

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
<b>Corporate Resources</b>						
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%
	<b>328</b>	<b>324</b>	<b>99%</b>	<b>1252</b>	<b>1231</b>	<b>98%</b>
<b>Development</b>						
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%
	<b>99</b>	<b>98</b>	<b>100%</b>	<b>137</b>	<b>127</b>	<b>93%</b>
<b>Environment &amp; Enforcement</b>						
Streetscene Services	279	268	96%	323	310	96%
Housing & Community Safety	14	13	93%			
	<b>300</b>	<b>288</b>	<b>96%</b>	<b>323</b>	<b>310</b>	<b>96%</b>
<b>Total</b>	<b>727</b>	<b>710</b>	<b>98%</b>	<b>1712</b>	<b>1668</b>	<b>97%</b>
<p><b>Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:</b>  <b>Answered on the original extension within 20 seconds</b>  <b>Transferred to another extension on divert within 20 seconds</b>  <b>Picked up by a group pick up within 20 seconds</b>  <b>Which ring off within 20 seconds</b></p>						
<p><b>Does not meet target</b> <span style="border: 1px solid black; display: inline-block; width: 50px; height: 15px; vertical-align: middle;"></span></p>						