

Contact Centre - Calls answered within 25 seconds Sep 2011

Green = Target met
Amber = Within tolerance
Red = Outside tolerance

YTD = Year to date

Contact Centre	Jul 11 %	Aug 11 %	Sep 11 %	Target	YTD %	Jul 11 number	Aug 11 number	Sep 11 number	Comments
Calls answered									
Cleaner Greener	78.9	80.4	78.4	80	78.5	2469	2382	2466	The contract with Agilisys was renegotiated for 2011/12 realising a substantial saving, which resulted in a reduction of staff in the Contact Centre. In light of this the reduction was expected; however, this is still within the accepted guidelines set out in the SLA.
Electoral Services	79.9	79.9	78.4	80	77.9	322	426	323	The contract with Agilisys was renegotiated for 2011/12 realising a substantial saving, which resulted in a reduction of staff in the Contact Centre. In light of this the reduction was expected; however, this is still within the accepted guidelines set out in the SLA.
Environment	77.7	81	78.3	80	79.7	4665	3973	3976	The contract with Agilisys was renegotiated for 2011/12 realising a substantial saving, which resulted in a reduction of staff in the Contact Centre. In light of this the reduction was expected; however, this is still within the accepted guidelines set out in the SLA.
Information	83.3			90		5			Due to very low call numbers, this line is no longer reported.
Switchboard	94.5	95.6	94.1	90	93.1	10055	9680	10461	
Total	88.2	89.5	87.9		87.7	16478	16461	17226	

Targets are for internal monitoring only
Monthly call numbers fluctuate according to the number of weeks in the month (either 4 or 5)

Data retrieved on Thursday 27 October 2011 13:27:51