

Customer First and Self-Service Form Completion

Service Area	Customer First Form Completion 22nd Feb to 22nd May				Self Service Form Completion 22nd Feb to 8th May					
	2016	2015	Percentage Difference	Good to be	2016	2015	Percentage Difference	Good to be	Percentage Completed Online	Good to be
Brown Sacks	338	499	-32.3%	↓	145	108	34.3%	↑	30.0%	↑
Bulky Matters	424	704	-39.8%	↓	328	N/A	N/A	↑	43.6%	↑
Fly-tipping	710	694	2.3%	↓	378	280	35.0%	↑	34.7%	↑
Missed Collection	185	394	-53.0%	↓	68	240	-71.7%	↑	26.9%	↑
Total	1657	2291	-27.7%	↓	1374	991	38.6%	↑	45.3%	↑

Back Office Form Completion for Channel-Shift Services

Back Office Form Completion 22nd Feb to 8th May				
Service Area	2016	2015	Percentage Difference	Good to be
Brown Sacks	600	471	27.4%	↓
Fly-tipping	221	395	-44.1%	↓
Missed Collection	26	184	-85.9%	↓
Total	847	1050	-19.3%	↓

Fly-tipping Duplicate ESB Reports

Back Office Form Completion 22nd Feb to 8th May				
	2016	2015	Percentage Difference	Good to be
Duplicate Reports	56	90	-37.8%	↓

Green and Go Subscription

Green and Go Form Completion 03.05.2016 to 10.05.2016				
	Online	Direct Contact	Online Percentage	Good to be
Green and Go	186	125	59.8%	↑

Contact-Us Forms

Contact-Us Form Completion 1st Jan to 30th April				
	2016	2015	Percentage Difference	Good to be
Forms Completed	597	524	13.9%	↓

Where's My Nearest Website Hits

	Number of Hits
18.01.2016 to 18.02.2016	775

Web Chat School Admissions

Month 2015 - 2016	Calls Answered	Web Chat	Web chat Percentage
September	31	39	55.7%
October	25	23	47.9%
November	28	18	39.1%
December	11	9	45.0%
January	30	27	47.4%
February	63	31	33.0%
March	69	18	20.7%
April	77	43	35.8%
Total	334	208	38.4%

Emails and Contact-Us to Customer First Email Box

	2016	2015	Percentage Difference
January	662	426	55.4%
February	425	518	-18.0%
March	561	515	8.9%
April	495	340	45.6%
Total	2143	1799	19.1%