

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
Department (by directorate)						
People Directorate						
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%
	5834	5366	96%	8664	7191	96%
Place Directorate						
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%
	608	575	96%	639	608	97%
Total	6442	5941	96%	9303	7799	96%
Contact Centres Target 80%						
Total Contact Centres	18181	15388	85%	21204	17067	80%
Revenues & Benefits Target 60%						
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%
Total	8237	6744	82%	12924	9947	77%
Abandonage	Total	Answered	Abandon %age	Total	Answered	Abandon %age
Contact Centres Abandoned	18514	18181	2%	21855	21204	3%
Revenues & Benefits Abandoned						
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%
	8512	8237	3%	13529	12924	4%
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						