

Appendix 2 - Telephony Figures 1/4/21– 30/9/21

Corporate target 93%	Q1			Q2		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
Resources						
Communications	24	24	100	58	58	100
Contact Centre Managers	99	94	95	114	108	94
ICT	896	888	99	664	662	100
Leisure	219	207	95	1465	1400	96
Payroll				182	180	99
Finance	279	271	97	274	264	96
Revenues & Benefits	12932	10614	82	11010	9278	84
Streetscene Services	2354	2206	94	1904	1812	95
Housing & Community Safety	409	380	93	2312	2115	91
	17212	14684	85	17983	15877	88
Strategy & Development						
Leader's Office	96	88	92	121	115	95
Legal, Governance, Scrutiny & Elections	110	108	98	237	229	97
Housing Repairs	4222	3916	93	2135	1983	92
HR & Health & Safety	282	278	99	217	213	97
Property & Commercial Services	549	531	97	587	577	98
Performance				35	34	97
Planning	547	490	90	650	601	92
Economic Development	134	134	100	85	85	100
	5940	5545	96	4067	3837	96
Total	23152	20229	88	22050	19714	89
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 						