

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