

FOI – 438/2015

REQUEST AND RESPONSE

Phone Calls

1. Number of telephone calls per months for the past two years (and monthly average over this period)

July 2013 to March 2014

Month	Taken	Abandoned	Total calls
July	2295	1240	3535
August	4159	1730	5889
September	6221	1788	7984
October	5021	1313	6117
November	4806	1055	5741
December	4610	865	5475
January	5206	904	6110
February	5321	1242	6563
March	6815	3320	10135
Total	44454	13457	57549

April 2014 to March 2015

Month	Taken	Abandoned	Total calls
April	7129	2810	9939
May	4487	2057	6544
June	5407	1817	7224
July	4548	1840	6388
August	4019	2248	6267
September	4577	1832	6409
October	4490	1475	5965
November	4481	1184	5665
December	3430	912	4342
January	4518	1652	6170
February	4073	1861	5934
March	4968	3654	8622
Total	56127	23342	79469

April 2015 to August 2015

Month	Taken	Abandoned	Total calls
April	5817	4129	9946
May	3663	1904	5567
June	5022	2026	7048
July	4307	1139	5446

August	3652	1481	5133
Total	22461	10679	33140

2. Percentage of calls coming from mobiles

Unknown

3. Average handling time

July 2013 to March 2014 – 3.00 minutes

April 2014 to March 2015 – 3.00 minutes

April 2015 to August 2015 – 3.03 minutes

4. Average cost per contact and how this is calculated

Socitm survey in 2013 calculated the spend per head of the population for telephone contact centre is 0.78

Basic staff costings -

3.7 FTE - grade 3	£ 62,785
1 FTE - Apprentice	£ 5,256
Basic Salary	£ 68,041

On - Costs **£ 13,608**

Total Salary £ 81,649

Average calls per year 56,784

Salary cost per call £1.43

5. First contact resolution (FCR) rate

July 2013 to March 2014 – 37.13%

April 2014 to March 2015 – 54.92%

April 2015 to August 2015 – 53.62%

6. Number of Full-time Equivalent personnel staffing the phones

4.7 FTE (includes 1 Apprentice)

7. **Top 10 Reasons for contacting TDC.**

Snapshot exercise carried out 27 May 2014 to 9 June 2014

Council Housing	1684
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Council Tax	1272
Housing Benefits	1001
Planning	905
Homelessness and housing options	612
Streets and seafronts	483
Refuse and recycling	466
Environment	330
Theatre	264
Building control	244

Emails

1. Number of emails per months for the past two years (and monthly average over this period) **WE DO NOT HOLD THIS DATA**
2. Average handling time **WE DO NOT HOLD THIS DATA**
3. Average cost per contact and how this is calculated **WE DO NOT HOLD THIS DATA**
4. First contact resolution (FCR) rate **WE DO NOT HOLD THIS DATA**
5. Number of Full-time Equivalent personnel answering emails **WE DO NOT HOLD THIS DATA**

Web/Live Chat (if used) **TENDRING DOES NOT USE WEBCHAT**

1. Number of chats per months for the past two years
2. Percentage of chats coming from mobile devices
3. Average handling time
4. Average cost per contact and how this is calculated
5. First contact resolution (FCR) rate
6. Number of Full-time Equivalent personnel staffing web chat