

Appendix 2 - Telephony Figures 1/4/20 – 30/9/20

Corporate target 93% Department (by directorate)	Q1			Q2		
	Total	Total in standard	%age	Total	Total in standard	%age
Corporate Resources						
Partnerships & Transformation	31	31	100%	27	24	89%
Communications				10	10	100%
Customer Services	10	8	80%	28	26	93%
ICT	2	2	100%	749	747	100%
Leisure	3	3	100%	47	47	100%
Legal, Governance, Scrutiny & Elections	63	62	100%	83	74	94%
HR, Payroll & Health & Safety	149	149	100%	230	229	100%
Performance	10	10	100%	7	7	100%
Finance	46	46	100%	66	63	95%
Revenues & Benefits	14	13	92%	5	4	80%
	328	324	99%	1252	1231	98%
Development						
Housing Repairs	15	15	100%	39	34	87%
Property & Commercial Services	76	75	98%	60	57	95%
Planning	7	7	100%	34	32	94%
Economic Development	1	1	100%	4	4	100%
	99	98	100%	137	127	93%
Environment & Enforcement						
Streetscene Services	279	268	96%	323	310	96%
Housing & Community Safety	14	13	93%			
	300	288	96%	323	310	96%
Total	727	710	98%	1712	1668	97%
<p>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</p>						
<p>Does not meet target </p>						