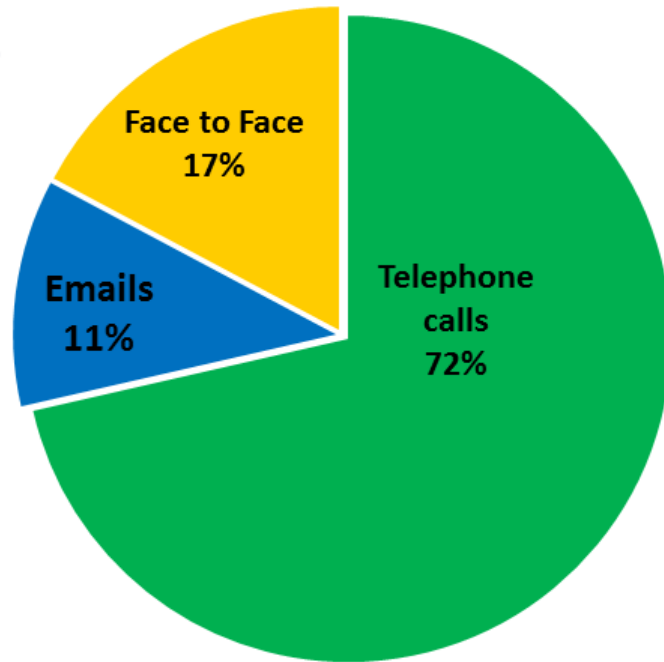
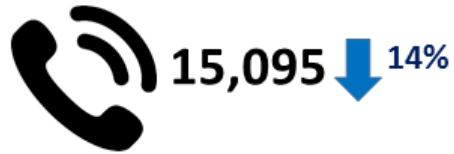


**Report No: 12/2018**

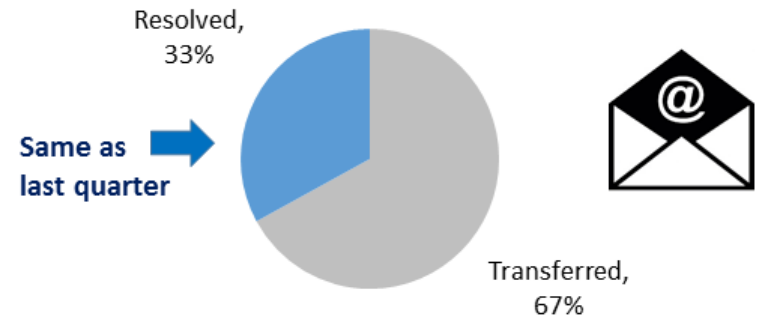
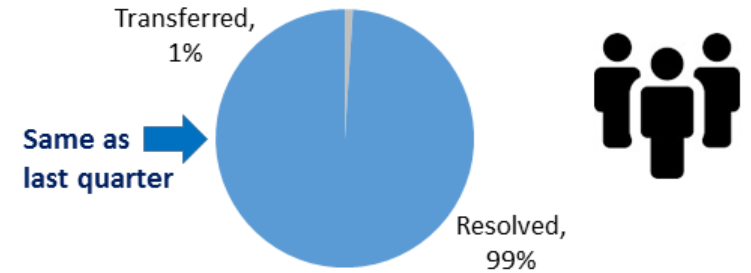
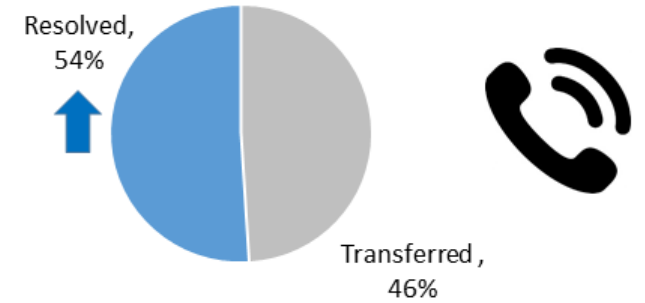
**Appendix B**

**CST Quarter 3 Performance**

## Q3 2017 Customer Service – Highlights



↑ = Direction of travel from previous quarter



## Q3 2017 Customer Service – Highlights

**Top 5 Services  
=  
60% of all calls**



**Council Tax  
Waste  
Planning  
Adult Social Care  
Children Social Care**

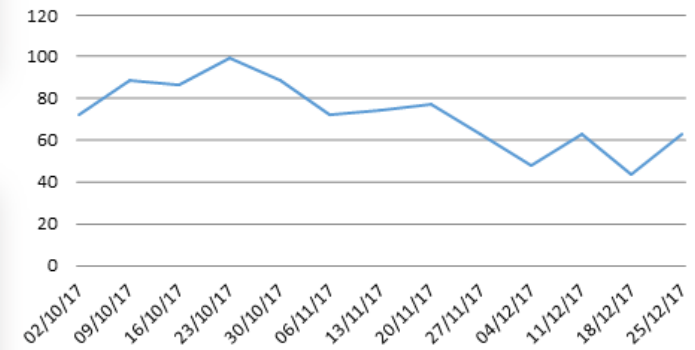
**% Answered  
within 1 mins**



**Q4 2017 – 68%  
Q1 2017 – 60%  
Q2 2017 – 64%  
Q3 2017 – 65%  
2017/18 – 63%**



**Average Wait Times (Sec)**



## Q3 2017 Customer Service – Highlights



**% Answered  
within 4 mins**



**Q4 2017 – 94%**  
**Q1 2017 – 91%**  
**Q2 2017 – 93%**  
**Q3 2017 – 93%**  
**2017/18 – 92%**

**% Answered  
within 5 mins**



**Q4 2017 – 97%**  
**Q1 2017 – 95%**  
**Q2 2017 – 97%**  
**Q3 2017 – 96%**  
**2017/18 – 96%**

**% Abandoned  
calls after 5  
minutes**



**Q4 2017 – 1%**  
**Q1 2017 – 1.5%**  
**Q2 2017 – 1%**  
**Q3 2017 – 1.5%**  
**2017/18 – 1.25%**