

### Appendix 1 – Average monthly call statistics April 23- Oct 23

Month	April	May	June	July	Aug	Sept	Oct
Average total number of calls per day per week	421	412	407	370	393	397	395
<b>Average call wait times per week</b>	<b>4 m 27s</b>	<b>2m 48s</b>	<b>1m 32s</b>	<b>1m 8s</b>	<b>1m 9s</b>	<b>1m 30s</b>	<b>1m 38s</b>
Average number of calls answered per week	1458	1567	1636	1734	1827	1734	1807
Average number of calls dropped per week	388	266	145	113	131	169	157
Average time to Abandon	3m 31s	2m 43s	2m 18s	2m 6s	1m 55s	2m 0s	2m 16s
Average total number of calls per week	1884	1774	1784	1850	1963	1909	1976
<b>Average % of Repairs calls handled per week</b>	<b>87%</b>	<b>88%</b>	<b>94%</b>	<b>97%</b>	<b>97%</b>	<b>95%</b>	<b>95%</b>
<b>Average % of calls answered per week</b>	<b>77%</b>	<b>85%</b>	<b>92%</b>	<b>94%</b>	<b>93%</b>	<b>91%</b>	<b>92%</b>
Average Number of call backs (handled) per week	100*	12	6	2	5	12	6
Average % of calls answered within 20 seconds per week	45%	52%	70%	77%	78%	70%	67%

**Statistics are up to date at the time of the report being produced and are based on the average of the weekly figures across each month**

\* The high level of call backs in the first two weeks of April is reflective of how the system handled these and the negative impact the functionality was now having. There is a significant drop in call backs between the beginning and middle of April. This is as a result of changes made to the call back functionality which led to a substantial improvement in call rates.