

Comparison with other Local Authorities

Council	No of Calls Received	No of Calls Answered	Answered in 20 secs	Ave Call Answer time	No of FTE	Top 3 Calls
South Hams/West Devon	22130	82%	51%	2mins	22	Contact a planning officer; Make a payment; and Paperless Direct Debit.
Teignbridge	No Response					
Torbay	15083	82%	Not recorded	2mins	22	Housing benefit enquiries, housing needs enquiries, Registrars appointments,
Plymouth	No Response					
Cornwall	No Response					
East Devon	11375	99%	90%	3mins	9.5	Waste, planning, car parking – No Revs or Bens calls
North Devon	6066	81%	Not recorded	41.5secs	6.5	No Revs or Bens calls
Torridge	No Response					
Mid-Devon	No Response					
Mendip	No Response					
Sedgemoor	No Response					
South Somerset	Due to technical issues with new phone system the LA can't currently measure this data.					
Taunton Deane	No Response					
West Somerset	No Response					
Devon CC	No Response					
Somerset CC	No Response					
Exeter CC	No Response					