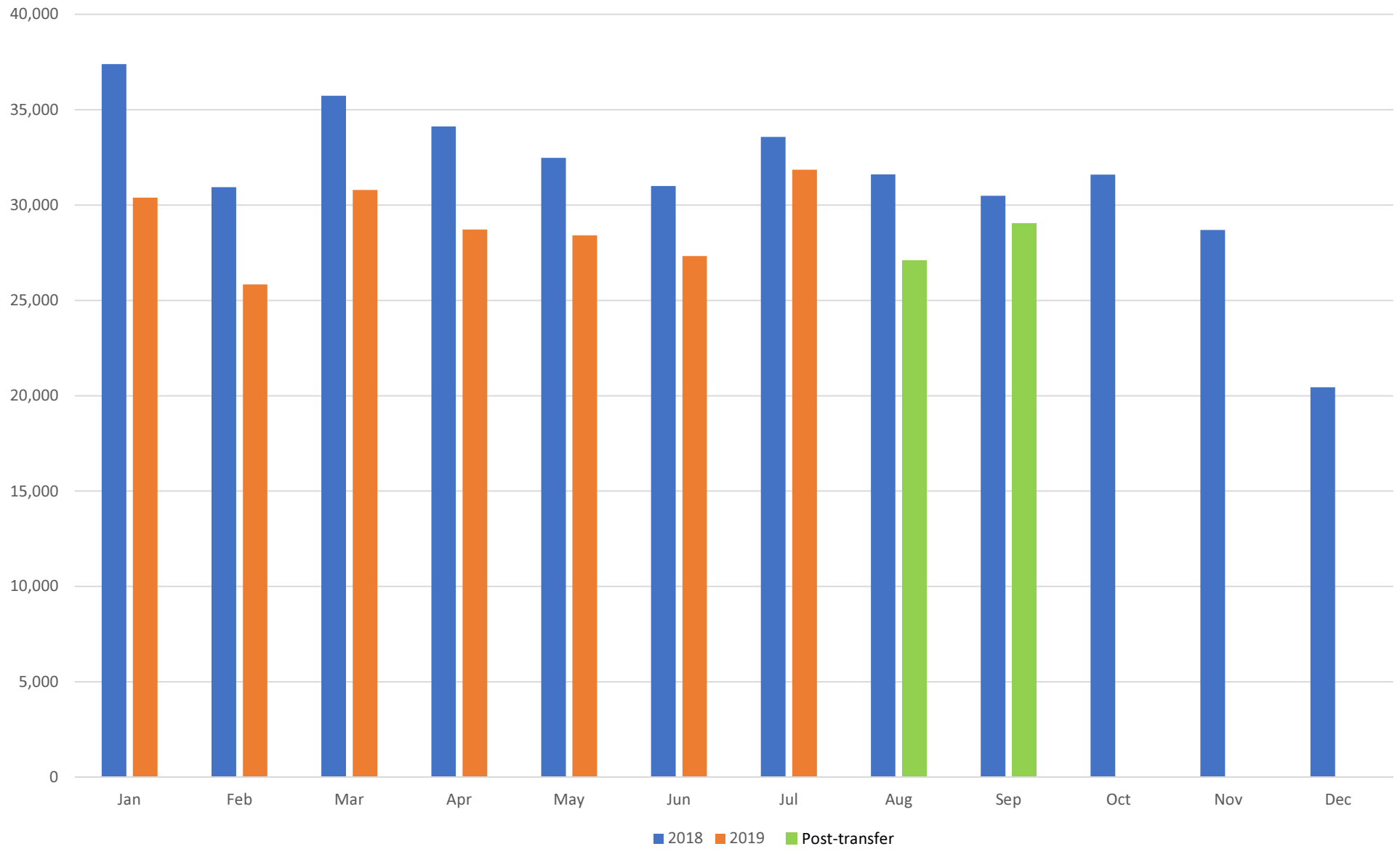


'Sage' service performance since transfer

November 2019

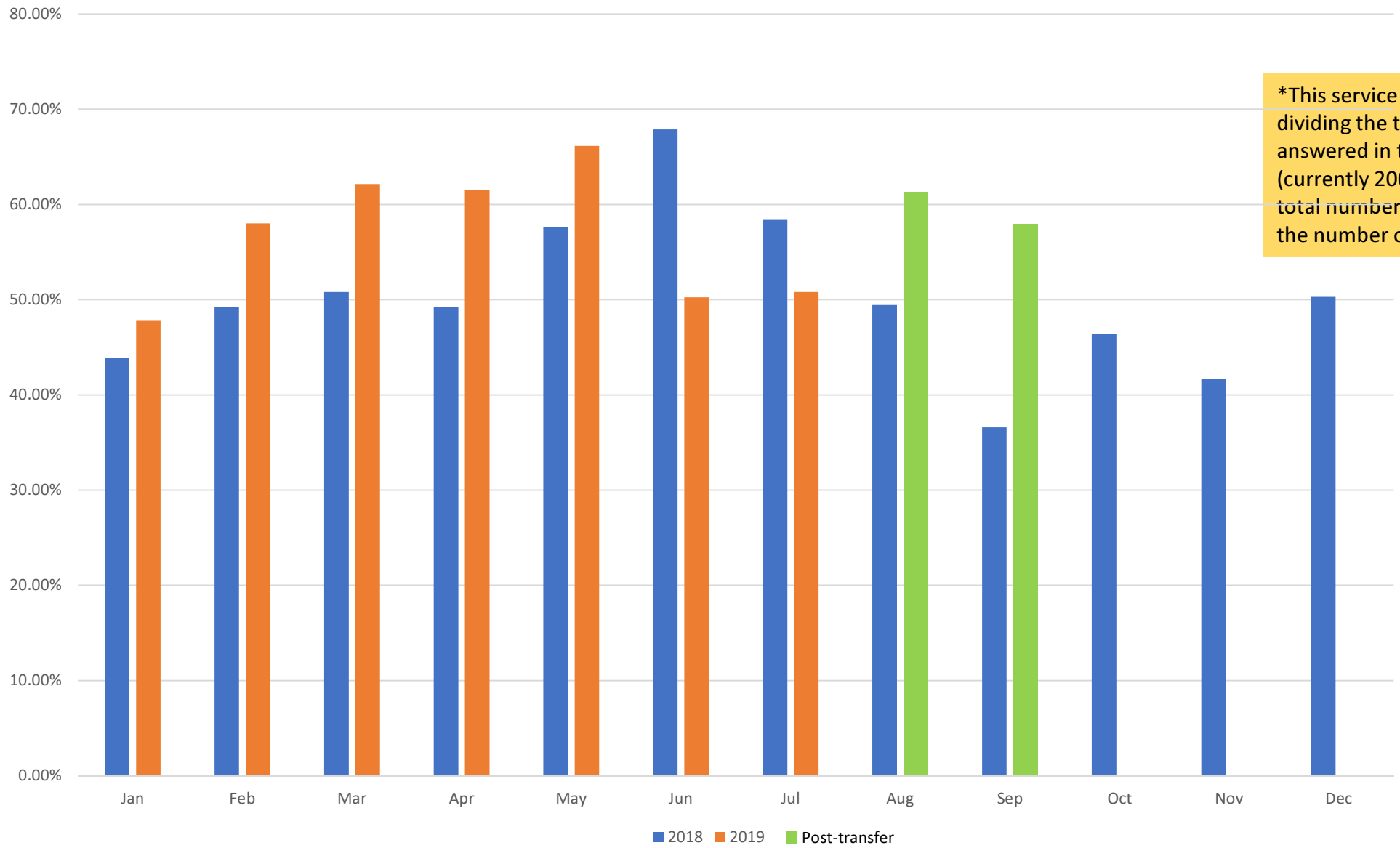
Customer Service

Contact centre calls offered



Customer Service

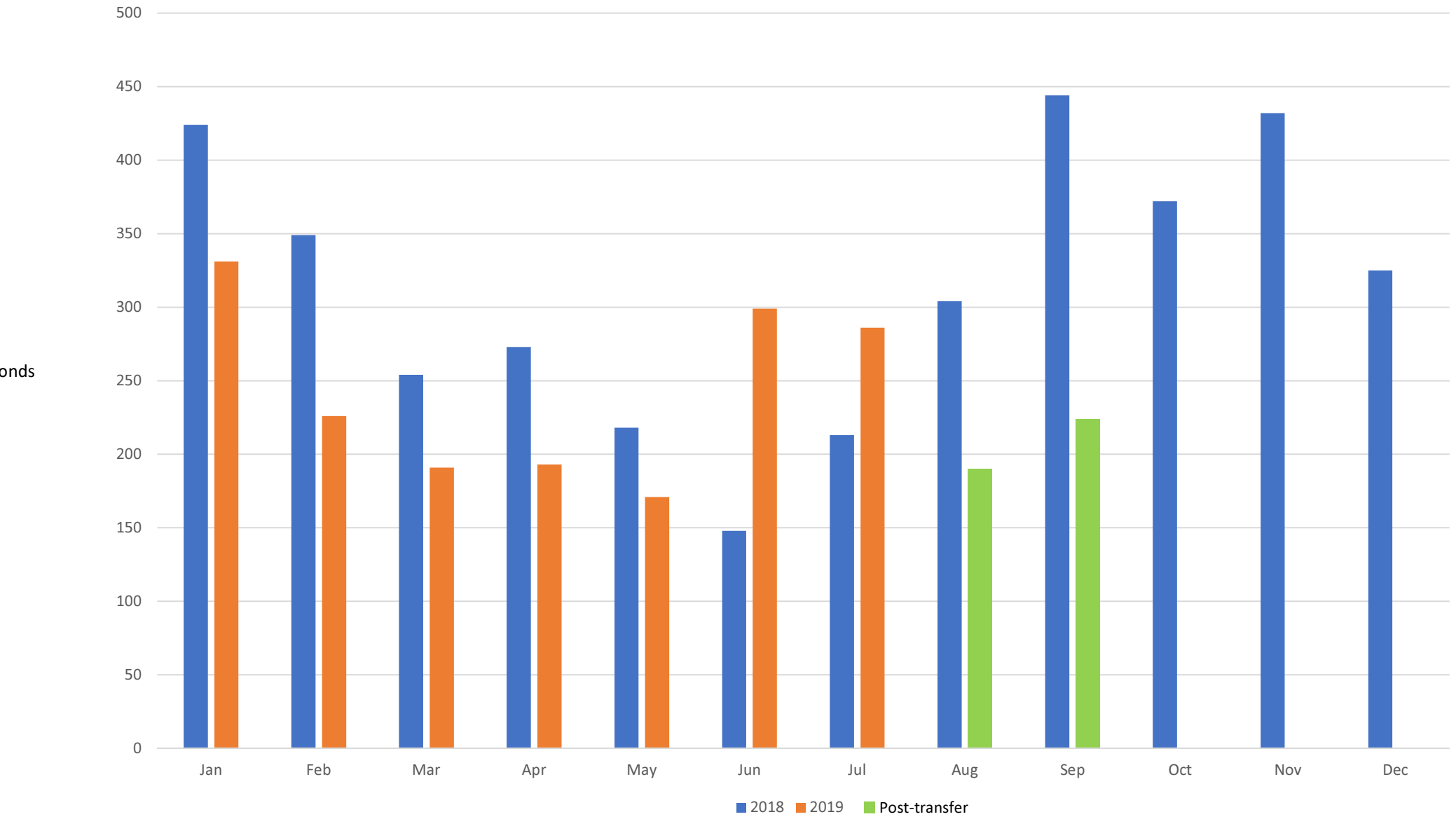
Calls meeting service level*



*This service level is calculated by dividing the total number of calls answered in the acceptable time (currently 200 seconds) by the total number of calls answered plus the number of calls abandoned.

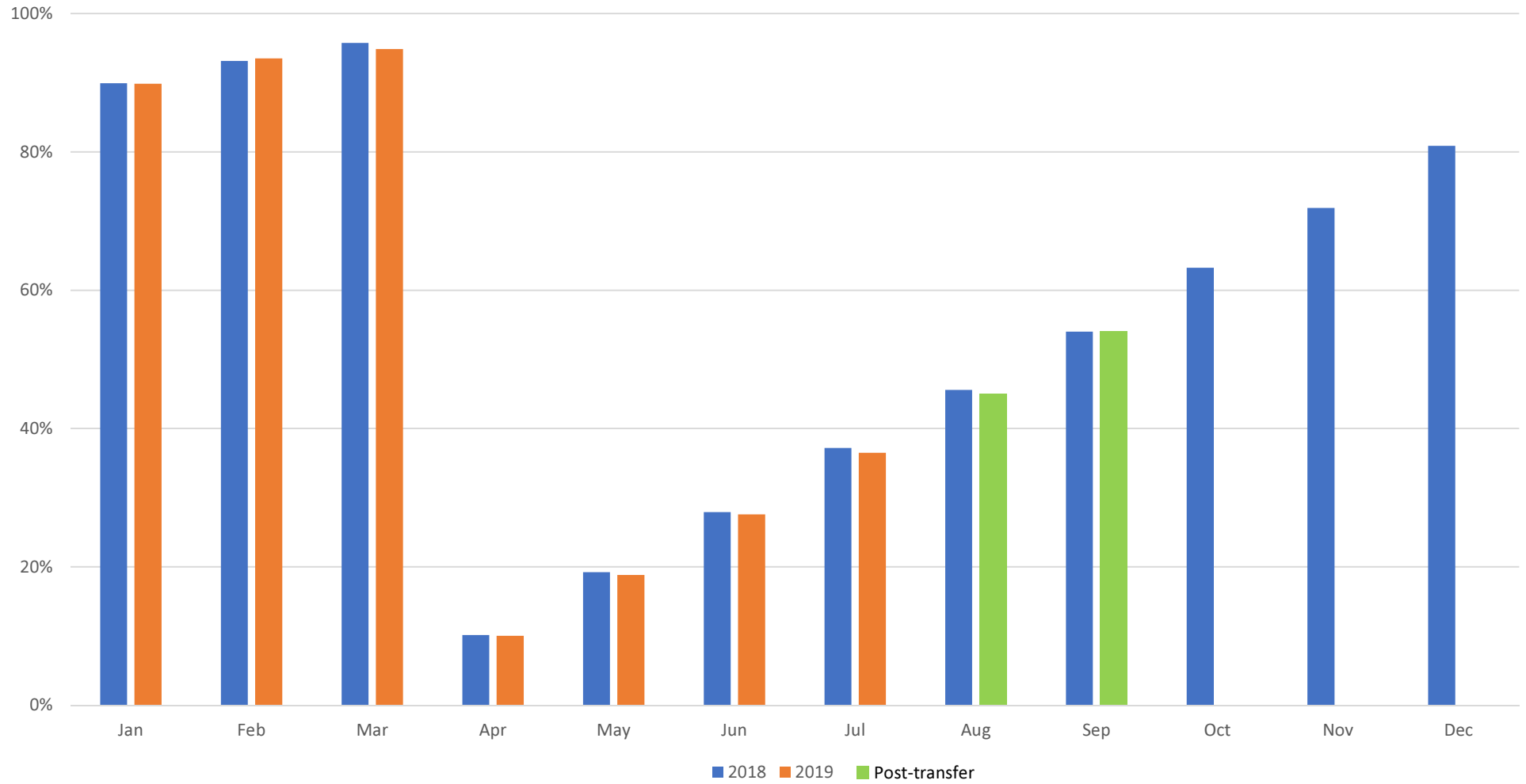
Customer Service

Average speed of answer



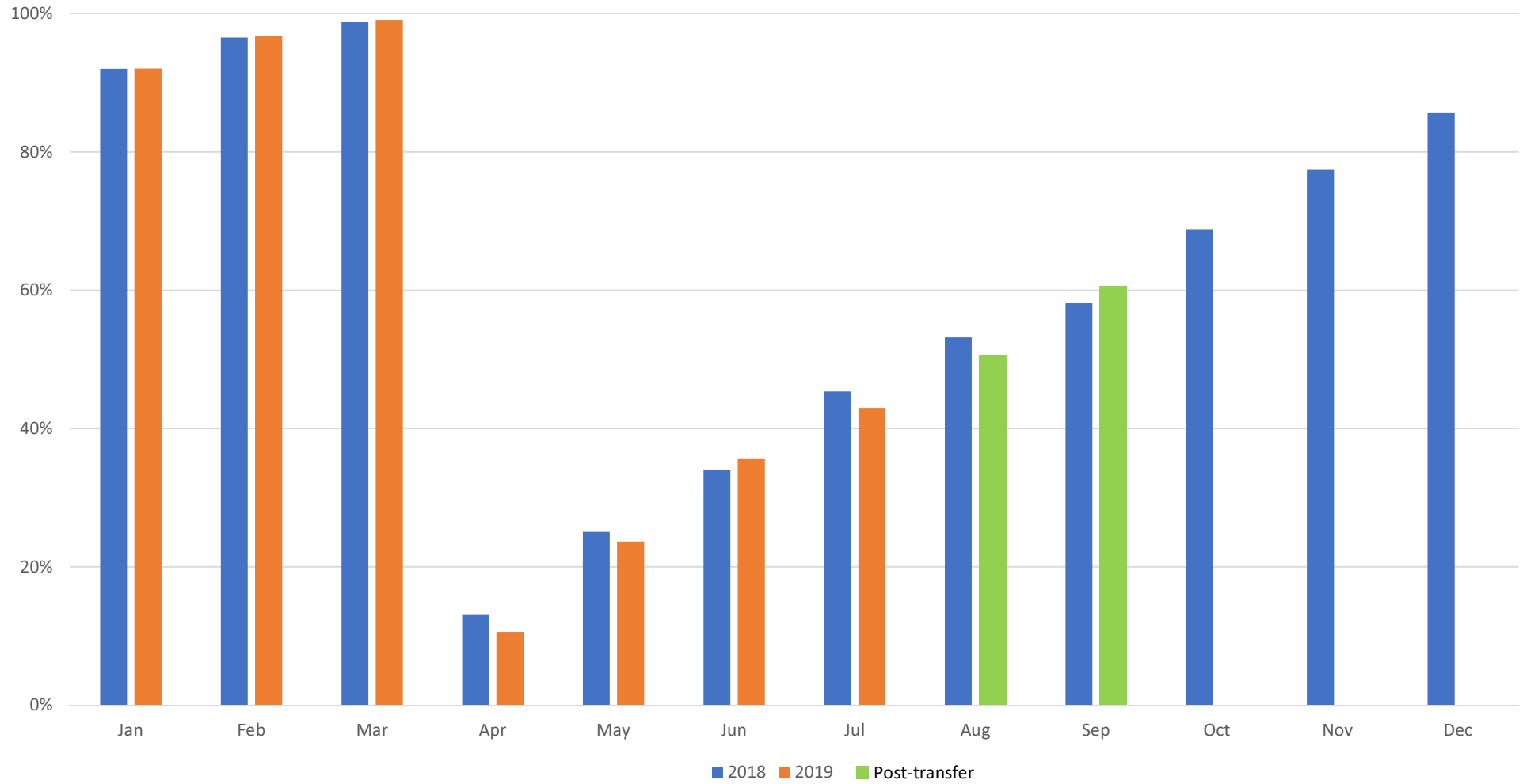
Revenues and Benefits

Council Tax collection

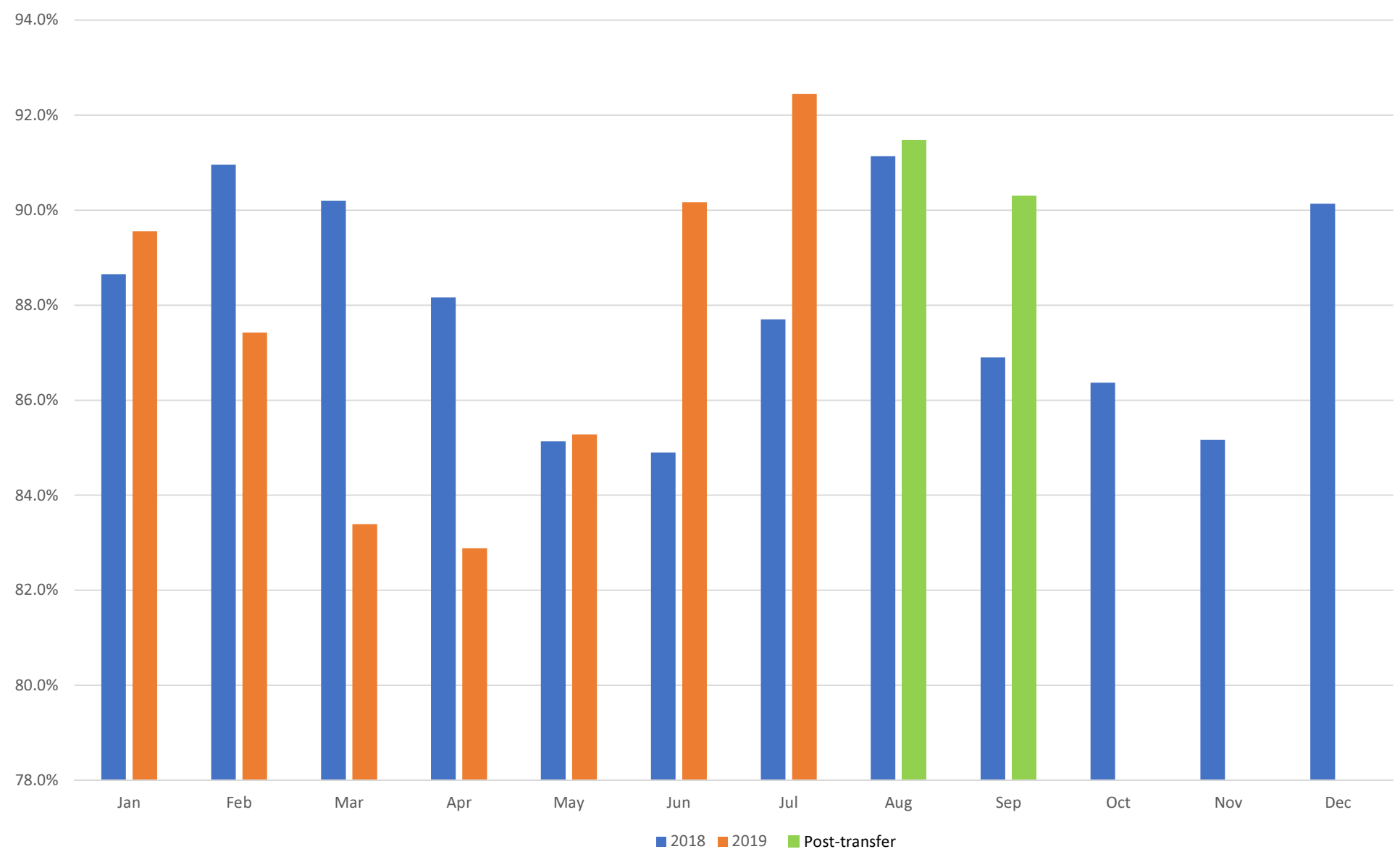


Revenues and Benefits

Business Rates collection

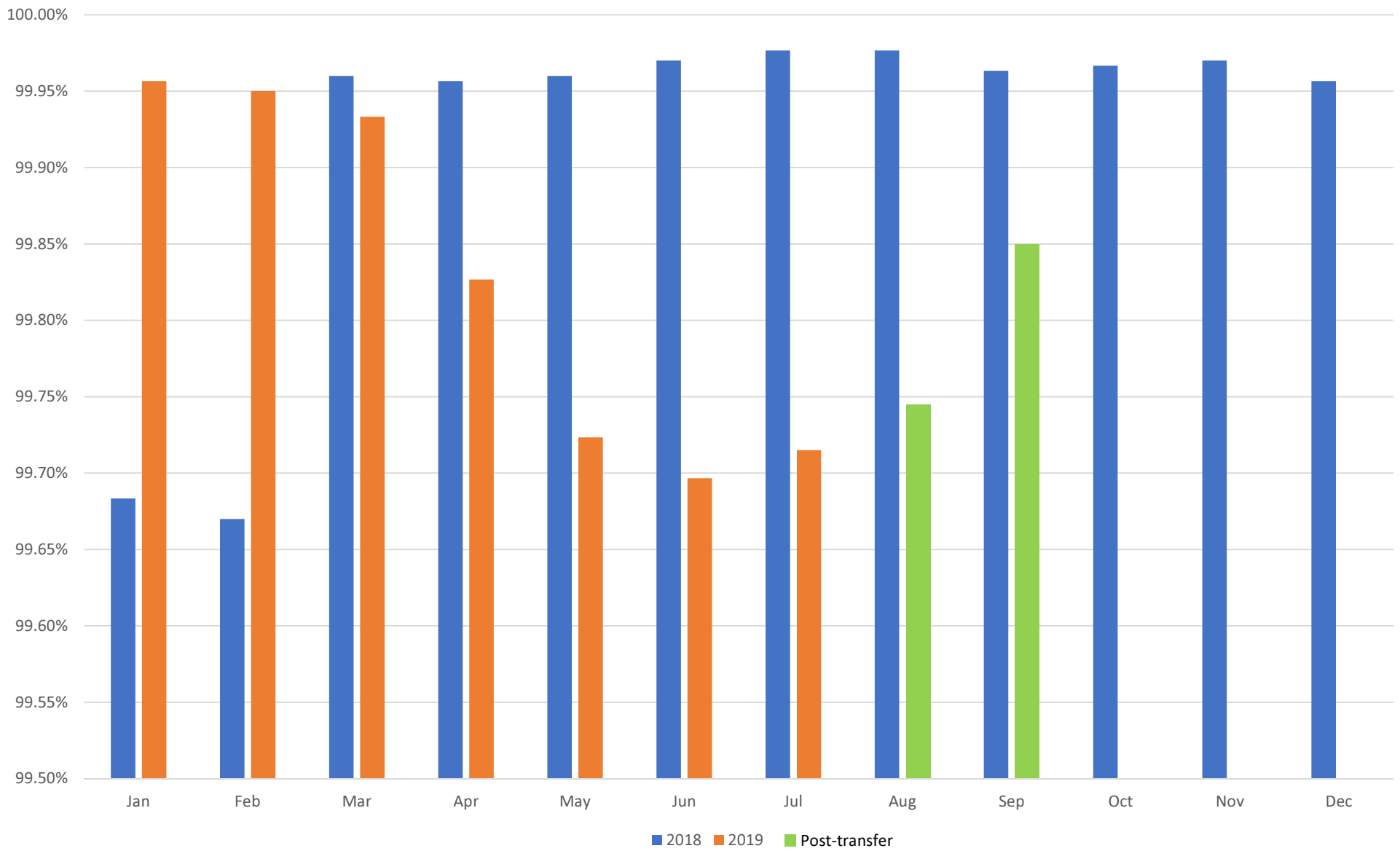


IT calls answered in 30 seconds



IT

Class A website availability



IT

MS Outlook/Exchange availability

