

Measurement Of Avoidable Contact - 2010/11 Timetable

| Month | Service Area | Duration |
|---------------|--|----------|
| October 2010 | Invoicing & Sundry Debtors | 2 weeks |
| November 2010 | Benefits | 2 weeks |
| | Licensing | 2 weeks |
| | Estates | 2 weeks |
| December 2010 | Council Tax | 1 week |
| January 2011 | Housing Management (North, South & Limes Farm) | 2 weeks |
| | Housing Repairs | 2 weeks |
| | Housing Options | 2 weeks |
| February 2011 | Hemnall Street | 4 weeks |
| | Waltham Abbey Town Hall Information Office | 4 weeks |
| | Civic Offices Reception | 4 weeks |
| | Environment & Street Scene - Call Centre | 2 weeks |
| March 2011 | Committee Section | 4 weeks |
| | Planning including all service areas | 2 weeks |