

Appendix 2 - Telephony Figures 1/4/17 – 30/9/17

Corporate target 93%	Q1			Q2		
	Total	Total in standard	%age	Total	Total in standard	%age
<b>Department (by directorate)</b>						
<b>Growth Directorate</b>						
CEO/CEPT	599	597	99%	651	650	100%
Planning	1254	1078	85%	1074	946	88%
Economic Growth	97	95	97%	118	117	99%
Legal & Governance	556	483	86%	682	653	96%
Legal & Governance - Elections	1386	1358	97%	36	31	97%
	<b>3795</b>	<b>3611</b>	<b>95%</b>	<b>2561</b>	<b>2397</b>	<b>94%</b>
<b>Operations Directorate</b>						
Revenue & Benefits	1547	1305	84%	1397	1295	93%
Property & Estates	553	530	92%	857	813	95%
Financial Services	491	479	95%	703	695	99%
Housing	3096	2937	94%	2790	2672	96%
Housing Depot	3881	3664	94%	3497	3274	94%
Streetscene Services	2558	2418	94%	2366	2273	96%
	<b>12126</b>	<b>11333</b>	<b>93%</b>	<b>11610</b>	<b>11022</b>	<b>95%</b>
<b>Transformation Directorate</b>						
Customer Service (& Improvement)	260	211	81%	196	183	93%
Leisure	3976	3465	87%	2809	2564	92%
HR & Payroll	313	301	96%	354	348	98%
(Customer Service) & Improvement	262	257	98%	321	319	99%
	<b>4811</b>	<b>4234</b>	<b>88%</b>	<b>3680</b>	<b>3414</b>	<b>92%</b>
<b>Total</b>	<b>20732</b>	<b>19178</b>	<b>93%</b>	<b>17851</b>	<b>16833</b>	<b>94%</b>
<b>Contact Centres Target 80%</b>						
Contact Centres	17938	14194	79%	19497	16452	84%
<b>Revenues &amp; Benefits Target 60%</b>						
Benefits	4615	3901	85%	4293	3920	91%
Billing	3845	2711	71%	4793	3415	71%
Business Rates	298	247	83%	257	179	70%
Recovery	3680	2727	74%	3673	2947	80%
<b>Total</b>	<b>12438</b>	<b>9586</b>	<b>77%</b>	<b>13016</b>	<b>10461</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>	18141	17938	1%	19905	19497	2%
<b>Revenues &amp; Benefits Abandoned</b>						
Benefits	4715	4615	2%	4312	4293	0%
Billing	4137	3845	7%	5036	4793	5%
Business Rates	317	298	6%	285	257	10%
Recovery	3801	3680	3%	3982	3673	8%
<b>Revenues &amp; Benefits Abandoned</b>	<b>12970</b>	<b>12438</b>	<b>4%</b>	<b>13615</b>	<b>13016</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

