

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
<b>Corporate Resources</b>						
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%
	<b>1226</b>	<b>1213</b>	<b>99%</b>	<b>1412</b>	<b>1395</b>	<b>99%</b>
<b>Development</b>						
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%			
	<b>123</b>	<b>122</b>	<b>99%</b>	<b>53</b>	<b>51</b>	<b>96%</b>
<b>Environment &amp; Enforcement</b>						
Streetscene Services	359	343	96%	387	379	98%
Housing & Community Safety	4	4	100%	12	12	100%
	<b>363</b>	<b>347</b>	<b>96%</b>	<b>399</b>	<b>391</b>	<b>98%</b>
<b>Total</b>	<b>1712</b>	<b>1682</b>	<b>98%</b>	<b>1864</b>	<b>1837</b>	<b>99%</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>						