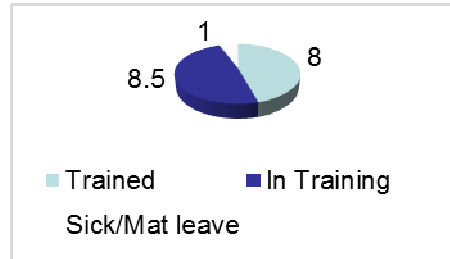
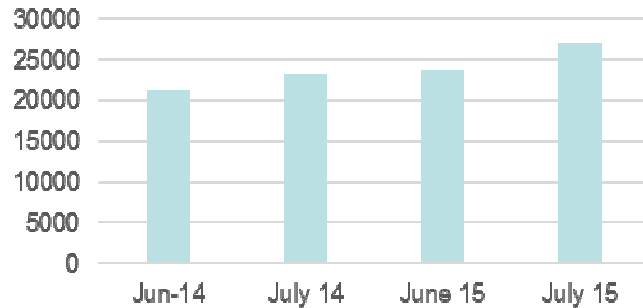


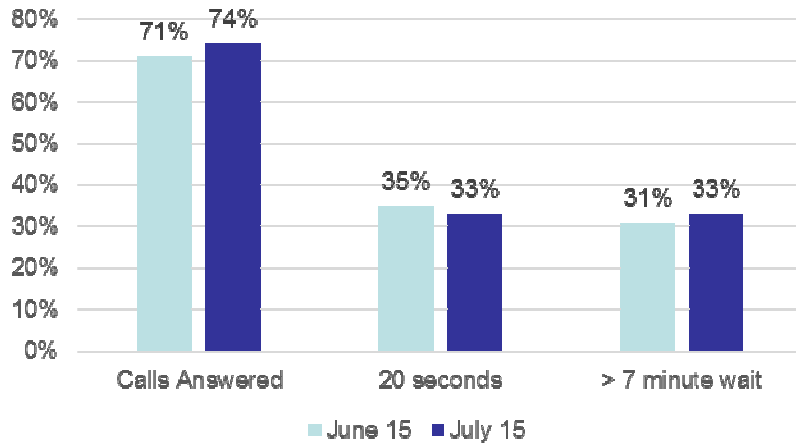
Customer Services Performance Comparison 14 - 15

Call Volumes

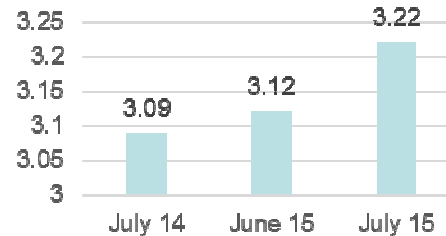


- 3810 more calls this July than last July
- 3305 more calls in July than in June 2015
- Half of the staff are training/temps
- 3% More calls Answered

Calls Answered



Average answer time - Minutes



Actions

- Capturing 'failure demand' to drive down call numbers
- High volume processes moving to new software
- Recruiting Permanent Staff



South Hams District Council



West Devon Borough Council

Working together