

## Appendix 1 – Call and online contact statistics through customer services (1 January – 31 July 2022)

### Average call wait time by Month January – May 2022

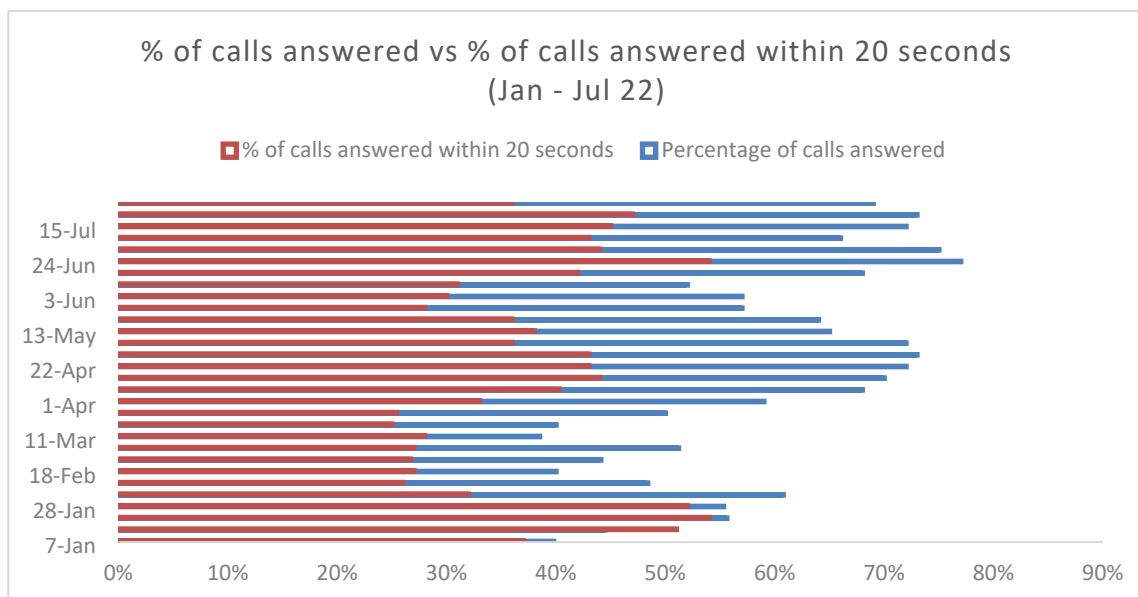
Month	Average wait time
January 22	7m 8s
February 22	9m 12s
March 22	10m
April 22	5m 27s
May 22	6m 38s

### Detailed call wait time by week June – July 2022

Month	Average wait time
3 <sup>rd</sup> Jun	7m 46 s
10 <sup>th</sup> Jun	9m 03s
17 <sup>th</sup> Jun	5m 22s
24 <sup>th</sup> Jun	3m 32s
<b>Average</b>	<b>6m 45s</b>
1 <sup>st</sup> Jul	4m 33s
8 <sup>th</sup> Jul	5m 24s
15 <sup>th</sup> Jul	4m 30s
22 <sup>nd</sup> Jul	3m 59s
29 <sup>th</sup> Jul	5m 35s
<b>Average</b>	<b>4m 48s</b>

### Summary of contact Jan – July 2022

Customer Contact	Totals Jan- July
Weekly Average Calls Answered	1403
Total calls answered	41592
Most frequent call type	Council Tax - 8627
Total call backs completed	3050
Total number of customer cases created	71,001
	By phone – 22600
	By email – 2702*
	By web form – 45,639
*please note email contact was removed in January	
Total number of cases resolved within Service Level Agreement (SLA)	41,497 (58%)



Council Tax calls remain the ne with the longest wait time with each call taking around 15mins to resolve. The monthly Council Tax cycle is often what impacts on call wait times.