

Appendix 2 - Telephony Figures 1/10/21– 31/03/22

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
<b>Department (by directorate)</b>						
<b>Resources</b>						
Communications	66	65	98	92	90	98
Contact Centre Managers	125	116	93	142	138	97
Joint ICT	727	716	98	672	667	99
Leisure	1375	1336	97	1507	1463	97
HR & Payroll	509	508	100	493	488	99
Finance	225	218	97	317	312	98
Revenues & Benefits	13506	11846	88	18736	15474	83
Streetscene Services	1736	1627	94	1951	1841	94
Housing & Community Safety	2608	2405	92	2741	2429	88
<b>Total</b>	<b>20877</b>	<b>18837</b>	<b>90</b>	<b>26651</b>	<b>22902</b>	<b>86</b>
<b>Strategy &amp; Development</b>						
Leader's Office & Partnership	113	105	93	117	114	97
Legal, Governance, Scrutiny & Elections	289	280	97	312	222	97
Housing Repairs	3123	2942	94	3570	3421	96
HR & Health & Safety	509	508	100	493	488	99
Property & Commercial Services	591	575	97	808	785	97
Performance	0	0	0	0	0	0
Planning	554	513	93	622	562	90
Economic Development	35	35	100	117	117	100
<b>Total</b>	<b>5214</b>	<b>4958</b>	<b>84</b>	<b>6039</b>	<b>5709</b>	<b>90</b>
<b>Overall Total</b>	<b>26091</b>	<b>23795</b>	<b>91</b>	<b>32690</b>	<b>28611</b>	<b>88</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="background-color: #0070C0; color: white; padding: 2px 10px;"> </span></p>						