

## **Information Circulated After the Meeting**

### **Abandoned Calls**

- This indicator measures the average percentage of phone calls which are abandoned before being answered in the Customer Service Centre (CSC).
- Q4 performance is confirmed as 11.3% against a target of 10%. This a reduction in performance against Q3 of 6.1%.
- Q3 had a notably low call abandonment rate as Council Tax processing was suspended at the end of Q3 for the new Revs and Bens Phase 1 system implementation. The reduction in Q4 performance against the target can be attributed to an increase in call volumes on the Council Tax and Benefits line following the Phase 1 system switch on. Plus, in March we undertake our normal annual billing exercise and this always drives a high number of Council Tax enquiries and updates – the end of Q4 and the start of Q1 are always the busiest periods for Council Tax enquiries.