



Response to Request for Information

Reference FOI 000243
Date 28 June 2016

Call/Contact Centre

Request:

Under the Freedom of Information Act can I ask for the following information:

- The average wait to be connected to your call/contact centre during 1st January 2011 through to January 2016?
The average waiting time was 1 minute 29 seconds.
- The longest 3 calls have had to wait be connected to someone in your council call/contact centre? The three longest waiting times in this period was:
 1. 37 minutes 42 seconds 2013
 2. 35 minutes 25 seconds 2013
 3. 34 minutes 27 seconds 2013

The longest wait times are an anomaly to the usual trend/customer experience; in particular given these are extracted from over a five year period. Customers may experience unusually long wait times around periods where we experience extreme unforeseen weather conditions and/or major incidents or emergencies such as the nationwide riots of August 2011. The average wait time will always provide more accurate depiction of performance for the period given.

In 2013, a number of legislation changes were implemented from the back of Welfare Reform Act 2012. This included, the introduction of the benefit cap, bedroom tax and the revision of crisis and community care awards which would have significantly elongated call times.