

Appendix 2 - Telephony Figures 1/10/19 – 31/3/20

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Partnerships & Transformation	106	106	100%	101	95	94%
Customer Services	44	43	98%	44	42	95%
ICT	973	971	100%	1343	1334	99%
Leisure	65	65	100%	72	71	99%
Legal, Governance, Scrutiny & Elections	562	557	99%	528	522	99%
HR, Payroll & Health & Safety	528	527	100%	500	498	100%
Performance	85	84	99%	84	84	100%
Finance	153	153	100%	153	153	100%
Revenues & Benefits	102	100	98%	18	18	100%
Streetscene Services	649	605	93%	563	534	95%
Housing & Community Safety	198	183	92%	149	141	95%
Property & Commercial Services	262	252	96%	263	256	97%
Planning	62	57	92%	71	67	94%
Economic Development	18	18	100%	10	10	100%
Total	3807	3721	98%	3899	3825	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