

# Results Highlights in 60 Seconds...

## **Important:**

The results below and elsewhere in this report, except where stated otherwise, have been weighted to represent a 'typical' calendar month. They are estimates. Those below exclude Kent Highways Partnership (KHP) and Tourist Information (TI) contacts.

### **Number of Contacts and Access:**

The overall number of external contacts from the general public and other stakeholders, both telephone and face to face, is 31238.

70% of telephone calls reach their intended extension directly or with a single transfer from the switchboard.

### **Contacts by Time of Day:**

Mornings are busier than afternoons for phone calls, with average calls per hour in the mornings in the order of 165-169.

Mornings are also busier than afternoons for face to face visits to council offices, peaking between 10.30-12.00 midday at an average of 67 per hour.

### **Duration of Contacts:**

53% of telephone calls last less than 5 minutes each.

81% of visits last less than 5 minutes each.

### **Purpose of Contacts:**

40% of telephone contacts request readily available information.

32% of face to face contacts request readily available information and 48% request, pay for or receive a service/benefit/form.

### **Outcome of Contacts:**

71% of calls are complete at the first point of contact, or second point of contact if they come in via the switchboard.

90% of visits are completed at the first point of contact.

### **'Quick' Contacts:**

76% of 'quick' (taking less than five minutes) initial phone and face to face contacts are completed.

47% of these completed contacts request readily available information and 27% request, pay for or receive a service/benefit/form.

53% of these completed calls are accounted for by: Community Services (15%), Cashiers (11%), Revenue (10%), Client Services (10%) and Benefits (7%).

### **Contacts by Section:**

Eight sections account for over 50% of contacts made by phone: Revenue (12%), Client Services (10%), Development Control (7%), Community Services (7%), Benefits (5%), Facilities Management (4%), Building Control (4%) and Leisure Administration (4%).

Three sections account for over 75% of contacts made face to face: Cashiers (32%), Community Services (31%) and Benefits (14%).