

Appendix 2 - Telephony Figures 1/10/15 – 31/3/16

Dept	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Growth Directorate						
CEO/CEPT	655	654	100%	538	533	99%
Planning	1836	1636	89%	1296	1158	89%
Economic Growth	186	156	84%	166	163	98%
Legal & Governance	732	649	89%	589	531	90%
Legal & Governance - Elections	568	567	100%	171	168	98%
	3977	3662	92%	2760	2553	93%
Operations Directorate						
Revenue & Benefits	1889	1820	96%	1293	1248	97%
Property & Estates	1232	1087	88%	939	814	87%
Financial Services	768	767	100%	493	490	99%
Housing	3614	3251	90%	3075	2898	94%
Housing Depot	1819	1604	88%	4110	3872	94%
Streetscene Services	2493	2337	94%	2004	1909	95%
	11815	10866	92%	11914	11231	94%
Transformation Directorate						
Customer Service (& Improvement)	622	618	99%	184	155	84%
Leisure	954	917	96%	1246	1101	88%
HR & Payroll	857	852	99%	482	467	97%
(Customer Service) & Improvement	374	370	99%	202	200	99%
	2807	2757	98%	2114	1923	91%
Total	18599	17285	93%	16788	15707	94%
Contact Centres Target 80%						
Contact Centres	16156	11097	69%	20946	13672	65%
Revenues & Benefits Target 60%						
Benefits	4589	3752	82%	5535	4510	81%
Billing	3633	2833	78%	4762	3323	70%
Business Rates	266	239	90%	363	319	88%
Recovery	2710	1752	65%	2873	1814	63%
Total	11198	8576	77%	13533	9966	74%
	Total	Answered	Abandon %age	Total	Answered	Abandon %age
Contact Centres Abandoned	16485	16156	2%	21469	20946	2%
Revenues & Benefits Abandoned	11776	11198	5%	14401	13533	6%
Benefits	4717	4589	3%	5665	5535	2%
Billing	3876	3633	6%	5282	4762	10%
Business Rates	278	266	4%	381	363	5%
Recovery	2905	2710	7%	3073	2873	6%
Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: 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						
						Does not meet target