

## Appendix 2 – Detailed weekly call statistics – November and December (to date) 2023

<b>Week ending</b>	<b>11 Mar 22*</b>	<b>03-Nov</b>	<b>10-Nov</b>	<b>17-Nov</b>	<b>24-Nov</b>	<b>01-Dec</b>	<b>08-Dec</b>	<b>15-Dec</b>
Average total number of calls per day	659	423	445	423	438	392	359	358
<b>Average call wait times</b>	11m 28s	<b>1m 00s</b>	<b>1m 13s</b>	<b>0m 51s</b>	<b>1m 10s</b>	<b>1m 2s</b>	<b>1m 11s</b>	<b>1m 05s</b>
Number of calls answered	1268	1981	2057	1996	2045	1880	1684	1680
Number of calls dropped	1790	121	141	98	129	79	101	106
Average time to Abandon	Not collected	1m 39s	1m 51s	1m 53s	1m 56s	2m 15s	1m 47s	1m 26s
Total number of calls	3295	2113	2225	2117	2192	1960	1796	1792
<b>% of Repairs calls handled</b>	Not collected	<b>96%</b>	<b>95%</b>	<b>98%</b>	<b>97%</b>	<b>97%</b>	<b>96%</b>	<b>97%</b>
<b>% of calls answered</b>	38.50%	<b>94%</b>	<b>92%</b>	<b>94%</b>	<b>93%</b>	<b>96%</b>	<b>94%</b>	<b>94%</b>
Number of call backs (handled)	26	0	1	4	0	4	0	0
% of calls answered within 20 seconds	28%	78%	73%	83%	75%	79%	74%	75%

Statistics are up to date at the time of the report being produced

\*Statistics for the week ending 11<sup>th</sup> March 22 have been included as a comparison example as this was the lowest performing week for the service and demonstrates the level of sustained improvement that has been made as part of this improvement plan.