

Report to: Executive Board 8th July 02

Customer Services - Improving access to services

<b>Report of: Customer Services Business Manager</b>	<b>WARDS AFFECTED</b>
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<b>Lead Member Responsible: Councillor Richard Tarver</b>	
<b>Key Decision: Yes</b>	

#### **SUMMARY AND RECOMMENDATIONS**

In response to a proposal to set up local services shops at Cowley and Wood Farm the Executive Board, at its meeting on the 12<sup>th</sup> March 2002, recommended to Council not to include funding in the 2002/3 budget for this purpose and requested a report on options to improve access to and the image of Council Services in these areas.

This report provides information on the "one-stop" public enquiry facilities that the Customer Services Business Unit provided to 68,000 customers last year from the four existing shops and identifies that service take up is growing and that satisfaction levels are high both from customers and external inspection. Details on activity in each service shop are provided.

The service enables the front-line delivery of a "joined-up" solution to enquiries relating to key services at the point of contact to customers who are frequently from the most needy and disadvantaged sections of the community.

Details of service development are provided including contributing to better housing advice through dealing with all initial homeless presentations and applications for assistance, extending services to Blackbird Leys residents, assisting Oxford Building Solutions with repairs activity by logging repairs and dealing with enquiries, enabling improved services to ethnic minorities through the take-up of more responsive interpreting services and general service improvements.

These include the redesign of the St Aldates Service Shop to provide a better environment for the 40,000 customers that use it each year.

Options for extending the service to Wood Farm and Cowley such as the provision of surgeries, working in partnership with Oxford Citizens Housing Association, an additional shop in the Cowley centre and likely costs and resources required are discussed.

Choices about increasing staffing levels or reducing service delivery from existing outlets to free resources to cater for demands at new sites

are also considered.

The report provides a brief note on the fact that new technology will enable further opportunities to engage and interact with the public in order to meet their needs.

The Executive Board is asked to discuss the report and its options and indicate its views on

- a) partnership proposals to provide one-stop services from a site provided by OCHA
- b) how services should be provided from Wood Farm and Cowley
- c) how those services should be resourced, and
- d) to note that further reports and recommendations on new contact approaches will be provided at an appropriate time.

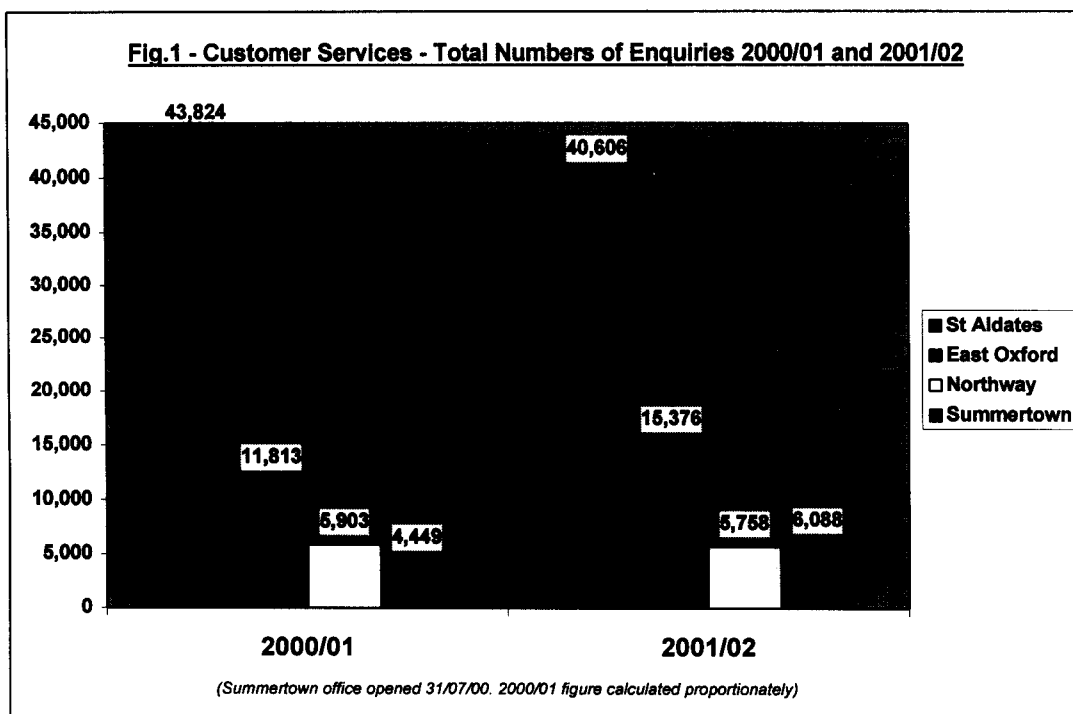
## **1 Background**

- 1.1 Executive Board on the 12<sup>th</sup> March asked for a report on options to improve access to Council Services at Cowley and Wood Farm. The permanent service provided by Wood Farm Local Housing Office ended on 1<sup>st</sup> July as part of the restructuring of the Housing Management Business Unit and the Cowley Shopping Centre area is poorly served. Currently, the nearest access points are a service limited to Council Housing issues from Blackbird Leys Local Housing Office or a "one-stop" service at East Oxford Local Services Shop in Bullingdon Road.

## **2 Customer Services - Existing service provision**

- 2.1 The aim of the Customer Services business unit is to provide comprehensive public enquiry facilities that meet the demands of Oxford City Council's customers and maximise access to the Council and other local services.
- 2.2 Customer Services is a cross-cutting service providing problem resolution, information and advice to the public relating to most City Council services as well as other public information on matters such as local plans, committee agenda, county services, government agencies, health promotion and energy efficiency. It also acts as a signpost for other specialist agencies such as the Night Shelter, Age Concern and Oxfordshire Housing Rights and regular surgeries from the Legal Services Tenancy Liaison Officer and the CAB take place. In the customer's perception the shops are "the Council". Services range from a comprehensive Housing Benefits service, helping people to deal with their indebtedness to the council and general housing advice through to the provision of concessionary bus passes and the sale of green refuse sacks. Details of activity across the shops for the previous 3 months are to be found at Appendix 1

- 2.3** Service is provided through four Local Services Shops located at St Aldate's Chambers, East Oxford, Northway and Summertown. They also provide the personal customer interface on behalf of the Northway and Carfax Local Housing Offices. The service is customer focused and if the answer to an enquiry is not known the officer will put the customer in touch with the appropriate agency or make enquiries on their behalf.
- 2.4** Customers are seeking immediate resolution to their enquiry at an accessible point of contact in a confidential and safe environment. They need authoritative advice, available without prior appointment. Many have multiple enquiries covering a range of services and Customer Services Officers (CSO's) can provide a seamless "joined-up" response. Customers are often from the most needy or disadvantaged sections of the community. In the majority of cases the answer to the enquiry is provided at the point of contact and a typed note of action to be taken is given to the customer.
- 2.5** The team concerned with local services shops within the Customer Services business unit consist of one operations manager, two supervisors, 22.5 FTE CSO's and one full time and four part time receptionists. CSO's are not earmarked to particular sites and this ensures that a consistent approach to service provision is maintained across all the shops and the staff themselves do not become isolated. It also means that there is flexibility in the allocation of resources to ensure sites are adequately staffed particularly at times when staffing levels are low.
- 2.6** The staff are fully trained via individual training plans and spend time in placements with service business units to gain a better understanding of their work. In recruitment and selection an accent is placed on demonstrating customer focus and social awareness and the staff are keenly aware that in the eyes of the customer the front line service is the Council. CSO's have access to the main housing and revenues systems and can view customers personal files for benefits and local taxation via document imaging.
- 2.7** The existing shops dealt with 67,828 enquiries in the last financial year (a 4.5% increase on the previous year) with a 30% growth in take up at East Oxford to 15,376 customers and a 36% growth in Summertown to 6,088. St Aldates dealt with 40,606 and Northway 5,758. (see fig 1) A slight fall in the numbers attending St Aldates against increases at East and Summertown suggests that customers are finding bringing services nearer to them more convenient. There is no growth evident at Northway. Customer satisfaction levels are high for this kind of service with an average of 87.3% for 2001/2 and this is supported by previous Talkback surveys, best value surveys and positive reports from the Best Value Inspectorate and the Benefit Fraud Inspectorate.



**2.8** Although this is very much a frontline service, accounting regulations treat it as a support service requiring it to be recharged back to end services such as Housing Benefits and the Housing Revenue Account.

### **3 Current Service Developments**

**3.1** The provision of general housing advice has always been integral to the service. However, from the beginning of June, CSO's have been undertaking initial presentations by homeless persons at St Aldate's Chambers to provide a more customer focused service and enable homelessness officers to concentrate on processing applications. It is intended that this will improve service quality and reduce the amount of time people need to spend in homeless accommodation.

**3.2** CSO's can access the internet and provide a range of information to deal with a variety of enquiries. For example, they can now assist customers to search the new planning website to find out about planning applications in their area.

**3.3** It is intended that during the course of this year application will be made for external accreditation via the Community Legal Service Quality Mark for general help and advice.

**3.4** Providing the customer interface for Northway and Carfax Local Housing Offices has proved successful. Following staffing adjustments from Housing Management and as soon as staff training will allow, this model will be extended to Blackbird Leys Local Housing office, the busiest LHO, on a permanent basis. This will provide all residents in

the area with better access to Council services within their local community, and reduce the need for travelling to the city centre to have their enquiries dealt with. The cost in terms of the relationship between the HRA and the general fund is expected to be neutral in that any increase in the recharge to the HRA for this service is offset by the transfer of the staff costs to the General Fund.

- 3.5** CSO's are logging repairs and dealing with associated enquiries to assist Oxford Building Solutions with peaks of activity and provide tenants with a choice as to how they notify the Council of their needs.
- 3.6** There are a variety of general service improvements being progressed including a fast tracking service at St Aldates to reduce waiting times, immediate updating of system information to speed up services and a redesign of the St Aldate's service shop to improve access, facilitate improved processing of enquiries and provide a more welcoming environment for all users of the building.
- 3.7** The provision of information to members of ethnic groups will be enhanced by our ability to access instant interpreting services via the Language Line service recently adopted corporately. Training in the use of this is in the process of being delivered.
- 3.8** There are no national performance indicators directly applicable to the service, but local PI's have been reviewed to be more challenging in the light of established activity in the previous financial year. Performance and revised targets can be found at Appendix 2.

#### **4 Wood Farm**

- 4.1** Until its closure Wood Farm Local Housing Office was the main focus for residents in the immediate area to access Council services. However, by definition these were generally limited to Council tenancy issues and for other information customers were directed either to the East Oxford LSS or St Aldates. It could be argued that Wood Farm is a classic case of a situation where there is a demand, but that demand is insufficient to warrant a viable permanent presence. Visitor numbers have historically been far lower than any of the other LHO's or Local Services Shops as evidenced by information supplied to the tenants Monitoring Panel. (See Appendix 3) With this in mind Tenancy Management will be providing surgeries from the existing site on Wednesdays and Fridays and access to systems and communications are being retained for that purpose.
- 4.2** However, this service will be limited in the main to Council tenant issues and it would be useful to extend this to CSO surgeries in order to broaden the range of information and advice that could be offered. It is obviously important from the customer's perspective to ensure that

such a commitment is maintained and that officers are always available at the advertised times, but current staffing levels are unlikely to allow that to be certain unless services are reduced at other outlets. To install one-stop services at Wood Farm within existing resources will involve a reduction in services at other sites.

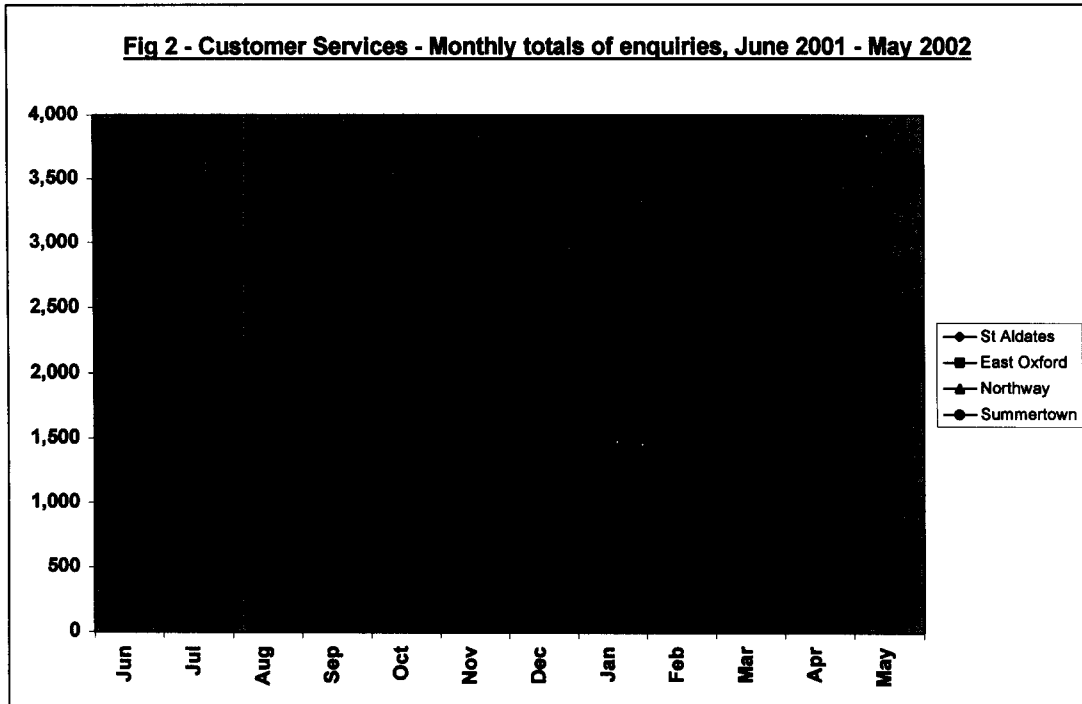
## **5 Cowley**

- 5.1** While the western end of the Cowley Road is well served by East Oxford LSS which is now used to full capacity, there is no equivalent access to advice and information in the Cowley Centre area. An obvious solution would be to open another Local Services Shop in the Centre itself. Such a site could attract significant numbers of customers being well served by public transport and car parking and a natural venue for customers to visit for other purposes. However, rental costs would be higher than the sites at East Oxford and Summertown ranging from £20,000 per year for a small double unit in Upper Barr to £29,000 for a fairly standard sized unit in Pound Way. Annual running costs including rent and additional staff would probably be around £125,000. One-off set up costs in the region of £85,000 for fitting out the unit would also be incurred
- 5.2** As an alternative, some initial discussions have been had with the Operations Director of Oxford Citizens Housing Association which has recently purchased its offices located in Barns Road adjacent to the Cowley Centre. OCHA are planning to refurbish their reception area and are suggesting that it would be possible for the City Council to provide one-stop services not limited to OCHA tenants from that site. While details and figures have not been discussed yet this could be regarded as an attractive option given that the main refurbishment costs would be funded by OCHA and the annual rent would be expected to be significantly lower than any standard commercial rent. This could be operated on a surgery basis or as a permanent arrangement with secure links to the Councils information systems being established. Additional budget would be required to cover the agreed rent, supplies and services and communications links and equipment purchase. Time scales are not yet clear, but design work is likely to start in the early autumn.
- 5.3** However, similar issues apply as to Wood Farm in relation to staffing resources and current levels could not provide cover for this additional access point without adjustments being made elsewhere. To install one-stop services in Cowley within existing resources will involve reduction in services at other shops.

## **6 Options**

- 6.1** One option is to simply apply additional resources. Half a full time equivalent (FTE) CSO should be sufficient to provide a two day a week service at Wood Farm. Resources required for Cowley would depend upon the level of service provided but would probably range from one CSO for a three day service to 3 FTE CSO's to provide a service similar to that at East Oxford to provide the service and an element of contingency for training, leave and sickness. CSO's are link graded at ACT5/6/SO1 and the cost including on costs of each at the top of the grade is £25,000. Having regard to cost, as an absolute minimum, one additional FTE could enable the provision of a one day surgery at Wood Farm and three days at Cowley. For health and safety reasons the surgery at Wood farm would need to coincide with proposed Housing Officer surgeries. This would not allow for any growth if demand at Cowley proved to be more than could be provided by one CSO.
- 6.2** The alternative is to reduce staffing levels or opening times at other sites and transfer resources. However, both St Aldates Chambers and East Oxford are generally too busy to reduce staffing significantly and there is a danger that waiting times for customers would escalate to unreasonable levels. This places an emphasis on reducing opening times at the less busy offices at Summertown and Northway. In practice there is usually one CSO at Northway and one at Summertown with a part-time receptionist.
- 6.3** Bearing in mind that Housing management are proposing to provide a surgery two days a week at Wood Farm, a reasonable starting point, might be to provide a surgery of one day a week at Wood Farm and three days at Cowley. Provided the CSO presence at each site was limited to one FTE for each surgery we could:-
- a) Reduce Northway to a one day per week surgery with no change to Summertown
  - b) Reduce Northway to two days per week and Summertown to four days
  - c) Reduce Northway to three days per week and Summertown to three days.
- These service reductions would not be necessary until and if the proposed service at Cowley began. However, a further consideration is that reducing opening hours will mean that the same number of customers will be accessing services over shorter opening hours and this will have an effect on the resources required when the shops are open.
- 6.4** To assist members with choices a graph showing activity at the shops for the last 12 months appears at Fig2. This shows a gradual widening of the gap in numbers between Summertown and Northway. Appendix

1 gives an indication of the types of enquiry showing that Northway enquiries tend to be more housing oriented while Summertown has a greater variety of questions and a larger share of the more complex benefits and local taxation enquiries. Summertown is also more convenient for some Council tenants.



## 7 Surgeries

- 7.1 Members may find it useful to know that in the future there is potential to offer surgeries at a variety of suitable locations such as Community Centres and Leisure Centres to meet customer demand. Clearly health and safety of staff would be paramount and venues would need to be appropriate to the numbers of expected enquiries. The main physical limitation would be access to relevant computer systems and investment in remote access technology to allow connection via laptop computers and telephone either mobile or land line would be necessary.

## 8 Technology

- 8.1 The scope of this report has been limited to the delivery of advice and information in person albeit supported by technology. There are several ways in which that support can be extended to assist frontline staff to deliver a broader range of information through access to more systems and the provision of scripts to answer frequently asked questions for instance.
- 8.2 It is likely that there will always be a demand for face to face contact particularly for the most vulnerable or disadvantaged but use of



technology through the website, kiosks, Digital TV and call centres should also be considered when thinking about how the Council should be interacting with the people it serves. This will be the subject of the Council's E Govt. and IT strategies and further reports and recommendations at an appropriate stage.

## **9 Recommendations**

- 9.1** It is hoped that this report will stimulate debate on how the City Council should deliver these types of services to the public. The Executive Board is recommended to discuss the report and indicate:-
- a) Whether it supports further investigation into proposals to provide one-stop services from a site provided by OCHA
  - b) Which, if any, of the options given in Section 6.above are agreed.
  - c) How to finance additional staffing if an enhanced level of service above that involved in the options in Section 6.3 is required.
  - d) That further reports and recommendations on the contact approaches described in sections 7 and 8 should be provided at the appropriate time.

**THIS REPORT HAS BEEN SEEN AND APPROVED BY THE PORTFOLIO HOLDER FOR LOCAL SERVICES AND THE STRATEGIC DIRECTOR FOR HOUSING HEALTH AND COMMUNITY**

	Housing Management				Revenues & Benefits																											
	Rent	Applications & Allocation	Tenancy	TOTAL	HB	CTAX	Business Rates	Incomes	TOTAL	Financial Mgmt	Internal Audit	Legal Services	Information Systems	Property Investment	Built Environment	Planning	City Centre Management	Transport & Parking	Leisure & Culture	Parks & Green Spaces	City Works	Customer Services	Homeless	Oxford Building Solutions	Neighbourhood Renewal	Environmental Health	Strategic Policy & Research	Corporate Strategy	Human Resources	Non - OCC	TOTAL	
SAC	66	280	66	412	1846	512	9	17	2384	6	6	7	26	17	3	20	2	279	18	5	18	12	12	22	49	9	17	12	47	22	157	3550
EOUSS	21	109	19	149	941	144	3	0	1088	0	0	9	0	0	0	0	0	6	0	1	45	1	15	6	0	15	0	4	0	43	1382	
NLSS	43	90	66	199	143	23	0	0	166	0	0	2	0	0	0	0	1	1	8	55	2	5	36	0	9	0	2	1	25	512		
SLSS	13	32	26	71	186	81	0	1	268	0	0	1	0	0	0	6	0	10	12	5	113	2	4	15	0	45	0	15	0	104	671	
<b>TOTAL</b>	<b>143</b>	<b>511</b>	<b>177</b>	<b>831</b>	<b>3116</b>	<b>760</b>	<b>12</b>	<b>18</b>	<b>3906</b>	<b>6</b>	<b>6</b>	<b>19</b>	<b>26</b>	<b>17</b>	<b>3</b>	<b>26</b>	<b>2</b>	<b>296</b>	<b>31</b>	<b>19</b>	<b>231</b>	<b>17</b>	<b>46</b>	<b>106</b>	<b>9</b>	<b>86</b>	<b>12</b>	<b>68</b>	<b>23</b>	<b>329</b>	<b>6115</b>	

	All Visitors				Appointments			
	Av wait (mins)	% < 10 mins	% < 15 mins	% < 30 mins	Total Appnts	Av wait (mins)	% < 10 mins	% < 30 mins
SAC	8.52	70.6	75.1	86.0	222	4.07	88.3	
EOUSS	4.86	83.0	89.9	97.6	75	2.41	94.7	
NLSS	0.56	97.5	98.3	100	0	n/a	n/a	
SLSS	0.69	97.5	98.2	99.9	6	0.00	100.0	
<b>TOTAL</b>	<b>6.17</b>	<b>78.8</b>	<b>83.1</b>	<b>91.5</b>	<b>303</b>	<b>3.58</b>	<b>90.1</b>	

**Performance Indicators:**  
 CSO1 "% of all customers seen <30 mins" = **80%**  
 CSO2 "% of customers with appt seen <10 mins" = **90%**

	Housing Management				Revenues & Benefits																										
	Applications & Allocation	Tenancy	Rent	TOTAL	HB	CTAX	Business Rates	Incomes	TOTAL	Financial Management	Internal Audit	Legal Services	Facilities Management	Information Systems	Property Investment	Built Environment	Planning	Transport & parking	Leisure & Culture	Parks & Green Spaces	City Works	Homeless	Oxford Building Solutions	Neighbourhood Renewal	Environmental Health	Strategic Policy & Research	Corporate Strategy	Modernisation Unit	Human Resources	Non - OCC	TOTAL
SAC	288	74	70	432	1896	516	10	16	2438	9	1	6	2	23	16	3	22	315	15	2	20	18	33	11	13	9	29	1	9	156	3583
EOLSS	71	24	8	103	1053	162	6	2	1223	0	0	6	0	0	0	4	11	0	2	57	7	9	1	30	0	5	0	0	0	28	1486
NLSS	79	89	60	228	114	24	0	0	138	1	2	0	0	0	0	0	0	0	0	7	56	1	15	0	4	0	0	0	0	33	485
SLSS	32	35	18	85	195	96	0	0	291	0	0	0	0	0	1	9	20	5	0	145	3	28	1	25	0	14	0	0	77	704	
<b>TOTAL</b>	<b>470</b>	<b>222</b>	<b>156</b>	<b>848</b>	<b>3258</b>	<b>798</b>	<b>16</b>	<b>18</b>	<b>4090</b>	<b>10</b>	<b>3</b>	<b>12</b>	<b>2</b>	<b>23</b>	<b>16</b>	<b>4</b>	<b>35</b>	<b>346</b>	<b>20</b>	<b>11</b>	<b>278</b>	<b>29</b>	<b>85</b>	<b>13</b>	<b>72</b>	<b>9</b>	<b>48</b>	<b>1</b>	<b>9</b>	<b>294</b>	<b>6258</b>

	All Visitors				Appointments			
	Av wait (mins)	% < 10 mins	% < 15 mins	% < 30 mins	Total	Av wait (mins)	% < 10 mins	Total
SAC	9.37	72.1	76.9	87.1	239	3.77	84	84
EOLSS	5.96	80.4	85	95.2	104	3.23	92	92
NLSS	0.32	99.2	99.6	100	0	n/a	n/a	n/a
SLSS	0.86	97.3	98.3	99.4	12	6.83	88.3	88.3
<b>TOTAL</b>	<b>6.90</b>	<b>79</b>	<b>83.1</b>	<b>91.4</b>	<b>355</b>	<b>3.72</b>	<b>86</b>	<b>86</b>

**Performance Indicators:**  
 CSO1 "% of all customers seen <30 mins" = 90%  
 CSO2 "% of customers with appt seen <10 mins" = 92%

Housing Management				Revenues & Benefits																											
				TOTAL	HB	CTAX	Business Rates	Incomes	TOTAL	Financial Management	Internal Audit	Legal Services	Facilities Management	Information Systems	Property Investment	Built Environment	Planning	Transport & parking	Leisure & Culture	Parks & Green Spaces	City Works	Homeless	Oxford Building Solutions	Neighbourhood Renewal	Environmental Health	Strategic Policy & Research	Corporate Strategy	Modernisation Unit	Human Resources	Non - OCC	TOTAL
SAC	261	92	77	430	1916	573	15	10	2514	2	4	8	5	13	10	1	11	278	13	2	14	22	28	20	12	7	41	1	7	151	3594
EOLSS	106	13	18	137	1137	199	6	4	1346	0	0	6	0	0	0	2	9	0	0	1	44	5	15	0	13	0	0	0	1	42	1621
NLSS	58	74	44	176	138	19	0	0	157	0	3	0	0	0	0	0	1	1	1	9	98	0	9	5	11	0	1	0	1	32	504
SLSS	47	39	20	106	170	74	2	0	246	0	0	0	0	0	0	1	5	20	6	0	172	2	19	0	10	0	17	7	0	70	681
<b>TOTAL</b>	<b>472</b>	<b>218</b>	<b>159</b>	<b>849</b>	<b>3361</b>	<b>865</b>	<b>23</b>	<b>14</b>	<b>4263</b>	<b>2</b>	<b>7</b>	<b>14</b>	<b>5</b>	<b>13</b>	<b>10</b>	<b>2</b>	<b>18</b>	<b>308</b>	<b>20</b>	<b>12</b>	<b>328</b>	<b>29</b>	<b>71</b>	<b>25</b>	<b>46</b>	<b>7</b>	<b>59</b>	<b>8</b>	<b>9</b>	<b>295</b>	<b>6400</b>

	All Visitors				Appointments			
	Av wait (mins)	% < 10 mins	% < 15 mins	% < 30 mins	Total Appts	Av wait (mins)	% < 10 mins	% < 15 mins
SAC	8.00	73.4	79.2	90.4	219	4.00	88	88
EOLSS	4.57	82.9	89.4	92	95	2.64	90.5	90.5
NLSS	1.20	94.2	96.8	99.6	0	0	0	0
SLSS	0.6	97.8	99.1	100	8	0.00	100.0	100.0
<b>TOTAL</b>	<b>5.79</b>	<b>80.1</b>	<b>85.3</b>	<b>92.6%</b>	<b>322</b>	<b>3.47</b>	<b>88.8%</b>	<b>88.8%</b>

**Performance Indicators:**  
 CSO1 "% of all customers seen <30 mins" = 90%  
 CSO2 "% of customers with appt seen <10 mins" = 92%

## Appendix 2

### Customer Services – Local Performance Indicators

<b>P.I. number</b>	<b>1. Description</b>	<b>Target 2001/02</b>	<b>PI result 2001/02</b>	<b>Target 2002/3</b>
<b>1. CS01</b>	% of customers with appointments interviewed within 10 minutes	90%	90.6%	92%
<b>2. CS02</b>	% of all customers interviewed within 30 minutes	80%	88.0%	90%
<b>3. CS03</b>	% of customers satisfied with time taken to see receptionist	95%	98.1%	99%
<b>4. CS04</b>	Customer Satisfaction	80%	87.26%	89%

**APPENDIX 3**

**RECEPTION LOG STATISTICS (JULY 01 TO SEPT 01) (Actual no. of callers per month)**

	Rose Hill			BBLays			Wood Farm			Barton			St. Aldes			Northway			E.Oxford			Summertown			TOTALS
	J	A	S	J	A	S	J	A	S	J	A	S	J	A	S	J	A	S	J	A	S	J	A	S	
Repairs	181	186	183	115	90	164	21	25	85	180	148	167	48	62	48	78	81	85	19	14	17	28	34	33	2115
Allocations	79	61	25	71	47	39	20	12	27	98	54	52	280	237	215	48	48	55	83	88	92	30	37	25	1823
Tenancy	52	37	24	41	68	74	16	15	12	70	86	61	66	55	53	95	98	78	12	6	5	28	20	22	1102
Rent	83	72	80	48	49	148	104	12	16	85	80	59	32	45	17	40	28	25	11	16	11	23	18	14	1087
Other	324	228	252	327	201	282	119	72	72	79	79	156	3128	3078	2825	197	285	232	1123	1172	1085	380	435	428	16631
<b>TOTAL</b>	<b>719</b>	<b>584</b>	<b>544</b>	<b>802</b>	<b>455</b>	<b>688</b>	<b>280</b>	<b>136</b>	<b>222</b>	<b>532</b>	<b>438</b>	<b>485</b>	<b>3556</b>	<b>3477</b>	<b>3258</b>	<b>458</b>	<b>520</b>	<b>475</b>	<b>1248</b>	<b>1296</b>	<b>1210</b>	<b>487</b>	<b>544</b>	<b>523</b>	<b>22758</b>

**RECEPTION LOG STATISTICS (OCT 01 TO DEC 01) (Actual no. of callers per month)**

	Rose Hill			BBLays			Wood Farm			Barton			St. Aldes			Northway			E.Oxford			Summertown			TOTALS
	O	N	D	O	N	D	O	N	D	O	N	D	O	N	D	O	N	D	O	N	D	O	N	D	
Repairs	191	208	101	225	212	102	21	87	31	150	124	87	86	52	47	96	104	48	19	19	12	31	34	36	2083
Allocations	65	48	43	98	79	43	20	46	9	32	36	38	218	207	158	61	64	21	104	97	82	31	23	19	1824
Tenancy	31	29	23	57	73	47	18	19	1	44	35	52	57	78	24	85	82	64	10	15	9	35	23	8	889
Rent	92	76	65	184	185	107	96	35	13	58	69	43	42	53	42	28	19	12	18	10	13	17	5	5	1300
Other	211	286	180	280	252	218	102	28	18	38	122	57	3442	3041	1888	301	204	101	1178	1133	895	507	389	255	15038
<b>TOTAL</b>	<b>590</b>	<b>857</b>	<b>392</b>	<b>844</b>	<b>811</b>	<b>517</b>	<b>259</b>	<b>196</b>	<b>72</b>	<b>322</b>	<b>386</b>	<b>278</b>	<b>3825</b>	<b>3431</b>	<b>2271</b>	<b>572</b>	<b>453</b>	<b>246</b>	<b>1328</b>	<b>1274</b>	<b>791</b>	<b>821</b>	<b>484</b>	<b>323</b>	<b>20844</b>