

Appendix 2 - Telephony Figures 1/10/18 – 31/3/19

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
<b>Department (by directorate)</b>						
<b>People Directorate</b>						
Partnerships & Transformation	175	175	100%	154	153	99%
Customer Services	54	46	85%	32	29	91%
ICT	1171	1167	100%	936	933	100%
Leisure	101	96	95%	86	85	99%
Legal, Governance, Scrutiny & Elections	460	456	99%	504	502	100%
HR, Payroll & Health & Safety	609	606	100%	508	508	100%
Performance & Communications	184	184	100%	135	133	99%
Finance	240	240	100%	200	200	100%
Revenues & Benefits	2260	1833	81%	5604	4167	74%
Streetscene Services	580	563	98%	505	481	95%
	<b>5834</b>	<b>5366</b>	<b>96%</b>	<b>8664</b>	<b>7191</b>	<b>96%</b>
<b>Place Directorate</b>						
Housing & Community Safety	254	234	92%	294	275	94%
Property & Commercial Services	217	209	96%	218	211	97%
Planning	96	91	95%	84	79	97%
Economic Development	41	41	100%	43	43	100%
	<b>608</b>	<b>575</b>	<b>96%</b>	<b>639</b>	<b>608</b>	<b>97%</b>
<b>Total</b>	<b>6442</b>	<b>5941</b>	<b>96%</b>	<b>9303</b>	<b>7799</b>	<b>96%</b>
<b>Contact Centres Target 80%</b>						
<b>Total Contact Centres</b>	<b>18181</b>	<b>15388</b>	<b>85%</b>	<b>21204</b>	<b>17067</b>	<b>80%</b>
<b>Revenues &amp; Benefits Target 60%</b>						
Benefits	2457	2278	93%	3654	3410	93%
Billing	3102	2228	72%	5511	3426	62%
Business Rates	166	149	90%	286	239	84%
Recovery	2512	2089	83%	3473	2872	83%
<b>Total</b>	<b>8237</b>	<b>6744</b>	<b>82%</b>	<b>12924</b>	<b>9947</b>	<b>77%</b>
<b>Abandonage</b>	<b>Total</b>	<b>Answered</b>	<b>Abandon %age</b>	<b>Total</b>	<b>Answered</b>	<b>Abandon %age</b>
<b>Contact Centres Abandoned</b>	<b>18514</b>	<b>18181</b>	<b>2%</b>	<b>21855</b>	<b>21204</b>	<b>3%</b>
<b>Revenues &amp; Benefits Abandoned</b>						
Benefits	2465	2457	0%	3656	3654	0%
Billing	3225	3102	4%	5897	5511	7%
Business Rates	170	166	2%	291	286	2%
Recovery	2652	2512	5%	3685	3473	6%
	<b>8512</b>	<b>8237</b>	<b>3%</b>	<b>13529</b>	<b>12924</b>	<b>4%</b>
<b>Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:</b> 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