

### Appendix 3 – Areas with the highest call volumes (June – November 2023)

	Council Tax			Repairs			Customer Services *			Waste & Recycling		
Month:	Volume:	Answer (%):	Avg Wait time:	Volume:	Answer (%):	Avg Wait time:	Volume:	Answer (%):	Avg Wait time:	Volume:	Answer (%):	Avg Wait time:
<b>June</b>	1602	93%	2m 03s	1386	94%	1m 14s	2321	88%	1m 35s	1070	97%	1m 00s
<b>July</b>	1635	95%	1m 29s	1465	97%	0m 30s	2199	89%	1m 27s	809	98%	0m 42s
<b>August</b>	1806	96%	1m 31s	1627	96%	0m 39s	2286	88%	1m 34s	835	98%	0m 43s
<b>September</b>	1653	93%	2m 00s	1617	95%	1m 03s	2264	85%	1m 50s	716	97%	0m 53s
<b>October</b>	1847	94%	2m 14s	1977	95%	1m 06s	2218	86%	1m 47s	780	95%	0m 58s
<b>November</b>	1949	95%	1m 32s	2188	97%	0m 44s	2485	89%	1m 13s	827	97%	0m 43s
<b>Total:</b>	<b>10492</b>	<b>95%</b>	<b>1m 48s</b>	<b>10260</b>	<b>96%</b>	<b>0m 52s</b>	<b>13773</b>	<b>87%</b>	<b>1m 34s</b>	<b>5037</b>	<b>97%</b>	<b>0m 50s</b>

\*The Customer services line is used when residents do not select a specific option for their query. This line is covered by the most experienced staff who can answer all queries received. These calls can take longer as we do not know what the queries relate to prior to the calls being answered so more investigation work is required by the team compared to calls that do select a specific query option.