

Supplementary Committee Agenda



Resources Select Committee Tuesday, 13th October, 2015

Place: Committee Room 1, Civic Offices, High Street, Epping

Time: 7.30 pm

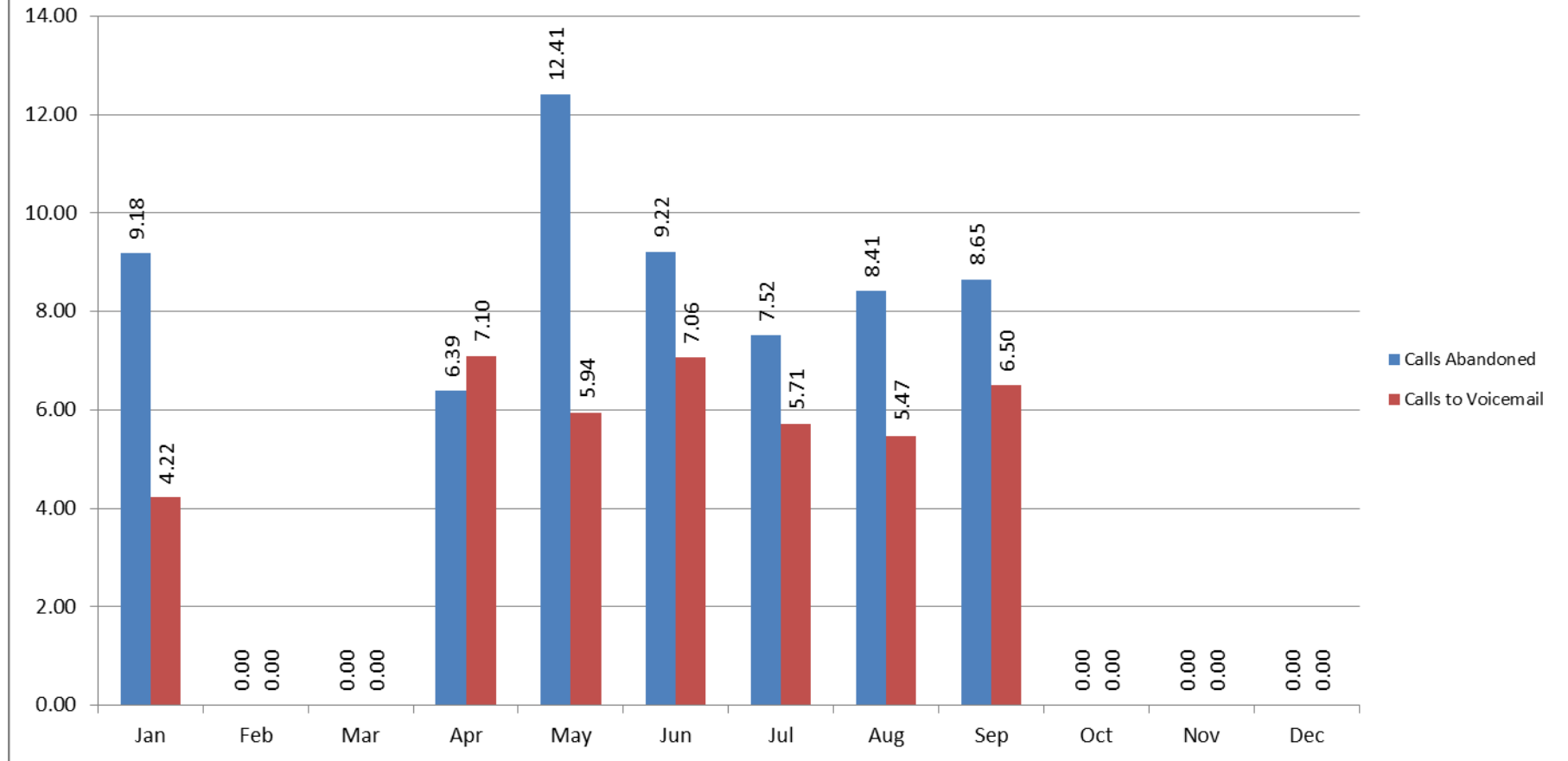
Committee Secretary: R Perrin, Directorate of Governance
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Tel: 01992 564532

13. KEY PERFORMANCE INDICATORS 2015/16 – TELEPHONE MONITORING (Pages 3 - 6)

(Director of Resources) The attached performance statistics have been updated for the second quarter of the year, since the publication of the agenda for the meeting of the select committee.

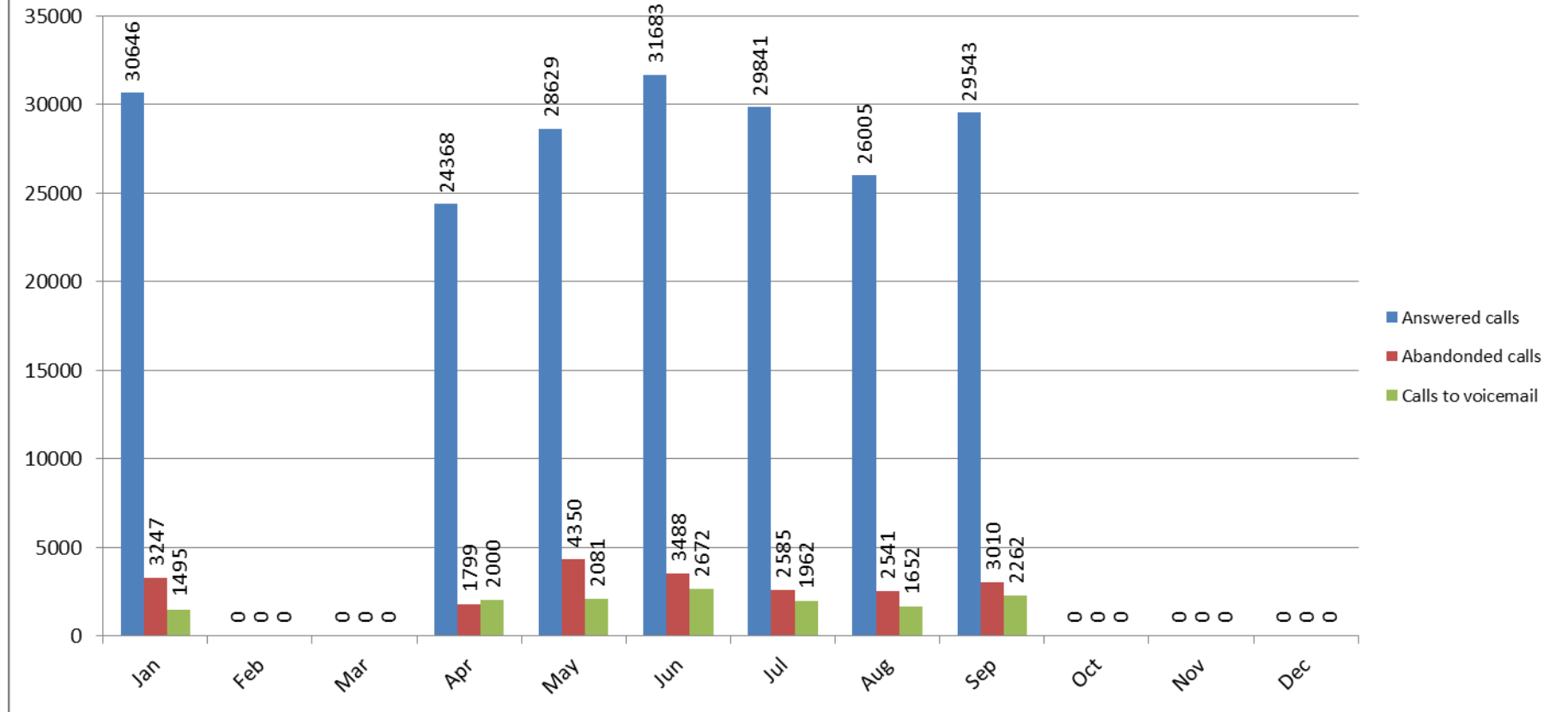
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Abandoned & Voicemail calls % APPENDIX 4



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Breakdown of number of calls received APPENDIX 5



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