

Appendix 2 - Telephony Figures 1/4/19 – 30/9/19

| Corporate target 93% | Q1 | | | Q2 | | |
|---|-------------|-------------------|------------|-------------|-------------------|------------|
| | Total | Total in standard | %age | Total | Total in standard | %age |
| Department (by directorate) | | | | | | |
| People Directorate | | | | | | |
| Partnerships & Transformation | 135 | 135 | 100% | 102 | 102 | 100% |
| Customer Services | 44 | 42 | 95% | 39 | 37 | 95% |
| ICT | 940 | 936 | 100% | 1037 | 1036 | 100% |
| Leisure | 80 | 77 | 96% | 83 | 82 | 100% |
| Legal, Governance, Scrutiny & Elections | 489 | 483 | 99% | 551 | 544 | 99% |
| HR, Payroll & Health & Safety | 546 | 545 | 100% | 582 | 581 | 100% |
| Performance | 101 | 98 | 97% | 151 | 149 | 99% |
| Finance | 175 | 174 | 99% | 165 | 164 | 99% |
| Revenues & Benefits | 94 | 97 | 93% | 74 | 73 | 99% |
| Streetscene Services | 860 | 787 | 92% | 575 | 541 | 94% |
| | 3464 | 3374 | 97% | 3359 | 3309 | 99% |
| Place Directorate | | | | | | |
| Housing & Community Safety | 175 | 164 | 94% | 153 | 142 | 93% |
| Property & Commercial Services | 195 | 189 | 97% | 240 | 230 | 96% |
| Planning | 95 | 89 | 94% | 93 | 90 | 97% |
| Economic Development | 175 | 174 | 99% | 20 | 20 | 100% |
| | 640 | 616 | 96% | 506 | 482 | 95% |
| Total | 4104 | 3990 | 97% | 3865 | 3791 | 98% |

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