

Appendix 2

Summary by Account and Response by Call Segment				Target for 2015/16 is 93%		
Filters: Mon - Fri 0900 - 1700						
Department: All				Appendix 2		
Reporting Period: 01/04/15 to 30/09/15						
Dept	Q1			Q2		
	Total	Total in standard	%	Total	Total in standard	%
Growth Directorate						
CEO/CEPT	310	308	99%	595	592	99%
Planning	1023	906	89%	1617	1472	91%
Economic Growth	66	64	97%	249	236	95%
Legal & Governance	369	345	93%	798	742	93%
Legal & Governance - Elections	734	732	100%	214	214	100%
	2502	2355	94%	3473	3256	94%
Operations Directorate						
Revenue Services	989	946	96%	1702	1650	97%
Property & Estates	522	478	92%	1106	1004	91%
Financial Services	329	328	100%	684	684	100%
Housing	2098	1959	93%	3983	3617	91%
Housing Depot	2619	2469	94%	2133	1841	86%
Streetscene Services	1668	1509	90%	2816	2589	92%
	8225	7689	93%	12424	11385	92%
Transformation Directorate						
Customer Service (& Improvement)	152	132	87%	680	649	95%
Leisure	638	618	97%	1075	1028	96%
HR & Payroll	327	322	98%	828	819	99%
(Customer Service) & Improvement	194	192	99%	359	350	97%
	1311	1264	96%	2942	2846	97%
Total	12038	11308	94%	18839	17487	93%
Contact Centres Target 80%						
Contact Centres	14475	6637	46%	14811	6516	44%
Revenues & Benefits Target 60%						
Benefits	5886	4572	78%	5099	4160	82%
Billing	4160	3077	74%	3892	3028	78%
Business Rates	348	291	84%	269	228	85%
Recovery	3628	1938	53%	3116	1660	53%
Total	14022	9878	70%	12376	9076	73%
	Total (no.)	Answered	% Abandoned	Total (no.)	Answered	% Abandoned
Contact Centres Abandoned	15472	14475	6%	15589	14811	5%
Revenues & Benefits Abandoned	15517	14022	10%	13559	12376	9%
Benefits	6317	5886	7%	5434	5099	6%
Billing	4486	4160	7%	4165	3892	7%
Business Rates	357	348	3%	277	269	3%
Recovery	4357	3628	17%	3683	3116	15%
Total in standard includes all incoming calls:						
Answered on the original extension within 20 seconds						
Transferred to another extension on divert within 20 seconds						
Picked up by a group pick up within 20 seconds						
Which ring off within 20 seconds						