

Number of telephone callers received by Contact Centres 01/04/17 - 31/03/18													
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Running Total
17/18													
Number of working days	18	21	22	21	22	21	22	22	15.5	22	20	22	248.5
Total number of calls received	5624	6272	6245	6245	6894	6766	7280	7277	4937	8551	6710	9123	81924
Total number of calls answered	5567	6178	6193	6122	6795	6580	7161	7084	4845	8229	6542	8325	79621
% of calls answered	99%	99%	99%	98%	99%	97%	98%	97%	98%	96%	97%	91%	97%
% of calls answered within 20 seconds	75%	78%	84%	83%	86%	84%	82%	76%	81%	70%	80%	60%	78%
% of calls answered over 20 seconds	25%	22%	16%	17%	14%	16%	18%	24%	19%	30%	20%	40%	22%
Number of calls abandoned	57	94	52	123	99	186	119	193	92	322	168	798	2303
% of calls abandoned	1%	1%	1%	2%	1%	3%	2%	3%	2%	4%	3%	9%	3%
Average wait time - answered	00:00:30	00:00:30	00:00:18	00:00:22	00:00:18	00:00:22	00:00:21	00:00:28	00:00:24	00:00:40	00:00:25	00:01:18	00:00:30
Average wait time - abandoned	00:01:32	00:02:07	00:02:39	00:01:05	00:01:03	00:02:33	00:00:40	00:00:56	00:01:03	00:01:07	00:01:12	00:02:58	00:01:35
Average user involvement time	00:03:32	00:03:42	00:03:51	00:04:19	00:04:15	00:04:13	00:04:22	00:04:12	00:04:09	00:04:10	00:04:14	00:04:20	00:04:07
Number of face to face callers received at Contact Centres 01/04/17 - 31/03/18													
Bolsover	926	878	1047	1028	1028	1070	1107	1013	640	1094	933	1011	11775
Clowne	1047	1070	1070	1020	1133	1079	1006	950	619	1058	780	983	11815
Shirebrook	1123	1282	1293	1243	1186	1189	1246	1141	766	1197	1017	1190	13873
South Normanton	960	1099	950	890	1183	1091	1145	1001	620	1018	845	1024	11826
Number of visitors to The Arc		217	261	332	150	239	234	289	211	418	259	404	3014
M&G Enquiries		1451	1399	1257	1311	1092	1201	1063	371	1087	1095	1003	12330
<b>Total</b>	<b>4056</b>	<b>5997</b>	<b>6020</b>	<b>5770</b>	<b>5991</b>	<b>5760</b>	<b>5939</b>	<b>5457</b>	<b>3227</b>	<b>5872</b>	<b>4929</b>	<b>5615</b>	<b>64633</b>
<b>Cash transactions</b>	3632	4432	4296	3941	4051	3961	3916	3636	2601	3071	1861	2741	42139
<b>Cheque transactions</b>	260	270	275	240	190	250	250	238	186	187	70	147	2563
<b>Counter Card</b>	1466	1645	1621	1537	1480	1530	1525	1445	1074	1267	757	1042	16389
<b>Postal Payments</b>	359	347	285	274	277	243	328	345	169	270	163	211	3271
<b>E-mail Contact</b>	778	730	652	967	959	763	833	746	594	1020	871	1262	10175
<b>Web Chat Contacts</b>	0	193	174	168	146	150	166	73	54	50	81	11	1266
<b>Self Service Contacts</b>	236	234	190	219	252	200	231	236	200	285	273	347	2903
<b>Bus Pass Enquiries</b>									136	280	318	332	1066
<b>Advice Agency enquiries</b>			147			153			187			193	680
<b>First Contact Referrals</b>	16	22	31	14	31	14	23	13	4	21	62	10	261