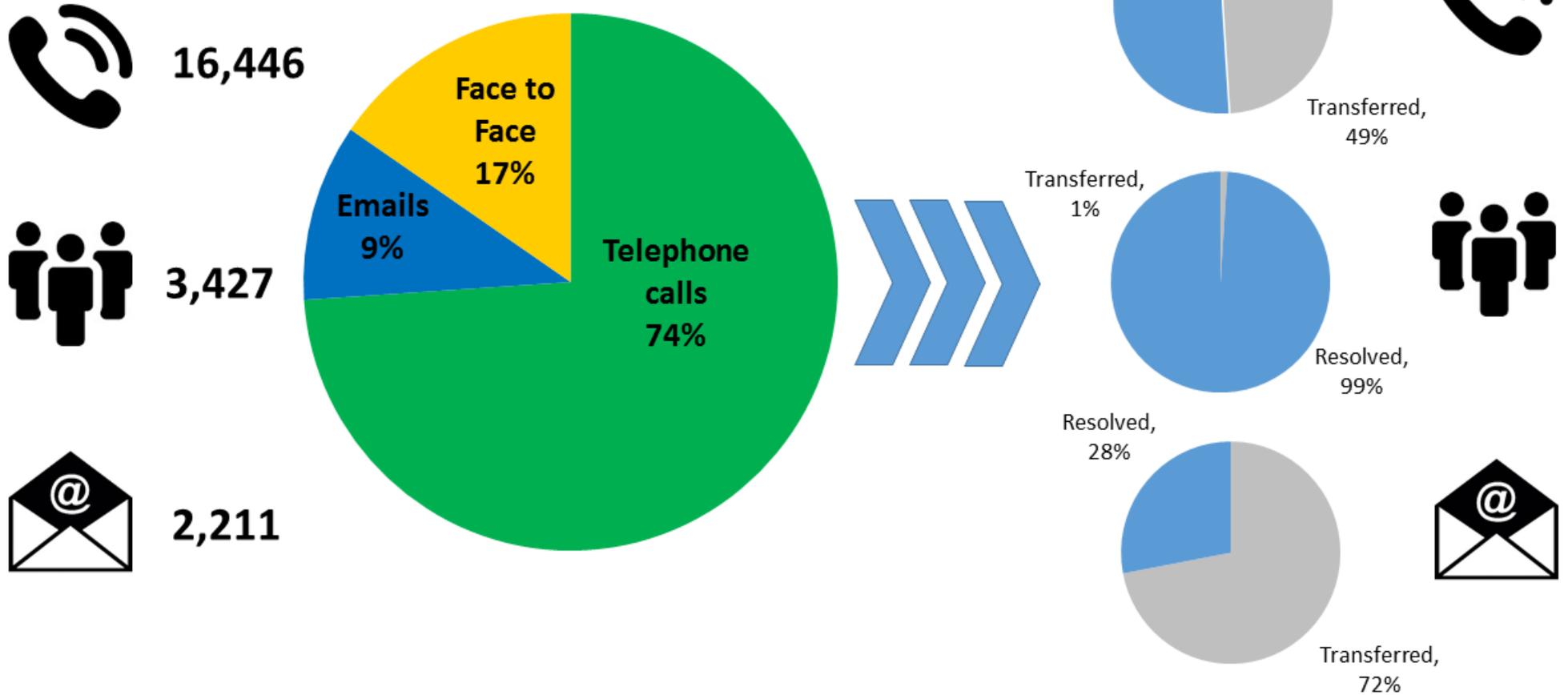


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Appendix C

CST Quarter 3 Performance

Q3 2016 Customer Service – Highlights



Q3 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%
Year to Date – 12%**

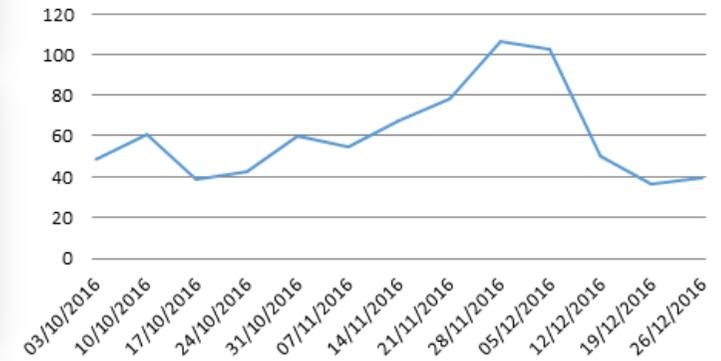
**% Answered
within 15
seconds**



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



Average Wait Times (Sec)



Q3 2016 Customer Service – Highlights

Q3 2016
Customer
Service
Satisfaction



77% Good
9% Average
14% Poor
369 Responses



45% Good
15% Average
40% Poor
129 Responses

Q3 2016 Customer Service – Highlights



**% Answered
within 1 mins**



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

**% Answered
within 4 mins**



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

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



Q1 2016 – 94%
Q2 2016 – 96%
Q3 2016 – 96%
Year to date – 95%