

Appendix 2 - Telephony Figures 1/10/16 – 31/3/17

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
<b>Department (by directorate)</b>						
<b>Growth Directorate</b>						
CEO/CEPT	554	552	100%	652	650	99%
Planning	1433	1276	89%	1464	1246	85%
Economic Growth	170	167	98%	128	120	93%
Legal & Governance	459	413	90%	517	476	92%
Legal & Governance - Elections	244	239	98%	407	387	95%
	<b>2860</b>	<b>2647</b>	<b>93%</b>	<b>3168</b>	<b>2879</b>	<b>92%</b>
<b>Operations Directorate</b>						
Revenue & Benefits	1439	1278	89%	1697	1539	90%
Property & Estates	1004	914	91%	1020	936	91%
Financial Services	553	544	98%	667	652	97%
Housing	2910	2765	95%	3412	3232	94%
Housing Depot	4131	3893	94%	3622	3408	94%
Streetscene Services	2213	2069	94%	2537	2321	91%
	<b>12250</b>	<b>11463</b>	<b>94%</b>	<b>12955</b>	<b>12088</b>	<b>93%</b>
<b>Transformation Directorate</b>						
Customer Service (& Improvement)	190	151	80%	174	151	87%
Leisure	776	738	95%	4147	3448	83%
HR & Payroll	486	474	98%	337	333	99%
(Customer Service) & Improvement	221	219	99%	296	293	99%
	<b>1673</b>	<b>1582</b>	<b>95%</b>	<b>4954</b>	<b>4225</b>	<b>85%</b>
<b>Total</b>	<b>16783</b>	<b>15692</b>	<b>94%</b>	<b>21077</b>	<b>19192</b>	<b>91%</b>
<b>Contact Centres Target 80%</b>						
Contact Centres	16,541	13,832	84%	20,006	16,213	81%
<b>Revenues &amp; Benefits Target 60%</b>						
Benefits	4454	3733	84%	5091	4366	86%
Billing	3679	2777	75%	4553	3220	71%
Business Rates	310	236	76%	388	284	73%
Recovery	2439	1922	79%	3056	2656	87%
<b>Total</b>	<b>10882</b>	<b>8668</b>	<b>80%</b>	<b>13088</b>	<b>10526</b>	<b>80%</b>
<b>Abandonage</b>						
	<b>Total</b>	<b>Answered</b>	<b>Abandon %age</b>	<b>Total</b>	<b>Answered</b>	<b>Abandon %age</b>
<b>Contact Centres Abandoned</b>	16,696	16,541	1%	21,194	20,006	1%
<b>Revenues &amp; Benefits Abandoned</b>						
Benefits	4658	4454	4%	5142	5091	1%
Billing	3928	3679	6%	4947	4553	8%
Business Rates	333	310	7%	415	388	7%
Recovery	2552	2439	4%	3111	3056	2%
<b>Revenues &amp; Benefits Abandoned</b>	<b>11471</b>	<b>10882</b>	<b>5%</b>	<b>13615</b>	<b>13088</b>	<b>4%</b>

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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