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26 August 2015

To: Councillor Peter Topping, Portfolio Holder

Scrutiny and Overview Committee Monitors / Opposition Spokesmen, for information:

Henry Batchelor
Jose Hales

Opposition Spokesman
Opposition

Officers: Patrick Adams
Alex Colyer
Mike Hill

Senior Democratic Services Officer
Executive Director, Corporate Services
Health and Environmental Services
Director

Dear Sir / Madam

This is a supplement to the previously published agenda for the meeting of **CORPORATE AND CUSTOMER SERVICES PORTFOLIO HOLDER'S MEETING** on **FRIDAY, 4 SEPTEMBER 2015**.

Yours faithfully
JEAN HUNTER
Chief Executive

Requests for a large print agenda must be received at least 48 hours before the meeting.

AGENDA

4. Customer Service Performance 2015/16 Quarter One

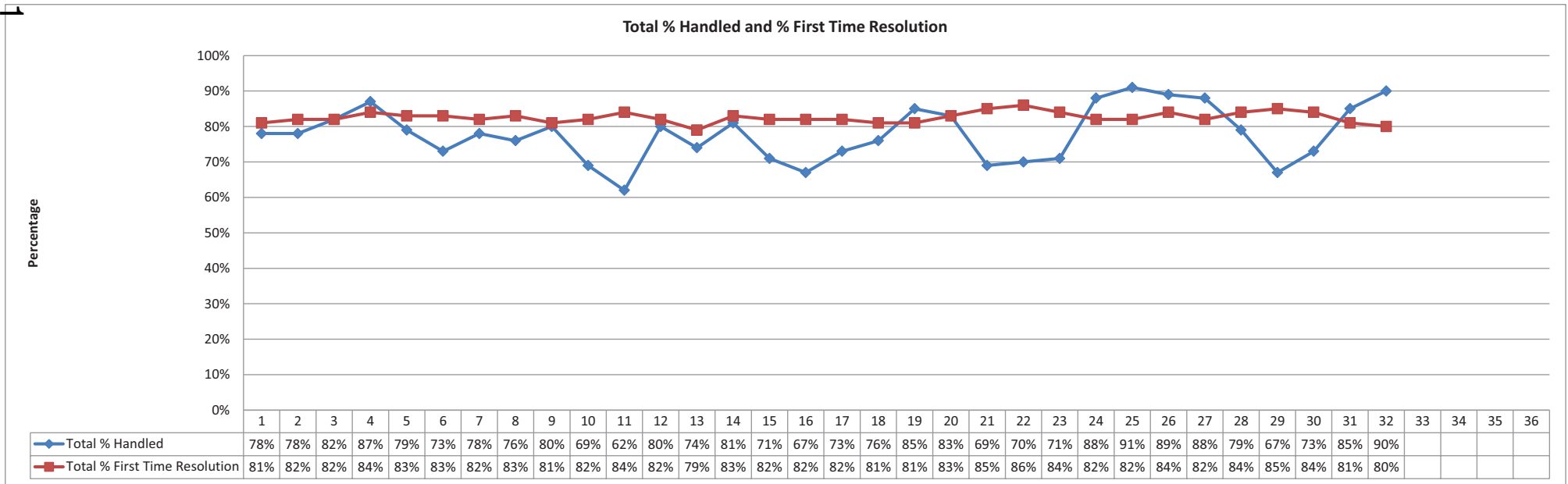
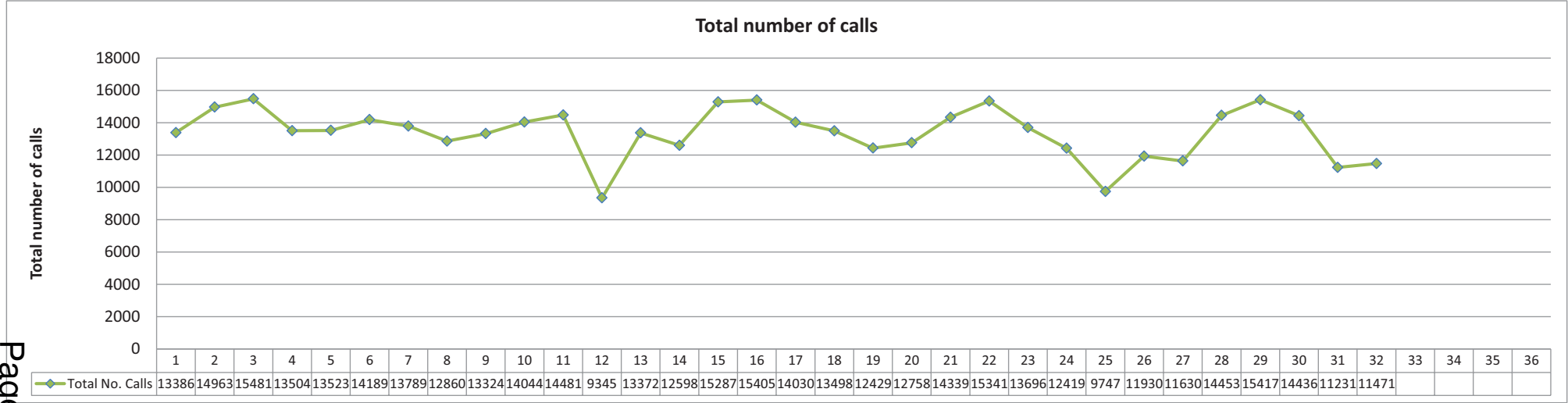
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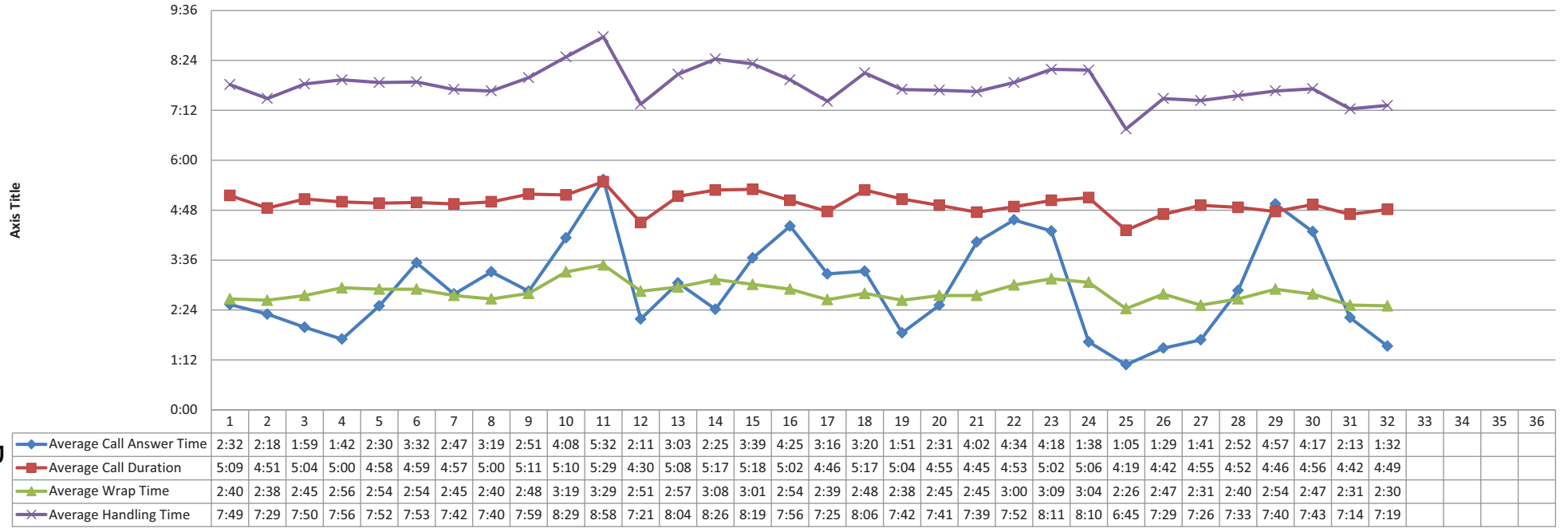
Contact Centre Performance Statistics

Periodic Statistics

Dates	28/1-22/2	25/2-22/3	25/3-19/4	22/4-17/5	20/5-14/6	17/6-12/7	15/7-09/8	12/8-06/9	9/9-04/10	7/10-01/11	4/11-22/11	25/11-20/12	30/12-24/1	27/1-21/2	24/2-21/3	24/3-18/4	21/4-16/5	19/5-13/6	16/6-11/7	14/7-8/8	11/8-5/9	8/9-3/10	6/10-31/10	3/11-28/11	1/12-26/12	29/12-23/1	26/1-20/2	23/2-20/3	23/3-17/4	20/4-15/5	18/5-12/6	15/6-10/7			
Period no	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35

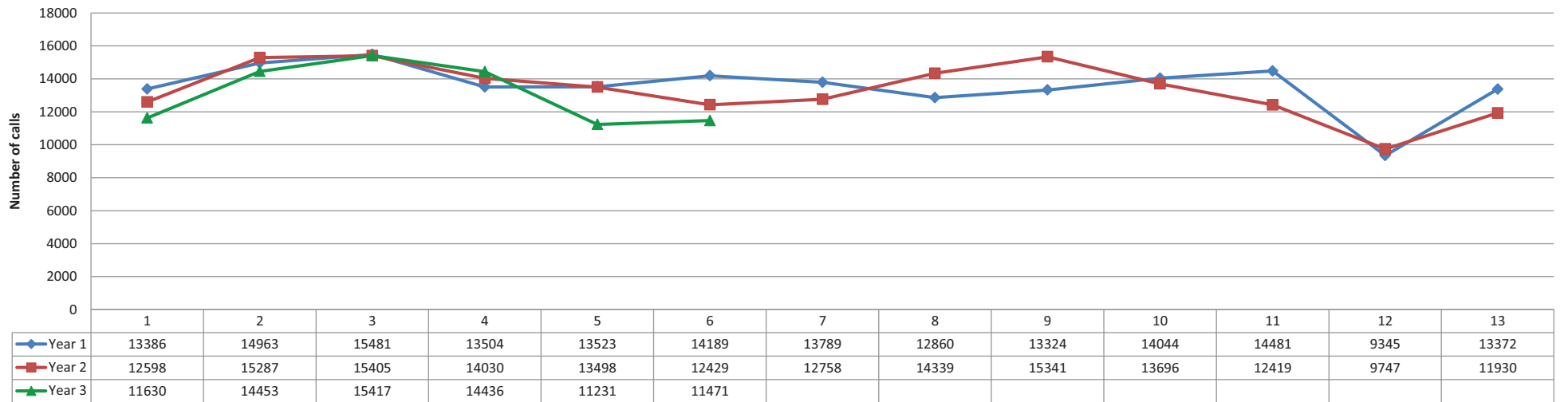


Average Call Times

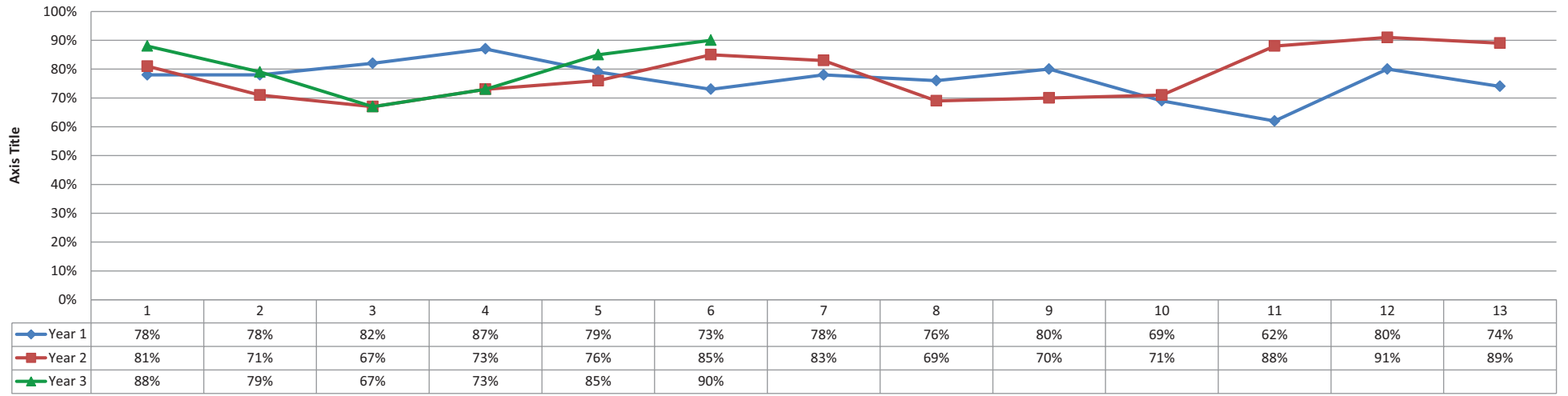


Year on Year Statistics

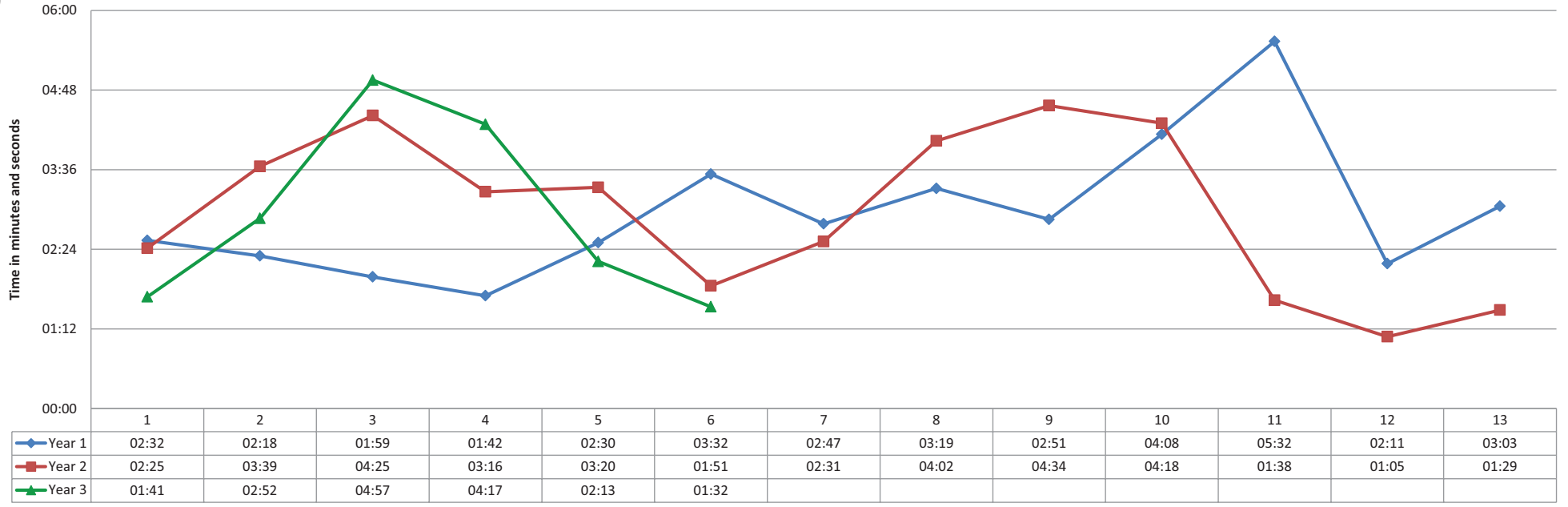
Total Number of Calls



Total % Handled



Average Call Answer Time



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