Target on Track - Attended Strategic, Tactical and Buddy meetings. Supported: - new contact us form, paperless billing - Letters review - Freeman of the land Template - Interpretation support solutions - Improvements to complaint reporting - Customer service standard review - move of eligible claimants to Universal Credit
Achieve 99.9 % website availability each month	Monthly – 99.9 %, annually	Target not met - April – 98.08% - Aug – 99.72% A major outage occurred on 22 April 2025. The website was unavailable from 08:05 to 9:45 a total of 1 hour 40 mins. This was linked to an unforeseen spike in bot activity, highlighting a gap in our supplier's ability to manage unusual and malicious traffic patterns. A full investigation took place and the technical architecture was

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		upgraded and additional security and bot monitoring and blocking tools have been installed. Target met • May – 100% • June – 100% • July – 100% • Sep – 99.94%
Achieve website engagement rate of 63% each month	Monthly – 100%, annually	Target met Achieved May and June 2025. • May 2025 – 63.00% • June 2025 – 64.11% This was due to increased engagement with the Election pages and Local Government reorganisation have your say campaign. Target not met • April 2025 – 62.84% • July 2025 – 62.32% • August 2025 – 61.93% • September 2025 – 61.74% Slightly underachieved because the top pages visited during these months were signposting pages. Users do not spend long on these because it is often just a link to an external website. (Visitors need to spend over 10 seconds on the page for their engagement to be counted)

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Agree scope and deliver Phase 2 of new East Cambs Website and Intranet by 1 st December 2025	By 1 st December 2024	Target on track The scope of Phase 2 has been agreed, and work is in progress. Phase 2 includes: • Implementation of standard templates, design fixes to increase stability, improve navigational flow for customers and provide the inhouse team with more autonomy going forward. • Improved site wide search functionality. • New cookies banner that does not obstruct or overlap site header • Implementation of new website design on third party platforms web pages i.e. online payments, Planning public access, self- service portal and parking payments portal • Accessibility improvements • Improved Council and committee meetings pages • Re- design of self – service pages • Website governance to define the goals of the website and the specific areas it covers ○ Content design and functionality ○ Roles and responsibilities ○ Policies and procedures ○ Decision making procedures ○ Review and evaluation

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		○ Content Management ○ Carbon emissions ○ Technical aspects
Promote and provide an assisted digital service for customers claiming Housing Benefit, Council Tax Support and Universal Credit and provide uptake figures to the Director Legal and Anglia Revenues Partnership	100%, annually	Target on Track We have assisted 112 customers to make a claim for financial assistance during the period April – Sept 2025. Half yearly report sent to Director Legal & Monitoring Officer and Anglia Revenues Partnership on 15/10/25.
Ensure all members of the Customer Service team receive adequate training to fulfil their role	100% annually	Training completed April – Sept 25. • Fraud Awareness • Bomb Threat • Fire Training • Telephone conflict training • Mental Health training • Prevent training • Data Protection Training • Difficult, disturbing and dangerous behaviour training
Team Meetings	Minimum 4 a year, annually	Target on Track Team meetings held monthly and well attended.
One to one meetings	Minimum 4 a year, annually	Target on Track Customer Service Advisors have had two formal one to one meetings.

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		Digital Services team members and the Customer Services Team Leader meet with the Customer Services Manager weekly.
Appraisals completed annually and within timeframe set by HR	100%, Annually	Not applicable
Regularly review corporate risks including: - disaster recovery to provide continuous front facing services to the public in the event of a minor or major system outage. - GDPR (General Data Protection Regulation) compliance to protect personal data, council reputation and provide confidence in online services. - information security to protect personal data, prevent financial penalties, protect council reputation and provide confidence in online services. - health and safety of members of the public visiting the Council offices	Minimum annually, annually	Disaster Recovery Target on Track - Remote working rota ensures we can continue to provide front line service away from The Grange if necessary - Contingency plan for an outage of the Council's Customer Relationship Management System was tested on 14 August 2025, adequate processes in place, no issues identified - Mobile phone contingency plan for main Council Telephone line outage is tested monthly. GDPR and Information Security Target not met We have had two data breaches in Customer Services between 1 April - 30 Sept 2025. Employee has re-done their data protection training and additional supervisory checks have been introduced to prevent this happening again. Health & Safety

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		• Risk Assessment reviewed at monthly team meetings • Risk Assessment last updated 27/6/25 • Customer Services Team Leader member of the council's Health and Safety working group
Benchmark the council's website carbon emissions rating by 30 June 2025	By 30 th June 2025	Target met Completed June 2025 Benchmark score = 0.234 MTCO₂e. For context, a strong benchmark would be to keep digital carbon emissions below 0.3MTCO₂e per year.
Develop a strategy that seeks to improve the council's website carbon emissions rating by 30 September 2025	By 30 th September 2025	Target met The strategy includes: - Monthly monitoring of carbon emissions - Regular content audits and deletion of unnecessary content - Customer Journey reviews to minimise the number of clicks required to access information or complete a task - Improve search optimisation (part of phase 2 project) - Keep photos and videos to a minimum, question whether it will add value

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		All will be included in our website governance document.