Process	Number of CRM Tickets (This month)	Number of Tickets - (previous month)	Number of Tickets - Comparison to previous month	Number of Avoidable Contact (This month)	Number of Avoidable Contact (previous month)	Number of Avoidable Contacts - Comparison to previous month	% Avoidable
Revenues Top 20 Reasons for Contact / Avoidable Contact - Dec 2011							
No Permission to Discuss (Revs)	54	44	↑	35	20	↑	64.8%
Chasing Reply to Correspondence/Application (Revs)	104	146	↓	67	95	↓	64.4%
Bill/Letter not received	33	34	↓	18	18	↔	54.5%
Wrong department number/Transferred Call	170	221	↓	92	125	↓	54.1%
Business Rates	86	133	↓	33	29	↑	38.4%
Council Tax	117	206	↓	40	50	↓	34.2%
Payment Query	631	880	↓	212	169	↑	33.6%
Method of Payment Query (BR)	38	34	↑	12	5	↑	31.6%
Explanation of Bill	329	237	↑	98	84	↑	29.8%
Refund	145	177	↓	43	36	↑	29.7%
Payment Outstanding	169	121		50	28	↑	29.6%
1B/Office Handoff – SPD	41	40	↑	12	14	↓	29.3%
Bailiff Query (Revs)	87	106	↓	23	31	↓	26.4%
Summons received /Cost Dispute (BR)	33	37	↓	8	3	↑	24.2%
Summons received /Cost Dispute (Revs)	383	352	↑	87	68	↑	22.7%
Reminder/2nd Reminder received (Revs)	184	320	↓	36	49	↓	19.6%
Seven Day Letter received (Revs)	67	70	↓	11	12	↓	16.4%
Exemption/Discount – Application (Revs)	524	531	↓	73	55	↑	13.9%
Method of Payment Query (Revs)	168	206	↓	18	19	↓	10.7%
Move In/Move Out	1,006	1,108	↓	64	71	↓	6.4%
Other Tickets (in Overall To	482			158			32.8%
Total Tickets (Top 20)	4,369			1,032			23.6%
Total number of All Revenues Tickets recorded on SAP CRM	4,851			1,190			24.5%
Channel (All Revenues Tickets in SAP)	No						
Telephone	4,098						
Face to Face	617						
Web Form	121						
Other	15						
Overall Result	4,851						

Advisors Comments

	Process	Number of CRM Tickets (This month)	Number of Tickets - (previous month)	Number of Tickets - Comparison to previous month	Number of Avoidable Contact (This month)	Number of Avoidable Contact (previous month)	Number of Avoidable Contacts - Comparison to previous month	% Avoidable
Adults & Housing Top 20 Reasons for Contact / Avoidable Contact - Dec 2011								
Resident Services	Housing Benefits	51	54	↓	29	32	↓	56.9%
Resident Services - Rents (tenancy)	Notices Served / F	40	65	↓	20	10	↑	50.0%
Re-Ablement Team	General Enquiry	33	0	↑	13	0	↑	39.4%
Re-Ablement Team	Request Assessmer	29	0	↑	11	0	↑	37.9%
Long-Term Team	Transferred to Ba	41	0	↑	15	0	↑	36.6%
Personalisation Team	General Enquiry	62	0	↑	18	0	↑	29.0%
Personalisation Team	Transferred to Ba	106	0	↑	29	0	↑	27.4%
Resident Services - Rents (tenancy)	Payment Methods	44	48	↓	12	13	↓	27.3%
Resident Services - Tenancy Management	ASB Complaint (Te	73	81	↓	16	11	↑	21.9%
Housing Needs - Allocations	General Enquiry (H	36	78	↓	7	21	↓	19.4%
Resident Services - Estate Services	General Enquiry (E	32	42	↓	6	4	↑	18.8%
Concessionary Travel	General Enquiry	28	0	↑	5	0	↑	17.9%
Concessionary Travel	Request Applicatio	29	0	↑	5	0	↑	17.2%
Resident Services - Tenancy Management	General Enquiry (T	601	695	↓	99	108	↓	16.5%
Resident Services	General Enquiries (	143	204	↓	19	27	↓	13.3%
Resident Services - Tenancy Management	Garages & Parking	35	71	↓	4	3	↑	11.4%
Resident Services - Rents (tenancy)	Rent or service ch	303	340	↓	25	38	↓	8.3%
Access Harrow	General Enquiries	104	209	↓	7	16	↓	6.7%
Resident Services - Rents (tenancy)	General Enquiry (R	256	231	↑	13	25	↓	5.1%
Concessionary Travel	Concessionary Tra	46	0	↑	2	0	↑	4.3%
Other Tickets (in		505			103			20.4%
Total Tickets (Top 2		**2,092**			**355**			**17.0%**
Total number of All Adults & Childrens Tickets recorded on SAP CRM		**2,597**			**458**			**17.6%**

Channel (All Adults & Childrens Tickets in SAP)	No
Telephone	2,487
Face to Face	54
Web Form	12
Other	44
Overall Result	2,597

Advisors Comments

		Housing Top 20 Reasons for Contact / Avoidable Contact - Dec 2011						
	Process	Number of CRM Tickets (This month)	Number of Tickets - (previous month)	Number of Tickets - Comparison to previous month	Number of Avoidable Contact (This month)	Number of Avoidable Contact (previous month)	Number of Avoidable Contacts - Comparison to previous month	% Avoidable
Responsive Repairs (Tenant)	Job Recall	43	33	↑	42	31	↑	97.7%
Responsive Repairs	Progress of Repair - Kier	147	116	↑	140	110	↑	95.2%
Responsive Repairs	Job Recall	115	136	↓	104	121	↓	90.4%
Responsive Repairs	Progress of Survey	56	172	↓	48	147	↓	85.7%
Responsive Repairs	Progress of Repair - Back Office	53	80	↑	44	69	↓	83.0%
Responsive Repairs	Progress of Repair - Kier	357	412	↓	296	318	↓	82.9%
Responsive Repairs	Appointment Cancelled by Tenant	40	47	↓	32	36	↓	80.0%
Responsive Repairs	Call Transferred to Other Council Serv	154	208	↓	64	83	↓	41.6%
Responsive Repairs	Repairs Policy	192	309	↓	65	124	↓	33.9%
Responsive Repairs	Request Repair - Other	84	88	↓	11	14	↓	13.1%
Responsive Repairs	Request for Survey/Pre-Inspection	85	113	↓	11	13	↓	12.9%
Housing Needs	Homelessness Advice	42	19	↑	4	4	↔	9.5%
Responsive Repairs	Request Repair - Gas Section	189	206	↓	14	10	↑	7.4%
Responsive Repairs	Request Repair - Plumbing	185	213	↓	13	10	↑	7.0%
Responsive Repairs	Request Repair - Carpentry/Joinery	57	73	↓	4	4	↔	7.0%
Responsive Repairs (Tenant)	Request Repair - Gas Section	72	59	↑	4	6	↓	5.6%
Responsive Repairs	Request Repair - Domestic Electrical	158	164	↓	7	8	↓	4.4%
Repairs (Tenant)	Request Repair - Plumbing	55	54	↑	1	0	↑	1.8%
Responsive Repairs	Request Repair - Other	112	125	↓	2	7	↓	1.8%
Responsive Repairs	Request Repair - Carpentry	34	36	↓	0	0	↔	0.0%
	Other Tickets (in Overall Total)	386			166			43.0%
	Total Tickets (Top 20)	2,230			906			40.6%
	Total number of All Housing Tickets recorded on SAP CRM	2,616			1,072			41.0%

Channel (All Housing Tickets in SAP)	No
Telephone	2,571
Face to Face	8
Web Form	
other	37
Overall Result	2,616

Advisors Comments							

Benefits Top 20 Reasons for Contact / Avoidable Contact - Dec 2011

Process	Number of CRM Tickets (This month)	Number of Tickets - (previous month)	Number of Tickets - Comparison to previous month	Number of Avoidable Contact (This month)	Number of Avoidable Contact (previous month)	Number of Avoidable Contacts - Comparison to previous month	% Avoidable
Assessment Error	38	42	↓	35	36	↓	92.1%
Explanation of Entitlement Letter	96	101	↓	78	78	↔	81.3%
Chasing Progress of Assessment/Query	313	383	↓	238	273	↓	76.0%
Explanation of Overpayment Letter	81	65	↑	54	25	↑	66.7%
No Permission to Discuss	32	33	↓	16	18	↓	50.0%
Payment Query	408	397	↑	191	128	↑	46.8%
Entitlement Query	358	523	↓	165	199	↓	46.1%
Dispute Appeal	83	78	↑	24	20	↑	28.9%
Rent Arrears – Private/HA Tenant	54	72	↓	13	23	↓	24.1%
Assessor Letter - further info	195	201	↓	43	52	↓	22.1%
Response to Assessor Letter	611	604	↑	127	109	↑	20.8%
Assessor Letter - suspension	78	76	↑	15	26	↓	19.2%
1B/Office Handoff - Change of Circumstance	255	240	↑	49	39	↑	19.2%
New Claim Callback	33	22	↑	6	5	↑	18.2%
DHP	63	59	↑	11	9	↑	17.5%
Review	59	39	↑	10	3	↑	16.9%
1B/Office Handoff - New Claim	64	72	↓	9	3	↑	14.1%
New Claim	512	555	↓	57	42	↑	11.1%
Benefits Document Received	584	684	↓	61	52	↑	10.4%
Changes in Circumstances	536	642	↓	43	55	↓	8.0%
Other Tickets (in Overall Total)	223			96			43.0%
Total Tickets (Top 20)	4,453			1,245			28.0%
Total number of All Benefits Tickets recorded on SAP CRM	4,676			1,341			28.7%
Channel (All Benefits Tickets in SAP)	No						
Telephone	2,242						
Face to Face	2,422						
Web Form							
Other	12						
Overall Result	4,676						

Advisors Comments

	Process	Number of CRM Tickets (This month)	Number of Tickets - (previous month)		Number of Avoidable Contact (This month)	Number of Avoidable Contact (previous month)		% Avoidable
Children in Need and Looked After Service	Child protection - Looked After Serv.	5	5	↔	4	4	↔	80.0%
Children's Safeguarding and Review Unit	Social Services Childrens	5	8	↓	1	2	↓	20.0%
Access Harrow	School - gen info(locations/contacts)	13	19	↓	2	1	↑	15.4%
Place Planning and School Admissions Service	High School Transfer - Queries	10	49	↓	1	3	↓	10.0%
Strategic Services	School Admissions - appeals	21	21	↔	2	4	↓	9.5%
Place Planning and School Admissions Service	Secondary School Places - New Applicatio	22	55	↓	2	1	↑	9.1%
Place Planning and School Admissions Service	Waiting List Check	118	266	↓	3	2	↑	2.5%
Place Planning and School Admissions Service	Rising 5 - New Application	122	142	↓	3	3	↔	2.5%
Place Planning and School Admissions Service	Form Request/Admission Enquiry	145	212	↓	3	0	↑	2.1%
Place Planning and School Admissions Service	Primary School Places - Queries	331	390	↓	6	11	↓	1.8%
Place Planning and School Admissions Service	Secondary School Places - Queries	91	150	↓	1	1	↔	1.1%
Admissions Service	Primary School Places - New Application	61	101	↓	0	0	↔	0.0%
Children's Safeguarding and	General Enquires	43	89	↓	0	1	↓	0.0%
Place Planning and School Admissions Service	Offer Letter Response handed in	30	30	↔	0	0	↔	0.0%
Place Planning and School Admissions Service	Waiting list - New application	26	30	↓	0	0	↔	0.0%
Access Harrow	General Enquires	19	29	↓	0	1	↓	0.0%
Childcare Development Team	Nursery school places	10	20	↓	0	0	↔	0.0%
Admissions Service	High School transfer - Application	4	11	↓	0	0	↔	0.0%
Access Harrow	Sixth Form Education	4	5	↓	0	1	↓	0.0%
Childcare Development Team	Private nurseries - nursery grants	3	2	↑	0	0	↔	0.0%
	Other Tickets (in Overall Total)	21			4			19.0%
	Total Tickets (Top 20)	1,083			28			2.6%
	Total number of All Adults & Childrens Tickets recorded on SAP CRM	1,104			32			2.9%
	Channel (All Adults & Childrens Tickets in SAP)				No			
	Telephone				699			
	Face to Face				361			
	Web Form				6			
	other				38			
	Overall Result				1,104			

Advisors Comments

Process	Number of CRM Tickets (This month)	Number of Tickets - Comparison to previous month		Number of Avoidable Contact (This month)	Number of Avoidable Contacts - Comparison to previous month		% Avoidable
Parking Top 20 Reasons for Contact / Avoidable Contact - Dec2011							
PCN Issued Incorrectly	29	40	↓	23	29	↓	79.3%
Appeal Status	69	89	↓	54	60	↓	78.3%
Council Parking General Inform	193	301	↓	125	143	↓	64.8%
Appeal Rejection	35	41	↓	22	32	↓	62.9%
Bailiff	87	49	↑	48	18	↑	55.2%
Payment - Amt o/s on PCN	157	173	↓	80	71	↑	51.0%
Payment Refund	37	25	↑	17	8	↑	45.9%
Calls Transferred to Other Se	47	66	↓	20	25	↓	42.6%
Statutory Declaration Process	29	37	↓	8	9	↓	27.6%
Appeal Enquiry	705	712	↑	165	111	↑	23.4%
Permit Process	42	68	↓	6	11	↓	14.3%
Appeal Form Given / Received	141	147	↓	15	9	↑	10.6%
Parking Tickets	107	92	↑	10	9	↑	9.3%
Permit - Renewal	171	155	↑	12	7	↑	7.0%
Visitor Permit	143	149	↓	10	5	↑	7.0%
Nuisance Parking - Depot	86	116	↓	6	12	↓	7.0%
Pay PCN	1848	1,732	↑	126	187	↓	6.8%
Permit Application	119	125	↓	5	7	↓	4.2%
Permits - Change of Vehicle /	88	90	↓	3	7	↓	3.4%
Parking Restrictions	40	60	↓	1	10	↓	2.5%
Other Tickets (in Overall Tot	**191**			**76**			**39.8%**
Total Tickets (Top 20)	**4,173**			**756**			**18.1%**
Total number of All Parking Tickets recorded on SAP CRM	**4,364**			**832**			**19.1%**

Channel (All Parking Tickets in SAP)	No
Telephone	1,874
Face to Face	660
Web Form	1,821
Other	9
Overall Result	4,364

Advisors Comments

Process	Number of CRM Tickets (This month)	Number of Tickets -in previous month		Number of Avoidable Contact (This month)	Number of Avoidable Contacts - in previous month		% Avoidable
Planning Top 20 Reasons for Contact / Avoidable Contact - Dec 2011							
Planning	193	207	↓	4	8	↓	2.1%
General Development Management Info	192	338	↓	0	1	↓	0.0%
Speak to a Specific Officer	187	226	↓	0	0		0.0%
Building control	182	245	↓	3	2	↑	1.6%
General Building Regulations Information	114	168	↓	1	5	↓	0.9%
Before Starting a Project	109	183	↓	2	7	↓	1.8%
Request Inspection	108	167	↓	1	1	↔	0.9%
Planning - residential	103	157	↓	1	1	↔	1.0%
Application Decision Status	62	36	↑	0	0	↔	0.0%
Applying for Planning Permission	50	80	↓	0	0	↔	0.0%
Extending & Altering Property	41	25	↑	0	0	↔	0.0%
Individual Property Searches	35	22	↑	0	0	↔	0.0%
Application Responsible Officer	31	30	↑	0	0	↔	0.0%
Enq-re Application	31	84	↓	1	3	↓	3.2%
Planning Application Form	30	29	↑	0	0	↔	0.0%
Completion Certificate	29	29	↔	0	0	↔	0.0%
View Current Application/Plan	28	54	↓	1	0	↑	3.6%
Concern about a Building	26	34	↓	1	0	↑	3.8%
View Past Application/Plan	25	37	↓	1	0	↑	4.0%
Building Regulations Fees	24	44	↓	0	0	↔	0.0%
Other Tickets (in Overall Total)	218			1			0.5%
Total Tickets (Top 20)	1,600			16			1.0%
Total number of All Planning Tickets recorded on SAP CRM	1,818			17			0.9%

Channel (All Planning Tickets in SAP)	No
Telephone	1,519
Face to Face	295
Web Form	3
Other	1
Overall Result	1,818

Advisors Comments

PR&CS Top 20 Reasons for Contact / Avoidable Contact - Dec 2011							
Process	Number of CRM Tickets (This month)	Number of Tickets in previous month		Number of Avoidable Contact (This month)	Number of Avoidable Contacts - in previous month		% Avoidable
Household waste - collection services	663	617	↑	130	154	↓	19.6%
Household waste - garden waste	317	276	↑	44	78	↓	13.9%
Pest Control	316	409	↓	27	20	↑	8.5%
Household waste - Blue Bins	311	236	↑	64	60	↑	20.6%
Recycling - general information	207	155	↑	6	2	↑	2.9%
Fly Tipping	191	345	↓	15	49	↓	7.9%
Hhold waste-spl collec for large items	168	267	↓	9	19	↓	5.4%
Street Care and Maintenance	161	336	↓	8	18	↓	5.0%
Missed Collection - Domestic Waste	134	112	↑	72	70	↑	53.7%
Missed Collection - Blue Bin Waste	121	81	↑	68	38	↑	56.2%
Public Health	115	158	↓	6	11	↓	5.2%
Pollution control - noise	93	102	↓	4	5	↓	4.3%
Missed Collection - Brown Bin Waste	79	97	↓	31	55	↓	39.2%
Street Lighting	76	86	↓	3	5	↓	3.9%
Household waste - Civic ammenity site	74	93	↓	4	0	↑	5.4%
Service Enquiry	73	0	↑	16	0	↑	21.9%
Lighting - street lights	72	74	↓	14	15	↓	19.4%
Roads and highways - works	72	56	↑	6	2	↑	8.3%
Street Cleaning	71	0	↑	21	0	↑	29.6%
Horticultural stds (Street Care Maint	68	153	↓	10	32	↓	14.7%
Other Tickets (in Overall Total)	989			139			14.1%
Total Tickets (Top 20)	3,382			558			16.5%
Total number of All PR & CS Tickets recorded on SAP CRM	4,371			697			15.9%

Channel (All PR & CS Tickets in SAP)	No
Telephone	3,807
Face to Face	83
Web Form	256
Other	225
Overall Result	4,371

Advisors Comments