

## **Request 9050 corporate call centre**

Performance data details since 1 January 2018 of all days where the call answer time has exceeded the target the council set , Please provide the data in the format of days where call answer time exceed target, the average time taken to answer calls on that date .

Performance data details since 1 January 2018 of days where % of call answered was below the target that the council set. Please provide data the format dates where %call answered was below target, the performance for the period daily.

Monthly performance for Corporate Call Centre Since 2019, including number of calls which have not been answered.

% and or number of employees in Corporate Call Centre who have had a Performance Development Review Since 2019.

% of Current employees employed in Corporate Call Centre who have individual training plans.

Number of employees for 2019,2020, and 2021 to date who have left the Corporate Call Centre.

Average time for recruitment of new staff for the Corporate Call Centre.

Current number of employees in Corporate Call Centre. based on full time equivalents

Current number of posts in Corporate Call Centre. which are vacant or recruitment in process

Number of staff days and cost of Sickness for the last 3 years.

### **Response**

Q - % of Current employees employed in Corporate Call Centre who have individual training plans.

A – Following initial training; this includes training an advisor on all processes and procedures for all services and service areas provided by the Council to the public, a

6 months probation period and, continuous training and personal development and refresher training through call coaching and listening in on random calls and providing regular feedback to the advisor. This highlights any performance issues, personal development and training plans and any refresher training requirements.

Q - Number of employees for 2019, 2020, and 2021 to date who have left the Corporate Call Centre.

A - 10

Q - Average time for recruitment of new staff for the Corporate Call Centre.

A – This is an estimated figure to be an average of 8 weeks from advertising the post to confirmation of start date (i.e. advertising post, shortlisting, interview, appointment). This does not include termination/notice periods and re-advertising of posts, if required.

Q - Current number of employees in Corporate Call Centre.

A - 22 employees

Q - based on full time equivalents, Current number of posts in Corporate Call Centre

A - 24.8 total including vacant posts

Q - which are vacant or recruitment in process -

A - 6 posts

Q - Number of staff days and cost of Sickness for the last 3 years.

A - 257 total days of sickness of current staff in the corporate call centre for 3 years