

2019/20 Customer Services Telephone statistics

Elections / Xmas Market	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	%of calls
April	123	117	95.12%	00:54	79.30%	03:04	1.09%
May	37	34	91.89%	00:44	76.40%	03:03	0.34%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
Total							

Housing	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	%of calls
April	5714	4464	78.12%	05:17	25.30%	07:08	41.54%
May	5312	4007	75.43%	06:10	20.90%	07:45	40.05%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
Total							

Environment	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	%of calls
April	379	355	93.67%	01:28	69.40%	04:06	3.30%
May	329	301	91.49%	01:35	65.70%	04:19	3.01%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
Total							

Refuse	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	%of calls
April	1469	1396	95.03%	01:18	74.50%	03:40	12.99%
May	1494	1437	96.18%	01:48	60.30%	04:13	14.36%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
Total							

Garden Waste	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	%of calls
April	137	116	84.67%	01:35	67.20%	03:53	1.08%
May	594	554	93.27%	01:51	55.80%	04:09	5.54%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
Total							

Repairs	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	%of calls
April	13	9	69.23%	02:32	50.00%	05:35	0.08%
May	28	16	57.14%	06:23	21.40%	06:00	0.16%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
Total							

Homeless	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	%of calls
April	211	155	73.46%	08:41	11.20%	11:03	1.44%
May	175	135	77.14%	08:48	14.10%	10:51	1.26%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
Total							

Revenues	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	%of calls
April	2996	2666	88.99%	03:05	50.30%	07:20	24.81%
May	2338	2117	90.55%	02:20	59.90%	06:54	21.16%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
Total							

Housing Solutions	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	%of calls
April	1889	1469	77.77%	08:48	12.50%	10:38	13.67%
May	1807	1403	77.64%	09:08	15.90%	10:34	14.02%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
Total							

Total	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call
April	12931	10747	83.11%	04:30	38.70%	07:10
May	12114	10004	82.58%	04:44	37.80%	07:18
June	0	0				
July	0	0				
August	0	0				
September	0	0				
October	0	0				
November	0	0				
December	0	0				
January	0	0				
February	0	0				
March	0	0				
Total						