



**Minute Reference:** BTSP.44/21

**Meeting date:** 03/06/21

Public

**Written response to:** Business & Transformation Scrutiny Panel

**Resolution:** That the Policy and Performance Officer provide the Panel with figures showing the number and response times for telephone calls coming into the City Council for 2020/21.

**Written response from:** Policy & Performance Officer / Customer Services Manager

**Response:**

The number of calls logged (calls for service) are shown below for 2020/21 and the previous year and are also shown as a % of the total logs on the Council's CRM system.

	<b>Total logs</b>	<b>Phone Logs</b>	<b>% via phone</b>
<b>2019/20</b>	38,997	16,023	41%
<b>2020/21</b>	44,789	14,780	33%
<b>% change</b>	+15%	-8%	

It is not currently possible to report on response times of telephone calls.

**Date:** 1/7/21