

Customer Services end of the year report 2025 to 2026

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners	Outcome or output 2025 to 2026
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)	Sound financial management	100%, annually	<p>Target Achieved</p> <p>Service performance reports issued to Service Leads and CMT</p> <p>360 customer satisfaction surveys completed. 77% were satisfied or very satisfied, 5.8% were neither satisfied or unsatisfied and 17.2% were unsatisfied or very unsatisfied with the service they had received.</p>	Customer Services Manager	<p>Completed - Target Achieved</p> <p>283 customer satisfaction surveys completed to date. 84.1% were satisfied or very satisfied, 3.2% were neither satisfied or unsatisfied and 12.7% were unsatisfied or very unsatisfied with the service they had received.</p> <p>The customer services manager shares all feedback with the relevant service. She also contacts all customers who leave their contact details, (this is not mandatory), to either thank them for their feedback and understand their reasons for any negative comments or ways in which we could have improved their experience. She then works with the service to resolve any outstanding issues, identify any service improvements going forward whilst providing reassurance to the customer that their comments have been passed on and heard.</p>
Answer calls offered via the Council's telephone system	Sound financial management	Monthly - 90%, annually	<p>Target Exceeded</p> <p>Calls answered were above 90% every month,</p>	Customer Services Team Leader Customer Service Advisors/Apprentice	<p>Completed - Target exceeded</p> <p>April – 96.8% May – 97.3% June - 98.5% July - 98.2% August - 98.4% September - 98% October – 98.5% November - 99.2%</p>

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					<p>December - 91.1% January - 98.6%</p> <p>February and March figures not available at time of writing report</p>
<p>Answer calls offered via the Council's telephone system for the main Council telephone number 01353 665555 within 30 seconds.</p>	Sound financial management	Monthly – 100% annually	<p>Target Exceeded</p> <p>May 25 – Jan 26</p> <p>Target Not met</p> <p>April 25 (33 seconds)</p>	Customer Services Team Leader Customer Service Advisors and Apprentice	<p>Completed - Target Exceeded</p> <p>April – 33 seconds May – 24 seconds June – 19 seconds July – 18 seconds August – 20 seconds September – 23 seconds October – 24 seconds November – 21 seconds December – 16 seconds January – 18 seconds</p> <p>February and figures not available at time of writing report</p>
<p>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</p>	Sound financial management	Monthly – 90% annually	<p>Target Exceeded</p> <p>April 25 – January 26 3607 emails received. Monthly target achieved was 98% or above. 96.7% were responded to within 24 hours.</p>	Customer Services Manager Customer Service Advisors and Apprentice	<p>Completed - Target Exceeded</p> <p>April – 97% May – 98% June – 99.4% July – 98% August – 99% September – 99% October – 99% November – 98% December – 100% January – 98%</p> <p>February and March figures not available at time of writing report.</p>

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<p>Continue to provide a frontline service for ECSS and support the development of their service throughout 2025 to 2026</p>	<p>Sound financial management</p>	<p>As required, annually</p>	<p>Target Achieved</p> <p>Customer contact</p> <p>49.68% of calls resolved by customer services as at the end of January 2026 (last figures available). of all contact logged in CRM</p> <p>79% of waste emails at first point of contact.</p> <p>Development and Support</p> <p>Bartech Project Assisted with Bartech, black bag distribution, brown bin renewals.</p>	<p>Customer Services Manager</p>	<p>Completed -Target achieved</p> <p>% of calls logged in the customer relationship management system resolved at first point of contact</p> <p>Q1 – 76.46%</p> <p>Q2 – 71.88%</p> <p>Q3 – 70.93%</p> <p>Q4 figure not available at time of writing report</p> <p>Previously resolved at first point of contact was calculated on enquiry forms only, we are now including specific forms such as missed collection reports, where we do everything, apart from go and collect the bin. This has brought the resolution resolved at first point of contact in line with the email resolution at first point of contact below.</p> <p>% of waste emails resolved at first point of contact</p> <p>Q1 – 76%</p> <p>Q2 – 79%</p> <p>Q3 – 75%</p> <p>Q4 not available at time of writing report</p> <p>Development and support</p> <p>Bartec-now live and fully operational</p> <p>Administration</p> <ul style="list-style-type: none"> - Annual Brown bin renewal - Assisted waste collection review <p>Supported</p> <ul style="list-style-type: none"> - Black bag distribution - Process changes and improvements to service and customer journey
<p>Respond to Building Control and Planning copy requests within 5 working days</p>	<p>Sound financial management</p>	<p>100%, annually</p>	<p>Target Exceeded</p> <p>All 514 requests</p>	<p>Customer Services Team Leader Customer Service</p>	<p>Completed - Target Exceeded</p> <p>514 requests received to date. Figures will be updated when</p>

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			completed within 5 days. 75% completed within 24 hours.	Advisors/Apprentice	February and March figures are available. <ul style="list-style-type: none"> - 75% requests responded to within 24 hours - 7% requests responded to within 2 days - 8% requests responded to within 3 days - 6% requests responded to within 4 days - 4% of requests responded to within 5 days
<p>Attend and make an effective contribution to monthly ARP Customer Service meetings and develop an action plan that supports and demonstrates commitment to the ARP Better Connected Customer Journeys Programme</p>	Sound financial management	100%, annually	<p>Target Achieved</p> <p>Meetings Attended- Customer Strategy Team, Tactics, Landlord and stakeholders ARP and LA community advice team.</p> <p>Development and Actions</p>	Customer Services Manager Customer Service Adviser	<p>Completed - Target Achieved</p> <p>Attended Strategic, Tactic and Buddy meetings</p> <p>Supported:</p> <ul style="list-style-type: none"> - Roll out of new contact us form - Paperless billing campaign - Pension credit campaigns - Letters review - Customer service standard review - Transfer of eligible claimants to Universal credit - Complaints review/trends and consistency across the partnership, triaging process - Customer Insight - satisfaction feedback - Stay fully connected - Customer experience link - Policies
<p>To actively facilitate and engage with Local Government Reorganisation (LGR) programme and be operationally ready to transition into the new authority model without service disruption.</p>	To attend weekly LRG		To actively facilitate and engage with Local Government Reorganisation (LGR) programme and be operationally ready to transition into the new authority model without service disruption.	To attend weekly LRG	

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Ensure all customer service advisors receive adequate training on relevant ICT systems, policy and procedure, contact handling, dealing with difficult customers and supporting customers who have health and/or mental health issues	Sound financial management	100%, annually	Target Achieved Complete in accordance with corporate training and individual training plans	Customer Services Manager Customer Services Team Leader	Completed – Target Achieved Completed in accordance with corporate training and individual training plans. Training this year has included: <ul style="list-style-type: none"> • Fraud Awareness • Cyber data protection • Bomb threat • Fire extinguisher • Mental health first aid • LGO complaints training • Suicide prevention training • Hate Crime reporting • Telephone conflict management training • What matters to you? (wellbeing hub)
Team meetings	Sound financial management	Minimum 4 a year, annually	Target exceeded Completed eleven team meetings outside office hours	Customer Services Manager Customer Services Team Leader	Complete Target Exceeded Completed nine team meetings so far this year outside of office hours, well attended.
One to one meeting's	Sound financial management	Minimum 4 a year, annually	Target achieved	Customer Services Manager Customer Services Team Leader	Target on track two more meetings to be booked
Complete appraisals annually and within the time frame set by HR	Sound financial management	100%, annually	Target achieved	Customer Services Manager Customer Services Team Leader	Target on track – Appraisal meetings started
Regularly review corporate risks including: <ul style="list-style-type: none"> • disaster recovery to provide continuous front facing services 	Sound financial management	Minimum annually,	Target Achieved Customer Services Business Continuity Plan reviewed	Customer Services Manager Customer Services Team Leader Facilities Service Lead	Completed Target Achieved Disaster recovery Remote working rota ensures we can continue to provide front

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<p>to the public in the event of a minor or major system outage.</p> <ul style="list-style-type: none"> • GDPR (General Data Protection Regulation) compliance to protect personal data, Council reputation and avoid financial penalties. • information security to protect personal data, prevent council reputation and provide confidence in online services. • health and safety of members of the public visiting the Council offices 			<p>annually.</p> <p>No breaches</p> <p>Data archived in line with corporate retention policy.</p> <p>Risk assessment reviewed annually and as required. Last reviewed Nov 24</p> <p>Customer Services Team Leader is member of the Council's Health and Safety Working Group.</p>	<p>ICT Legal Services Anglia Revenues Partnership All service Leads Third party suppliers</p>	<p>line service away from The Grange if necessary. This is tested weekly.</p> <p>Mobile phone contingency plan in place to minimise disruption during telephone system issues or an outage. Mobile phones tested monthly.</p> <p>GDPR & Information Security</p> <p>Five minor data breaches to date-CS handling high volumes of customer of customer data. Data Protection training complete. Data archived in line with corporate retention policy</p> <p>Health & Safety</p> <p>Risk Assessment last reviewed July 2025. Discussed at monthly team meetings,</p> <p>Customer Services Team Leader is a member of the Council's Health and Safety Working Party</p>
<p>Reduce departmental paper usage</p>	<p>Cleaner, greener East Cambridgeshire</p>	<p>By 1 April 2025</p>	<p>New Performance Measure</p>	<p>Customer Services Team Leader</p>	<p>Completed – Target Achieved</p> <p>Completed 31 January 2026</p>
<p>Manage the Additional Garden Waste bins and annual renewals within Bartec so that licence stickers are no longer required.</p>	<p>Cleaner, greener East Cambridgeshire</p>	<p>By 1 April 2024</p>	<p>New performance Measure</p>	<p>Customer Services Team Leader</p>	<p>Completed - Target Achieved</p> <p>Completed</p>