

<b>Service:</b>	Business Services
<b>P.I. Reporting Period:</b>	Q1 and 2 (April 2022 to September 2022)
<b>Date Reporting to Committee:</b>	22 November 2022

<b>No.</b>	<b>Question/Query/Comment</b>	<b>Service Response</b>
1.	Webchats – would welcome the provision of absolute numbers alongside percentages.	The absolute number is contained in the detailed commentary underneath the table and we will continue to provide both numbers and percentages.
2.	Consideration be given to adding “claims not processed within the time, but still being processed” as a measure.	Agreed will go on Outstanding Business Statement with a date for reporting back of 31 January 2023.
3	Provide information to the Garioch Area Committee regarding the timing and duration of calls.	<p>It's difficult to give an accurate reflection of the timings and duration of calls received by Customer Services.</p> <p>Call duration will vary dependent on the Service and also the specific enquiry, within that Service. I'll give an overview of the last 2 quarters which might explain the variances experienced.</p> <p><b>Quarter 1 – Apr-Jun</b> Average call duration across all 8 lines was 7.5 mins. This ranged from 5 mins average on Waste enquiries to 9.5 mins average on Council Tax enquiries.</p> <p>However, adding in post-call processing time (Advisor time to record information on various systems following call) meant the total call processing time was an average of 11 mins across all lines. This ranged from 10 mins average on general enquiries to 13.5 mins average on Social Care enquiries.</p> <p><b>Quarter 2 – Jul-Sept</b> Average call duration across all 8 lines was 11 mins. This ranged from 5.5 mins average on general enquiries to 9 mins average on Social Care enquiries.</p>



		<p>However, adding in post-call processing time (Advisor time to record information on various systems following call) meant the total call processing time was an average of 13 mins across all lines. This ranged from 12 mins average on general enquiries to 18 mins average on Social Care enquiries.</p> <p>In terms of timings of calls, there is not absolute consistency across each day, but an idea of our busiest times are generally between 9-10 am and over lunchtimes, with calls reducing later in the day.</p>
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