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

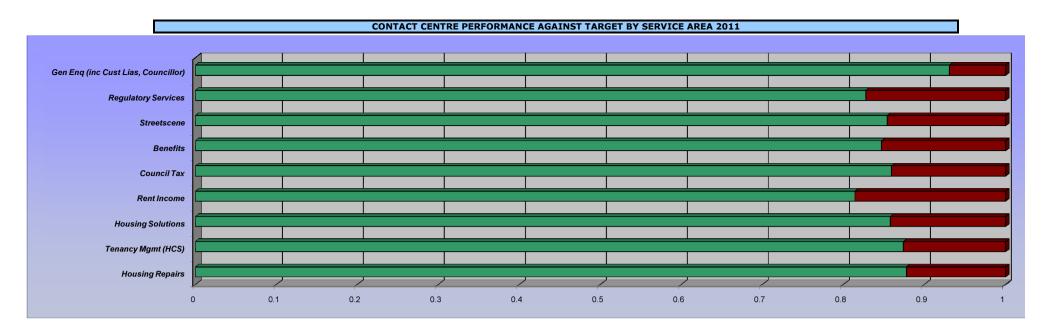


CONTACT CENTRE PERFORMANCE & DAILY AVERAGES 2011 100.00% 1000 95.00% 900 90.00% 800 85.00% 700 80.00% 600 75.00% 500 400 70.00% 65.00% 300 60.00% 200 55.00% 100 50.00% Jan-11 Feb-11 Mar-11 Apr-11 May-11 Jun-11 Jul-11 Aug-11 Sep-11 Oct-11 Nov-11 Dec-11 Hsng Calls Rec 406 350 363 358 402 455 439 442 414 457 419 356 Env Calls Rec 411 404 440 563 441 910 561 475 401 416 372 298 RVB Calls Rec 689 578 736 746 692 600 553 504 507 503 521 433 Hsng (% Ans) 97.3% 97.0% 95.1% 95.1% 74.3% 73.4% 94.0% 88.1% 96.1% 79.8% 90.2% 89.3% Env (% Ans) 98.7% 98.0% 91.9% 92.4% 91.9% 70.1% 80.9% 91.7% 95.2% 92.7% 88.3% 92.0% RVB (% Ans) 93.5% 93.6% 91.5% 78.5% 91.5% 79.7% 81.1% 79.5% 88.2% 92.2% 87.5% 90.0%

Performance by service

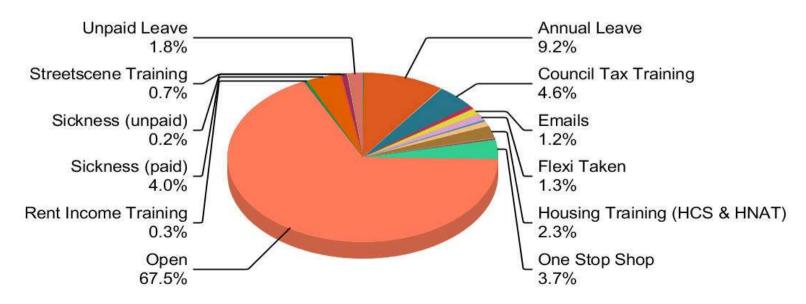
·	Calls Rec	2011 Daily Av	2010 Daily Av	Movement	2011 % Ans	2010 % Ans	Movement	Av Call Time
Housing Repairs	51838	226	238	-12	87.8%	95.3%	-7.5%	04:24
Tenancy Mgmt (HCS)	24265	106	95	11	87.4%	92.9%	-5.5%	04:11
Housing Solutions	13890	61	61	0	85.8%	94.3%	-8.5%	04:49
Rent Income	10108	44	64	-20	81.4%	BACK 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 >5% below target



Customer Contact Centre Time Distribution October - December 2011

Training	1425.25 hours
Emails	192.5 hours
Sickness	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		