

Epping Forest District Council

Annual Telephone Stats

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| Citizen Charter Limit (CCL) | Switchboard 95% calls answered in 15 Sec. All others 10 Sec |
| Filter Name | All calls all switches |
| Interval Name | Year 2007 - 2008 |
| Report Parameter | Answer Time Limit : 10 secs for all desk phones - 15 secs for Switch |
| Direction | Incoming, Internal, Tandem calls |
| Switch | Civic Offices, Hemnall St, Langston Road, Loughton Leisure |
| Date | Time |
| 01/04/2007 - 31/03/2008 | 00:00 - 23:59 |

2007-08 ANNUAL TELEPHONE ANSWERING PERFORMANCE - COUNCIL SERVICES (Pre restructuring into Directorates)

| SERVICE | No of calls | Answered calls |
|---|---------------|----------------|
| | | CCL* |
| CORPORATE SERVICES Summary | 33396 | 95% |
| 1 CORPORATE SERVICES | 66 | 100% |
| 11 CORPORATE MANAGEMENT | 9759 | 82% |
| 12 INTERNAL AUDIT | 2723 | 97% |
| 13 DISTRICT AUDIT | 308 | 96% |
| 14 HUMAN RESOURCES & PERFORI | 20540 | 98% |
| RESEARCH & DEMOCRATIC Summ: | 47744 | 91% |
| 21 RESEARCH & DEMOCRATIC HEA | 1664 | 88% |
| 22 DEMOCRATIC & MEMBER SVCES | 9647 | 96% |
| 23 ELECTORAL REGISTRATION | 6825 | 97% |
| 24 PROJECTS & PARTNERS | 9026 | 95% |
| 25 PUBLIC RELATIONS & INFORM. | 20582 | 78% |
| LEGAL, ADMIN & ESTATES Summa | 68168 | 90% |
| 31 LEGAL, ADMIN & ESTATES HEA | 2176 | 92% |
| 32 LEGAL SERVICES MANAGER | 1376 | 92% |
| 321 LEGAL SERVICES | 9316 | 94% |
| 33 ADMIN SERVICES MANAGER | 1740 | 89% |
| 331 EMERGENCY PLANNING | 722 | 94% |
| 332 ADMIN SERVICES | 5716 | 93% |
| 334 OFFICE SUPERINTENDANTS | 4239 | 81% |
| 335 OUT OF HOURS SUPPORT | 17738 | 84% |
| 336 REPROGRAPHICS | 3491 | 74% |
| 337 SECRETARIAL BUREAU | 349 | 88% |
| 341 ESTATES & VALUATIONS | 8866 | 92% |
| 342 ADMIN (EST MGT & BLD CNTL | 2322 | 96% |
| 35 LAND CHARGES | 10117 | 99% |
| FINANCE SERVICES Summary | 279124 | 91% |
| 41 FINANCE HEAD OF SERVICE | 1091 | 99% |
| 411 FINANCE GENERAL OFFICE | 5296 | 94% |
| 42 ACCOUNTANCY & EXCHEQUER | 516 | 83% |
| 421 DIRECT SERVICES | 1782 | 74% |
| 422 PUBLIC HEALTH TRANSPORTA | 1763 | 90% |
| 423 LEISURE/HOUSING/DEVELOP | 1192 | 88% |

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| 424 SUPPORT SERVICES / DSO | 561 | 92% |
| 425 DSOS | 1222 | 92% |
| 426 POLICY & CO-ORDINATING RI | 462 | 95% |
| 427 CORPORATE FINANCE | 405 | 92% |
| 431 INSURANCE & FINANCIAL ADI | 20604 | 89% |
| 432 PAY SECTION | 4464 | 97% |
| 433 INVOICE SECTION | 6013 | 94% |
| 44 REVENUES SECTION | 849 | 96% |
| 441 LOCAL TAXATION | 8594 | 97% |
| 442 COUNCIL TAX GROUP 1 | 40081 | 87% |
| 443 COUNCIL TAX GROUP 2 | 45774 | 87% |
| 444 NNDR & CONTROL SECTION | 11583 | 97% |
| 445 RECOVERY SECTION | 11959 | 97% |
| 446 CASHIERS | 37758 | 97% |
| 45 BENEFITS SECTION | 1899 | 88% |
| 451 BENEFITS CUSTOMER SERVIC | 37304 | 75% |
| 452 BENEFITS GROUP 1 | 24316 | 96% |
| 453 BENEFITS GROUP 2 | 932 | 82% |
| 454 BENEFITS GROUP 3 | 820 | 83% |
| 455 FRAUD INVESTIGATION/OVEI | 11884 | 98% |

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| HOUSING SERVICES Summary | 241702 | 89% |
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| 51 HOUSING HEAD OF SERVICE | 4615 | 96% |
| 52 HOUSING PROPERTY & RESOUF | 1797 | 88% |
| 521 HOUSING INFO/STRATEGY | 1763 | 96% |
| 522 HOUSING RESOURCES | 13668 | 97% |
| 523 HOUSING SALES/LEASE | 6843 | 88% |
| 524 HOUSING NEEDS/HOMELESSN | 24886 | 94% |
| 525 HOUSING REGISTER | 25953 | 75% |
| 53 HOUSING SERVICE OPERATION | 1653 | 82% |
| 531 HOUSING MANAGE NORTH | 39179 | 97% |
| 532 HOUSING MANAGE SOUTH | 30092 | 91% |
| 533 HOUSING ASSETS | 21394 | 93% |
| 534 HOUSING REPAIRS | 65472 | 67% |
| 535 HOUSING ADMIN | 4387 | 91% |

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| ENVIRONMENTAL SERVICES Sumi | 189450 | 88% |
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| 61 ENVIRON HEAD OF SERVICE | 826 | 97% |
| 621 ENVIRON HIGHWAYS MAINTA | 9261 | 82% |
| 622 ENVIRON HIGHWAYS DEVELO | 718 | 95% |
| 624 ENVIRON HIGHWAYS CAR PAI | 10006 | 96% |
| 63 ASSIST HEAD ENGINEERING SE | 1304 | 92% |
| 631 ENVIRON BUILDING SVCES | 31843 | 93% |
| 641 ENVIRON CONTROL | 2956 | 92% |
| 642 ENVIRON WASTE | 14558 | 69% |
| 65 ASSIST HEAD ENVIRON HEALT | 990 | 83% |
| 651 ENVIRON CONSUMER PROTEC | 43009 | 96% |
| 652 ENVIRON PROTECTION TEAM | 8321 | 94% |
| 653 ENVIRON ADMIN | 60589 | 62% |
| 654 ENVIRON CARE&REPAIR | 5069 | 92% |

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| PLANNING SERVICES Summary | 177275 | 91% |
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| 71 PLANNING & ECONOMIC DEV - | 2977 | 95% |
| 72 DEVELOPMENT CONTROL | 2393 | 83% |
| 721 DEVELOP CONTROL SOUTH | 12431 | 86% |

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| 722 DEVELOP CONTROL NORTH | 22932 | 90% |
| 723 PLANNING ENFORCEMENT | 7222 | 96% |
| 724 ADMIN (DEVELOP CNTL) | 68426 | 88% |
| 731 BUILDING CONTROL - INSPEC | 26863 | 90% |
| 732 DATA TEAM | 6672 | 92% |
| 741 FORWARD PLNG & COUNTRYS | 4037 | 96% |
| 742 CONSERVATION & ENVIRONM | 11819 | 95% |
| 743 ADMIN GENERAL & RECEPTIO | 11503 | 91% |

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| LEISURE SERVICES Summary | 54300 | 91% |
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| 81 LEISURE SERVICES HEAD OF SI | 2035 | 93% |
| 82 MANGMT FACILITIES/ADMIN/F | 19214 | 90% |
| 821 LEISURE ADMIN | 11682 | 89% |
| 822 LEISURE FINANCE & CONTRA | 210 | 98% |
| 823 PARKS | 6031 | 82% |
| 824 NORTH WEALD AIRFIELD | 8764 | 91% |
| 83 COMMUNITY & CULTURE | 4083 | 91% |
| 831 EPPING FOREST ARTS | 2281 | 92% |

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| ICT SERVICES Summary | 356220 | 85% |
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| 9 ICT | 146 | 86% |
| 91 ICT MANAGER | 1399 | 96% |
| 911 ICT APPLICATION SUPPORT | 11397 | 89% |
| 912 ICT SYSTEM SUPPORT | 12670 | 89% |
| 9131 NETWORK SUPPORT (VOICE) | 12077 | 91% |
| 9132 SWITCHBOARD OPERATORS | 293972 | 67% |
| 9133 VOIP TESTS | 451 | 76% |
| 914 CUSTOMER SUPPORT | 24108 | 86% |

**CCL 15 secs

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| WORKS & DIRECT LABOUR Summ | 26340 | 76% |
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| 10 WORKS UNIT | 2030 | 81% |
| 101 DLO HOUSING | 22473 | 77% |
| 102 DLO FLEET OPERATIONS | 1837 | 68% |

Report 16-Jun-08 14:33:12

*CCL - Citizens' Charter Limit: Percentage of calls answered within 10 secs.for all desk phones

**CCL - Citizens' Charter Limit: Percentage of calls answered within 15 secs. for Switchboard Operators