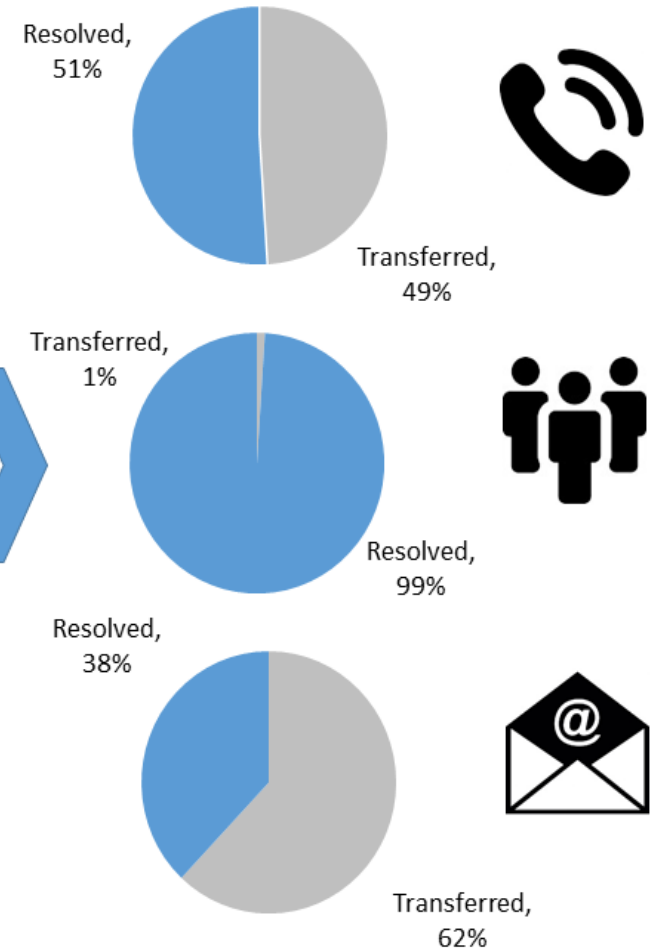
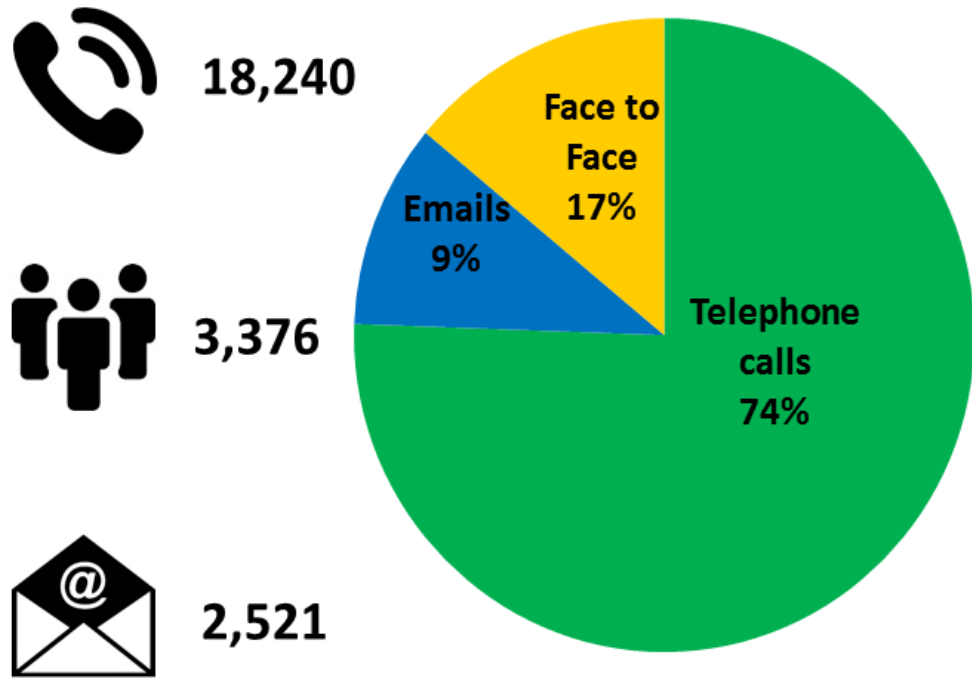


**Report No: 98/2017**

**Appendix B**

**CST Quarter 4 Performance**

## Q4 2016 Customer Service – Highlights



## Q4 2016 Customer Service – Highlights

**Top 5 Services  
=  
50% of all calls**



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



**Abandoned  
Calls**



**Q1 2016 – 13%  
Q2 2016 – 11%  
Q3 2016 – 11%  
Q4 2016 – 11%  
Year to Date – 12%**

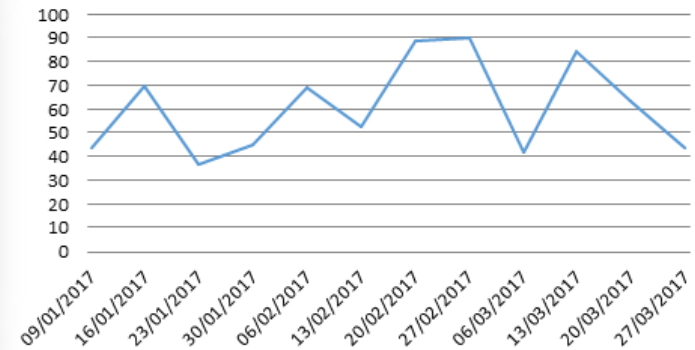
**% Answered  
within 15  
seconds**



**Q1 2016 – 40%  
Q2 2016 – 39%  
Q3 2016 – 44%  
Q4 2016 – 40%  
Year to date 41%**



**Average Wait Times (Sec)**



# Q4 2016 Customer Service – Highlights

Q3 2016  
Customer  
Service  
Satisfaction



**85% Good**  
**7% Average**  
**9% Poor**  
**337 Responses**



**49% Good**  
**21% Average**  
**30% Poor**  
**126 Responses**

## Q4 2016 Customer Service – Highlights



**% Answered  
within 1 mins**



**Q1 2016 – 64%**  
**Q2 2016 – 70%**  
**Q3 2016 – 69%**  
**Q4 2017 – 68%**  
**Year to date – 68%**

**% Answered  
within 4 mins**



**Q1 2016 – 91%**  
**Q2 2016 – 94%**  
**Q3 2016 – 94%**  
**Q4 2017 – 94%**  
**Year to date – 93%**

**% Answered  
within 5 mins  
minus calls  
abandoned after 5  
mins**



**Q1 2016 – 94%**  
**Q2 2016 – 96%**  
**Q3 2016 – 96%**  
**Q4 2017 – 96%**  
**Year to date – 96%**