

**LOCAL AUTHORITY CALL CENTRE BENCHMARKING GROUP
APRIL - JUNE 2005**

	NAME OF AUTHORITY	CODE	CALLS OFFERED	CALLS ANSWERED	% ANS'D	ANS WITHIN 15/20 SECONDS	AVG. WAIT FOR ANSWER	AVG. TALK TIME PER CALL	CALL HANDLING TIME	STAFFING	TALK TIME		
											CALLS ANS PER STAFF	PER STAFF (mins)	CALL TIME PER STAFF (mins)
1	BARK		45878	44173	96	100	20	260	276	35.00	1262	5469	5806
2	BIRM		348072	277330	80	52	111	196	296	136.80	2027	6622	10001
3	BRAI		29087	27251	94	80	14	159	353	13.50	2019	5349	11876
4	BRERB		82962	67666	82	19	157	348		21.00	3222	18689	0
5	BRESS		33727	24883	74	34	52	165		12.00	2074	5702	0
6	BRESC		36317	31207	86	48	37	204		11.00	2837	9646	0
7	BRIS		90214	66437	74	51	32	133	145	21.44	3099	6869	7489
8	BROM		212623	190268	89	7	15			21.00	9060	0	0
9	CAM		73133	70771	97	82	16	182	322	37.00	1913	5802	10265
10	EAL		67151	44683	67	4	197	135	251	15.00	2979	6702	12462
11	EALSS		11467	10034	88	10	110	136	287	7.00	1433	3249	6857
12	ENF		186081	164723	89	62	20	172	315	34.74	4742	13593	24893
13	GLAS		144917	125159	86	50	56	139	226	48.00	2607	6041	9822
14	HARINGEY	HAR	95515	90350	95	71	26	320	515	66.27	1363	7271	11702
15	HMRC		510735	502538	98	87	9	176	308	478.02	1051	3084	5397
16	HULL		207349	197298	95	72	27	160	249	61.00	3234	8625	13423
17	KEN		150050	131888	88		29	120		78.00	1691	3382	0
18	LEW		138433	104686	76		137	214	408		#DIV/0!	#DIV/0!	#DIV/0!
19	MIDD		59793	51918	87	78	6	94	105	12.50	4153	6507	7269
20	NEWE		61784	56342	91	76	15	115	145	9.50	5931	11367	14333
21	NEWR		33067	30418	92	91	6	118	139	8.00	3802	7478	8809
22	NEWP		121042	117104	97	83	11	145	243	45.00	2602	6289	10539
23	NLAN		95966	92582	96	89	12	83	96	28.00	3307	4574	5290
24	NOTT		22456	22031	98	89	9	183	215	15.50	1421	4335	5093
25	PEM		125622	106996	85	75	15	67	132	20.00	5350	5974	11770
26	READ		22039	19099	87	60	44	175	185	8.00	2387	6963	7361
27	RHON		47589	43658	92	63	40	86	101	6.60	6615	9481	11135
28	SEV		34875	33475	96	75	22	177	229	19.29	1735	5119	6623
29	SHE		20338	18678	92	81	15	104	104	10.36	1803	3125	3125
30	SOM		44561	43776	98	93	1	209	345	33.38	1311	4568	7541
31	STYN		37483	35457	95	76	10	79		7.40	4791	6309	0
32	TOW		42912	38455	90	78	16	153	224	21.77	1766	4504	6595
33	TOWR		84776	57802	68	35	86	156	284	25.00	2312	6011	10944
34	WAL		141148	128982	91	77	37	99	147	34.43	3746	6181	9178
35	W999		20534	20368	99	93	4	134	600		#DIV/0!	#DIV/0!	#DIV/0!
36	WNON		53746	46145	86	65	36	134	480		#DIV/0!	#DIV/0!	#DIV/0!
37	WORG		27861	25821	93	86	16	34	53	1.40	18444	10451	16292
38	WORRB		8851	8480	96	82	19	120	175	4.60	1843	3687	5377