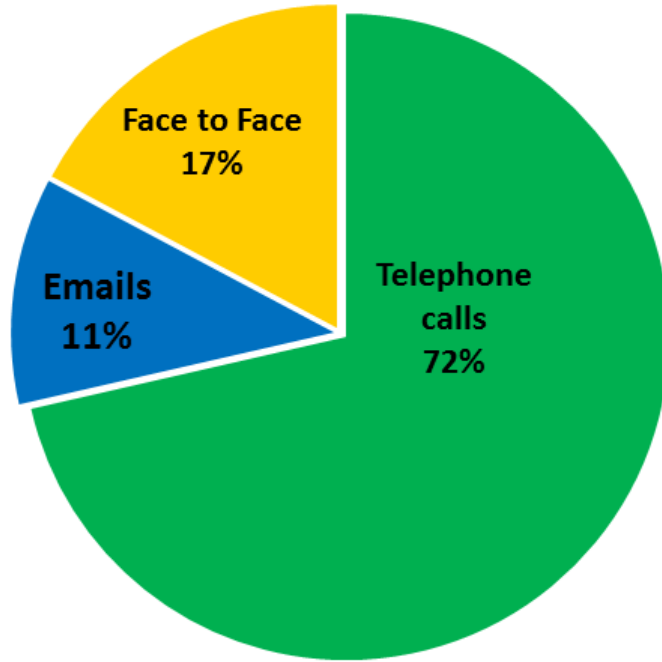


Report No: 12/2018

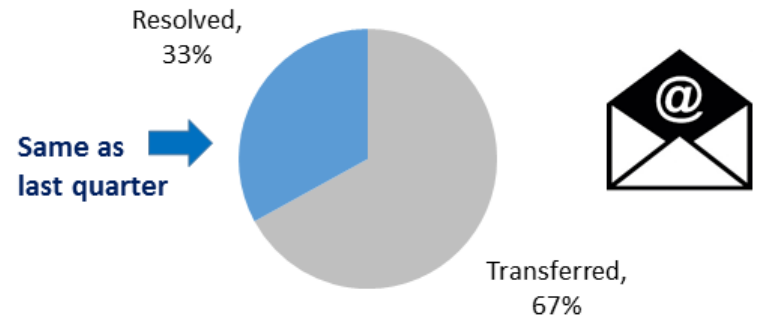
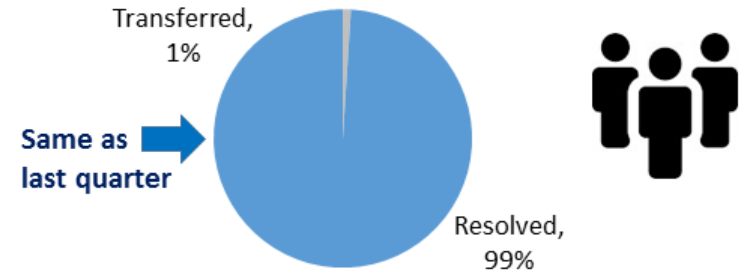
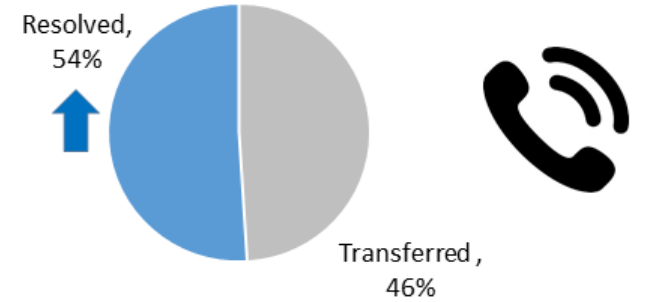
Appendix B

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**

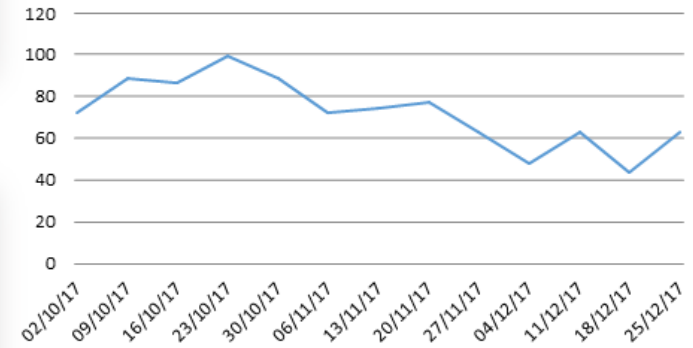
**% Answered
within 1 mins**



**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%