

Appendix 2 - Telephony Figures 1/10/17 – 31/3/18

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
Growth Directorate						
CEO/CEPT	517	517	100%			100%
Planning	708	645	91%			93%
Economic Growth	76	75	99%			100%
Legal, Governance & Elections	495	488	99%			99%
	1796	1725	96%			98%
Operations Directorate						
Revenue & Benefits	916	875	95%			95%
Property & Estates	582	569	98%			95%
Financial Services	575	571	99%			100%
Housing	3754	3592	96%			93%
Streetscene Services	1751	1691	97%			93%
	7578	7298	96%			96%
Transformation Directorate						
Customer Service (& Improvement)	206	175	85%			95%
Leisure	1165	1125	97%			100%
HR & Payroll	455	446	98%			100%
(Customer Service) & Improvement	305	305	100%			99%
	2131	2051	96%			99%
Total	11505	11074	96%			98%
Contact Centres Target 80%						
Contact Centres	19090	15180	80%	23096	15989	70%
Revenues & Benefits Target 60%						
Benefits	3909	3620	93%	4419	4086	92%
Billing	4128	3059	74%	5474	3254	59%
Business Rates	264	208	79%	384	250	65%
Recovery	2976	2463	83%	3304	2753	83%
Total	11277	9350	83%	13581	10343	76%
Abandonage						
	Total	Answered	Abandon %age	Total	Answered	Abandon %age
Contact Centres Abandoned	19,494	19,090	2%	24384	23096	6%
Revenues & Benefits Abandoned						
Benefits	3924	3909	0%	4442	4419	1%
Billing	4303	4128	4%	6073	5474	10%
Business Rates	277	264	5%	417	384	8%
Recovery	3171	2976	6%	3591	3304	8%
Revenues & Benefits Abandoned	11675	11277	3%	14523	13581	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						