

Appendix 2 - Telephony Figures 1/10/20 – 31/3/21

Corporate target 93% Department (by directorate)	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Corporate Resources						
Leader's Executive Team	12	9	75%	3	3	100%
Communications	7	7	100%	5	5	100%
Customer Services	22	22	100%	16	14	94%
ICT	773	770	100%	935	927	99%
Leisure	6	6	100%	11	11	100%
Legal, Governance, Scrutiny & Elections	120	114	95%	108	107	98%
HR, Payroll & Health & Safety	219	219	100%	225	224	100%
Performance						
Finance	39	39	100%	40	38	95%
Revenues & Benefits	28	27	96%	69	66	96%
	1226	1213	99%	1412	1395	99%
Development						
Housing Repairs	28	28	100%	17	16	94%
Property & Commercial Services	68	68	100%	28	27	96%
Planning	24	23	96%	8	8	100%
Economic Development	3	3	100%			
	123	122	99%	53	51	96%
Environment & Enforcement						
Streetscene Services	359	343	96%	387	379	98%
Housing & Community Safety	4	4	100%	12	12	100%
	363	347	96%	399	391	98%
Total	1712	1682	98%	1864	1837	99%
<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>						