

SSDC Annual Performance Report 2015/16

Note to accompany Annual Corporate Performance Report

PI 031 Percentage of calls to the contact centre resolved in contact centre:

During consideration of the Annual Corporate Performance Report by Scrutiny Committee and District Executive additional information was requested regarding call handling.

It was confirmed that Performance data for PI 031 (percentage of calls to the contact centre resolved in contact centre) is not available within the Mitel system. The service is still not able to provide this information. The new call logging system will be tested to see if it can provide this missing data and if so, PI 031 will be available in October 2016.

The following performance data is available:

- number/volume of calls
- time taken to answer
- average time to answer
- abandoned calls
- numbers of callers in queue
- staff resources

Average monthly performance for Q4 is shown in the following table:

Q4 January - 31st March (2015/16)	
Working days	20.67
No of calls	17098
Average calls per day	827
% Answered within 30 seconds Target 80%	66%
% Answered within 60 seconds Target 90%	75%
% Answered within 120 seconds	85%
Average time to answer (seconds)	62
% Answered over 120 seconds	4.57%
% Abandoned	10.43%
No of calls Abandoned	1901

PI035a Percentage of Council Tax Collected - Correction:

Previously we reported Percentage of Council Tax Collected – Annual (PI035a) to be 97.6%; we have now been advised that this figure has been corrected to 97.24% in the validation process for the government returns. This is lower than previously reported however is still above the 95.00% target and an increase of 0.21% compared to the 14/15 outturn of 97.03%.