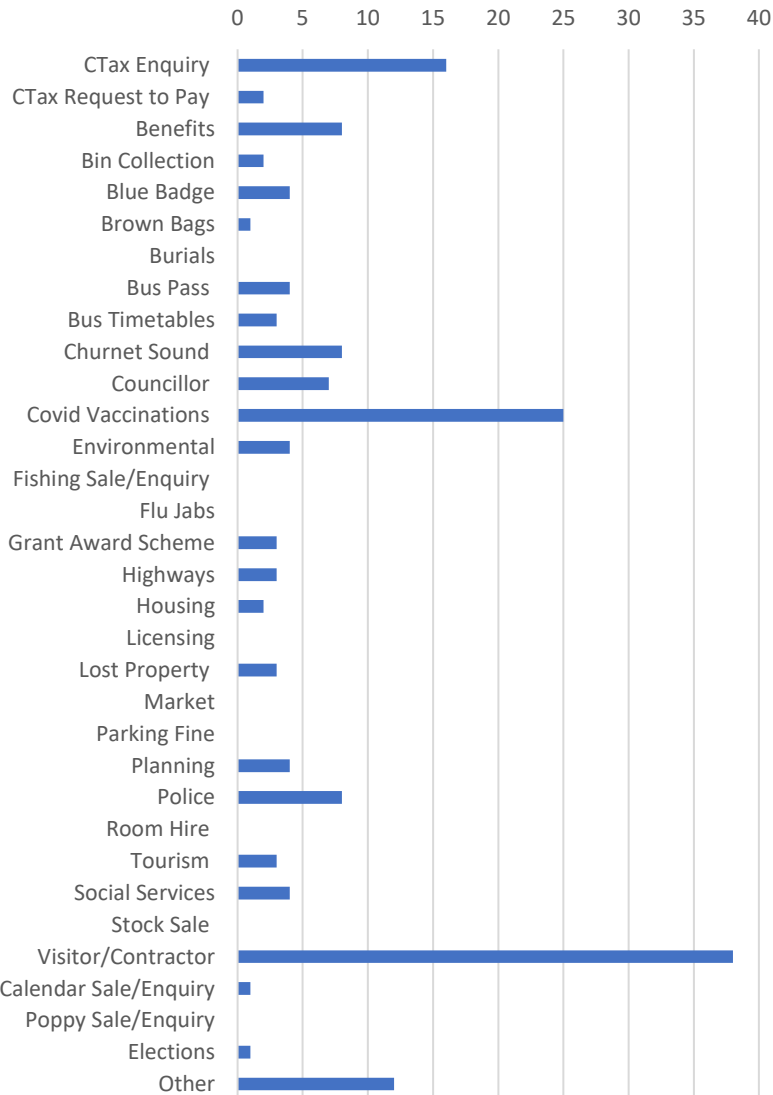




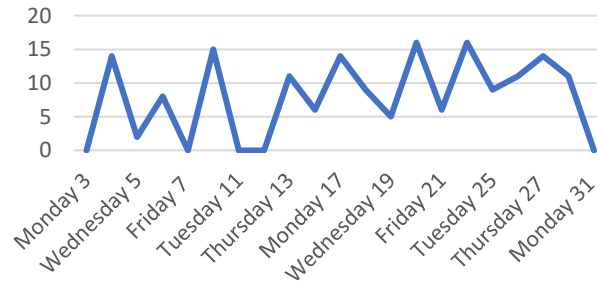
Biddulph Town Hall Reception : May 2021



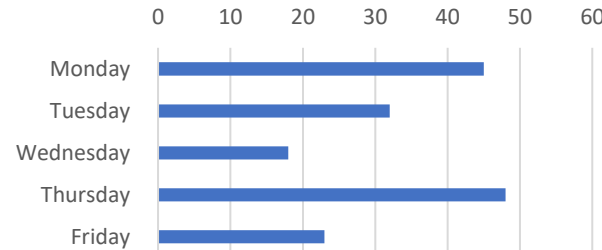
Total Queries by Category



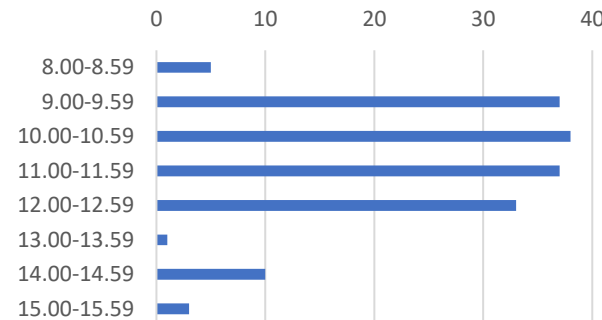
Overall Demand



Demand by Day



Demand by Time



Data Purpose:

1. To understand our demand
2. To learn from each other's experience to improve our knowledge and to ensure consistency in our approach
3. To consider improvement opportunities based on recorded data/MI

Data Analysis:

- Reception open 9am to 1pm (outside of COVID-19 vaccination clinics)
- Increased hours from 9am to 4pm Monday & Tuesday 17, 18, 24, 25
- 166 queries handled over 15 days (2 Bank Holidays & 4 Vaccine Days) – increase of 84% April to May – average = 11 per day
- 14 queries handled 1pm-4pm (over 4 days)
- 40/166 (24%) = SMDC queries
- 128/166 (77%) queries resolved at 1st touch
- 14/166 (8%) queries signposted to SMDC (7), SCC (3) or the customer's own GP (4)
- 10/166 (6%) passed to Sarah, Jodie or Esther
- Sales = £12 (15 x brown bags & 1 x calendar)
- Added arrival time to data collection to record demand by time
- Added 'Grant Awards Scheme' & 'Elections' as new drop down categories

Good News Stories

- Sue received thank you chocolates from Mrs Sandra Adam

TOP 3 QUERIES (same as April 2021)



Visitors to the Town Hall



Council Tax & Benefits



COVID-19 Vaccinations