

Public Engagement Report – Appendix A

The tables below show the number of customer contacts by phone, email and LiveChat to the Customer Service Centre, for the period of disruption to waste and recycling services and the equivalent period the previous year.

There was a sharp drop off in waste related calls in the week commencing Monday 26 February as the service returned to normal – around 250 calls.

As per paragraph 13 of the report, a weekly breakdown of waste and non-waste emails is not readily available and would require a lengthy manual process to calculate. However, the total for the period is provided, which shows 62 per cent of all emails received were about waste and recycling compared to 17 per cent over the equivalent period in 2023.

Phone calls

This year

22/01/24 - 23/02/24				
Queue	Total	Non-waste	Waste only	Percentage of waste only enquiries
Week 1 - 22/01/24 - 26/01/24	1668	1332	336	20%
Week 2 - 29/01/24 - 02/02/24	1752	1374	378	22%
Week 3 - 05/02/24 - 09/02/24	1867	1291	576	31%
Week 4 - 12/02/24 - 16/02/24	1760	1195	565	32%
Week 5 - 19/02/24 - 23/02/24	3024	2160	864	29%
Calls	10071	7352	2719	27%

Last year

23/01/23 - 24/02/23				
Queue	Total	Non-waste	Waste only	Percentage of waste only enquiries
Week 1 - 23/01/23 - 27/01/23	1530	1242	288	19%
Week 2 - 30/01/23 - 03/02/23	1476	1208	268	18%
Week 3 - 06/02/23 - 10/02/23	1589	1261	328	21%
Week 4 - 13/02/23 - 17/02/23	1508	1291	217	14%
Week 5 - 20/02/23 - 24/02/23	1685	1396	289	17%
Calls	7788	6398	1390	18%

LiveChat

This year

22/01/24 - 23/02/24				
Queue	Total	Non-waste	Waste only	Percentage of waste only enquiries
Week 1 - 22/01/24 - 26/01/24	155	59	96	62%
Week 2 - 29/01/24 - 02/02/24	154	64	90	58%
Week 3 - 05/02/24 - 09/02/24	204	89	115	56%
Week 4 - 12/02/24 - 16/02/24	151	53	98	65%
Week 5 - 19/02/24 - 23/02/24	297	148	149	50%
Chat	961	413	548	57%

last year

23/01/23 - 24/02/23				
Queue	Total	Non-waste	Waste only	Percentage of waste only enquiries
Week 1 - 23/01/23 - 27/01/23	112	88	24	21%
Week 2 - 30/01/23 - 03/02/23	115	90	25	22%
Week 3 - 06/02/23 - 10/02/23	96	79	17	18%
Week 4 - 13/02/23 - 17/02/23	48	39	9	19%
Week 5 - 20/02/23 - 24/02/23	156	81	75	48%
Chat	527	377	150	28%

Emails

This year

22/01/24 - 23/02/24				
Queue	Total	Non-waste	Waste only	Percentage of waste only enquiries
Week 1 - 22/01/24 - 26/01/24	427			
Week 2 - 29/01/24 - 02/02/24	1172			
Week 3 - 05/02/24 - 09/02/24	623			
Week 4 - 12/02/24 - 16/02/24	374			
Week 5 - 19/02/24 - 23/02/24	333			
Email	2929	1116	1813	62%
Totals	13961	8881	5080	57%

Last year

23/01/23 - 24/02/23				
Queue	Total	Non-waste	Waste only	Percentage of waste only enquiries
Week 1 - 23/01/23 - 27/01/23	394			
Week 2 - 30/01/23 - 03/02/23	437			
Week 3 - 06/02/23 - 10/02/23	560			
Week 4 - 13/02/23 - 17/02/23	508			
Week 5 - 20/02/23 - 24/02/23	434			
Email	2333	1702	399	17%
Totals	10648	8477	1939	28%