

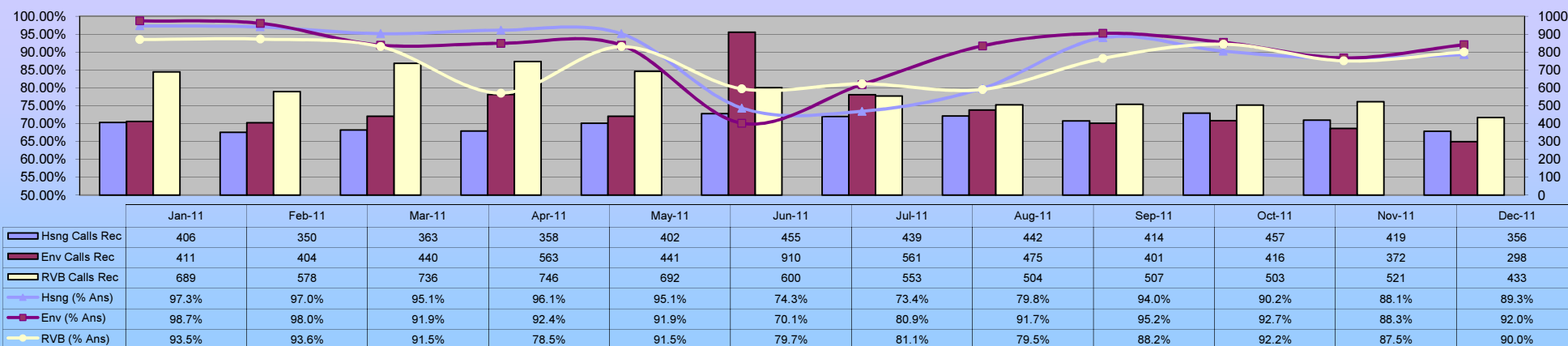
Customer Contact Centre Performance Report 2011

Performance Summary

	Calls Per Day	Calls Rec	Calls Ans	Av Wait Time
Housing Services	437	100101	88.1%	01:43
Gen Enq & Env Servs	490	112155	88.3%	00:57
Council Tax & Benefits	642	146962	87.5%	03:13
CONTACT CENTRE	1569	359218	87.9%	02:05



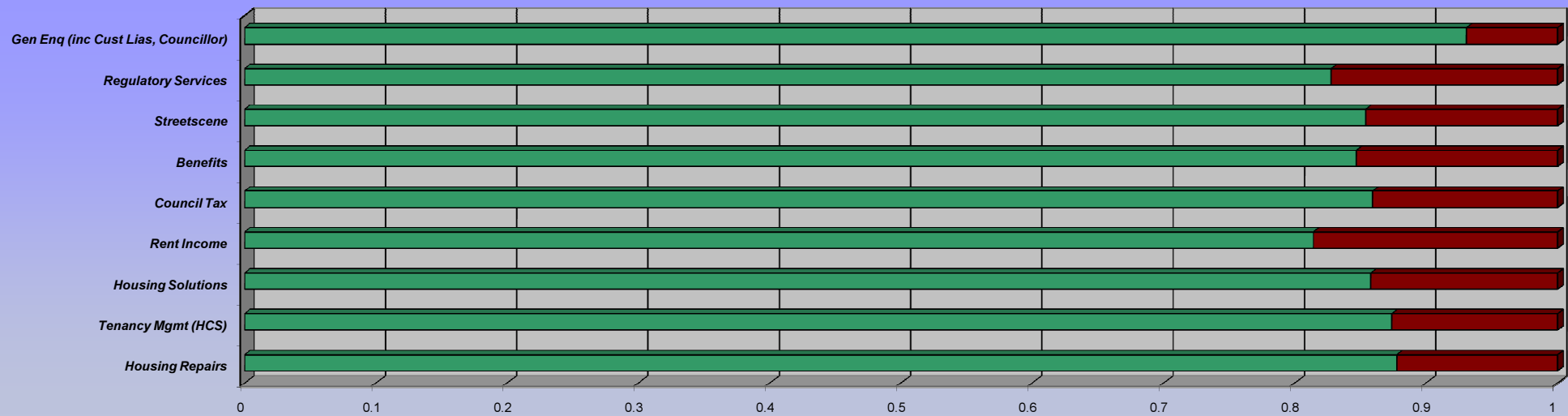
CONTACT CENTRE PERFORMANCE & DAILY AVERAGES 2011



Performance by service

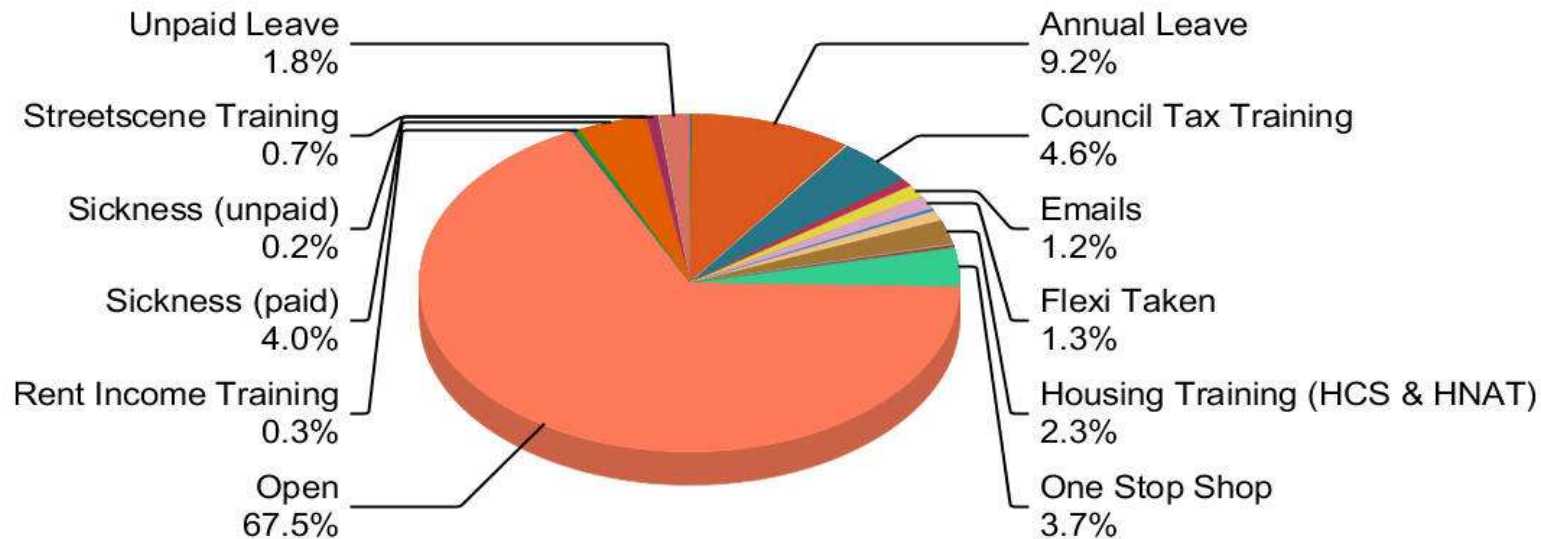
	Calls Rec	2011 Daily Av	2010 Daily Av	Movement	2011 % Ans	2010 % Ans	Movement	Av Call Time
Housing Repairs	51838	226	238	-12	87.8%	95.3%	-7.5%	04:24
Tenancy Mgmt (HCS)	24265	106	95	11	87.4%	92.9%	-5.5%	04:11
Housing Solutions	13890	61	61	0	85.8%	94.3%	-8.5%	04:49
Rent Income	10108	44	64	-20	81.4%	BACK OFFICE	N/A	03:59
Council Tax	89381	390	329	62	85.9%	89.1%	-3.2%	05:26
Benefits	57581	251	174	77	84.7%	88.5%	-3.9%	05:20
Streetscene	50242	219	149	70	85.4%	94.2%	-8.8%	03:11
Regulatory Services	14027	61	50	12	82.8%	94.7%	-11.9%	03:19
Gen Enq (inc Cust Lias, Councillor)	47886	209	189	20	93.1%	93.8%	-0.7%	01:55
					Target Hit	Within 5% of target	>5% below target	

CONTACT CENTRE PERFORMANCE AGAINST TARGET BY SERVICE AREA 2011



Customer Contact Centre Time Distribution October - December 2011

<i>Training</i>	1425.25 hours
<i>Emails</i>	192.5 hours
<i>Sickness</i>	711.25 hours



1 to 1	Absence Mgmt/Return to Work	Admin duties	Annual Leave	CRM Clean Up	Call Backs
Council Tax Training	Court	Dentist Appt	Dependency/Compassionate	Electoral Registration Training	Emails
Flexi Taken	Hospital/Doctors Appt	Housing Repairs Training	Housing Training (HCS & HNAT)	Learning & Development Training	Meeting
One Stop Shop	Open	Refresher Training	Rent Income Training	Sickness (paid)	Sickness (unpaid)
Streetscene Training	Unauthorised absence	Union Meeting	Unpaid Leave		