

30 **CUSTOMER CONTACT CENTRE CALL HANDLING - WL108 PERFORMANCE INDICATOR**

Consideration was given to the report of the Corporate Director of Housing, Transformation and Resources contained at pages 203 to 208 of the Book of Reports, regarding the Customer Contact Centre Call Handling – WL108 Performance Indicator.

The Customer Contact Centre Manager provided Committee with an overview of the report, and level of resources required to enable the target for WL108 average answered wait time for calls to the contact centre to reduce to 60 seconds.

Comments:

- Current answer time of 145 seconds is very reasonable
- No formal complaints been received
- Quality of service more important

RESOLVED:

- A. That Committee note the report and support the recommendation to Cabinet that WL08 remains at 145 seconds.
- B. That Staff be thanked for their hard work and compliments be passed on with regard to no complaints received.