



Neuadd y Sir / County Hall, Llandrindod, Powys, LD1 5LG

QUESTIONS AT ANY TIME TO CABINET PORTFOLIO HOLDERS

Question From:	County Councillor Gareth Ratcliffe
Subject:	Call response times
Question To:	County Councillor Jake Berriman Cabinet Member for a Connected Powys

Question:

I have received numerous complaints and comments from residents trying to contact the council via phone and the amount of time it takes to get through. Whilst I understand the channel shift to digital channels of communications. There will always be times when residents of all ages need to speak to an operator to help resolve an issue, as it saves time for residents and businesses instead of multiple email exchanges. In one case, I was concerned to be informed that one resident was on the phone for 14 minutes despite being first in the queue.

Can the portfolio holder update members on the call response time for the council? Also, what is the council doing to ensure we are responding with quality outcomes and not just ticking a monitoring box, as this does not reflect the system some residents say they are facing? And finally, how many lost and cancelled calls does the council have and is this in line with the national average?