

2024/2025	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time
Service	April		May		June		July		August		September		October		November		December		January		February		March	
CC_Business_Growth	46	00:05:28	39	00:05:31	27	00:05:08	38	00:04:52	40	00:03:12	26	00:04:48	34	00:06:13	42	00:04:36	23	00:05:12	39	00:06:05	34	00:04:30	40	00:04:44
CC_Childrens	2,386	00:06:19	2,307	00:06:04	2,045	00:06:17	2,449	00:05:52	1,927	00:05:59	2,606	00:06:09	2,577	00:06:27	2,377	00:06:29	1,921	00:06:07	2,562	00:06:29	2,189	00:05:49	1,704	00:05:45
CC_Environment	1,781	00:06:44	1,829	00:06:37	1,495	00:06:23	1,507	00:05:57	1,443	00:06:33	1,427	00:05:25	1,346	00:06:02	1,554	00:05:26	1,245	00:06:09	1,199	00:06:24	1,298	00:05:45	1,648	00:05:39
CC_Feedback	1,123	00:07:59	1,449	00:06:47	1,333	00:07:13	1,313	00:06:56	1,140	00:07:37	977	00:07:32	1,049	00:07:30	1,041	00:07:49	859	00:07:35	1,178	00:06:56	935	00:07:32	730	00:06:13
CC_Highways	602	00:07:40	598	00:07:43	592	00:07:25	591	00:07:08	529	00:07:05	587	00:06:49	630	00:06:59	594	00:06:16	514	00:06:17	655	00:06:46	568	00:06:21	393	00:06:30
CC_ICON_01215693679	2,956	00:07:25	2,435	00:06:17	1,848	00:06:32	1,910	00:06:23	1,834	00:06:16	1,927	00:05:44	1,695	00:06:24	1,389	00:06:22	1,161	00:06:02	2,687	00:06:19	3,020	00:06:29	2,916	00:06:33
CC_Registrars	786	00:05:47	757	00:05:14	589	00:05:33	761	00:05:11	628	00:05:14	601	00:04:30	715	00:04:53	663	00:05:01	661	00:04:57	903	00:05:17	762	00:05:11	584	00:04:57
CC_Regulatory_Services	246	00:09:09	255	00:08:06	323	00:09:09	351	00:07:40	319	00:09:02	296	00:07:40	271	00:07:57	248	00:07:29	229	00:06:49	278	00:07:33	231	00:07:58	223	00:07:11
SH_Infomr_ASB_New	311	00:10:02	390	00:08:33	423	00:09:11	443	00:09:33	375	00:08:36	358	00:08:31	324	00:08:38	319	00:07:48	256	00:09:47	338	00:08:32	347	00:08:44	249	00:08:50
SH_Infomr_Hsg_New	3,237	00:07:03	2,613	00:07:03	2,441	00:07:19	2,648	00:06:46	2,681	00:06:39	2,687	00:06:46	2,960	00:06:45	2,803	00:06:26	1,934	00:06:23	3,111	00:06:27	2,676	00:06:32	2,174	00:06:22
SH_Infomr_Lettings_New	3,159	00:08:50	2,993	00:08:16	2,470	00:08:23	2,797	00:08:08	2,456	00:08:10	2,394	00:08:12	2,577	00:08:08	2,306	00:07:55	1,920	00:07:31	3,279	00:08:03	2,811	00:07:58	2,010	00:07:29
SH_Infomr_Rents_New	1,217	00:06:02	932	00:06:10	710	00:06:26	829	00:06:02	834	00:05:26	792	00:05:32	867	00:05:36	803	00:05:34	685	00:05:35	1,003	00:05:41	826	00:05:48	765	00:05:15
SH_Infomr_Repairs_New	17,445	00:07:13	14,603	00:06:39	13,038	00:06:41	14,566	00:06:31	13,417	00:06:33	15,181	00:06:35	16,111	00:06:57	16,800	00:06:36	14,729	00:06:21	19,101	00:06:44	15,839	00:06:15	11,764	00:05:53
SH_Repairs_One	5	00:01:24	2	00:01:44		00:00:00		00:00:00	1	00:01:42		00:00:00	1	00:01:14		00:00:00		00:00:00	1	00:00:41		00:00:00	2	00:00:00
SH_Safeguarding	14	00:06:38	12	00:08:08	16	00:08:11	6	00:06:25	8	00:05:44	9	00:05:44		00:03:42	8	00:02:43	6	00:05:13	4	00:00:50	7	00:06:16	2	00:06:10
Totals/Average	35,314	0:06:55	31,214	0:06:35	27,350	0:07:08	30,209	0:06:14	27,633	0:06:15	29,878	0:06:21	31,206	0:06:14	30,937	0:06:11	26,143	0:06:26	36,338	0:05:55	31,541	0:06:28	25,202	0:06:50

2023/2024	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time
Service	April		May		June		July		August		September		October		November		December		January		February		March	
CC_Business_Growth		00:00:00	2	00:00:00		00:00:00	4	00:00:00	8	00:00:06	10	00:08:04	26	00:06:00	32	00:06:06	38	00:04:39	42	00:05:01	27	00:04:39	35	00:05:40
CC_Childrens	1,700	00:07:13	2,312	00:07:12	2,510	00:06:41	2,380	00:06:11	2,049	00:06:11	2,338	00:06:26	2,293	00:06:13	2,331	00:06:18	1,709	00:06:18	2,267	00:06:34	2,054	00:06:44	2,134	00:06:46
CC_Environment	1,676	00:07:12	1,869	00:07:08	3,424	00:06:15	1,617	00:06:37	1,416	00:07:01	1,351	00:06:38	1,177	00:06:31	1,086	00:06:34	887	00:06:26	1,227	00:07:23	1,131	00:06:52	1,464	00:06:35
CC_Feedback	969	00:07:28	1,277	00:07:44	1,287	00:07:47	740	00:08:58	719	00:08:16	625	00:09:37	668	00:08:50	745	00:09:58	594	00:08:21	904	00:08:46	4,037	00:05:12	1,069	00:07:09
CC_Highways	518	00:07:42	560	00:08:31	791	00:07:51	637	00:07:30	598	00:06:57	674	00:07:31	673	00:07:04	593	00:07:36	403	00:06:36	631	00:07:32	562	00:07:40	496	00:07:54
CC_ICON_01215693679	3,407	00:07:55	2,906	00:07:38	2,495	00:06:55	2,097	00:07:06	2,228	00:07:29	1,946	00:07:40	1,767	00:07:07	1,386	00:06:47	1,026	00:06:50	2,930	00:07:20	2,917	00:07:25	3,615	00:07:17
CC_Registrars	589	00:05:58	603	00:05:28	713	00:05:39	757	00:05:24	728	00:05:14	686	00:05:22	771	00:05:31	618	00:05:26	455	00:05:15	716	00:05:37	646	00:05:47	690	00:05:39
CC_Regulatory_Services	225	00:07:59	231	00:07:33	311	00:08:45	343	00:08:29	390	00:08:02	306	00:08:26	342	00:07:58	250	00:08:49	138	00:08:38	234	00:09:39	222	00:09:31	189	00:07:51
SH_Infomr_ASB_New	238	00:09:40	280	00:08:45	431	00:09:56	359	00:10:07	397	00:09:06	347	00:10:12	336	00:09:00	301	00:09:11	201	00:08:31	327	00:08:35	283	00:09:14	273	00:09:09
SH_Infomr_Hsg_New	2,178	00:07:19	2,002	00:07:35	2,825	00:07:22	2,514	00:07:22	2,695	00:07:10	2,603	00:07:35	2,726	00:07:24	2,767	00:07:32	1,727	00:06:41	3,068	00:07:08	2,636	00:07:34	2,681	00:07:13
SH_Infomr_Lettings_New	2,220	00:09:04	2,283	00:08:51	2,775	00:08:48	2,800	00:08:33	2,805	00:08:17	3,011	00:08:47	3,237	00:08:12	2,962	00:08:38	1,652	00:08:28	3,233	00:08:52	2,970	00:08:51	2,722	00:08:45
SH_Infomr_Rents_New	1,034	00:06:13	786	00:06:25	1,031	00:06:41	941	00:06:26	936	00:06:32	869	00:06:42	910	00:06:15	907	00:06:03	672	00:05:59	1,026	00:06:16	802	00:06:26	956	00:05:58
SH_Infomr_Repairs_New	14,323	00:07:55	14,575	00:07:39	14,895	00:07:13	13,066	00:06:38	13,817	00:06:54	14,362	00:07:24	15,980	00:07:12	16,710	00:06:57	12,309	00:06:57	18,805	00:07:09	14,860	00:07:31	16,189	00:06:58
SH_Repairs_One	3	00:04:24	3	00:01:18	4	00:15:57		00:00:00		00:00:00		00:00:00	2	00:04:54		00:00:00	00:04:54	1					3	00:01:12
SH_Safeguarding	14	00:04:23	12	00:07:26	9	00:06:17	4	00:07:17	21	00:03:55	15	00:05:27	8	00:06:30	10	00:05:42	4	00:07:23	9	00:06:22	3	00:06:52	6	00:05:11
Totals/Average	29,094	0:07:10	29,801	0:07:05	33,301	0:08:05	28,259	0:06:26	28,807	0:06:05	29,143	0:07:34	30,716	0:06:39	30,710	0:06:49	21,817	0:06:48	35,420	0:07:01	33,151	0:06:41	32,522	0:06:37

2022/2023	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time	Calls Offered	Average Talk Time
Service	April		May		June		July		August		September		October		November		December		January		February		March	
CC_Business_Growth		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00
CC_Childrens	1,990	00:05:52	2,652	00:06:16	2,473	00:05:59	2,462	00:05:55	2,027	00:05:56	2,464	00:06:41	2,245	00:07:35	2,388	00:07:55	1,572	00:07:27	2,242	00:07:25	2,046	00:07:23	2,289	00:07:16
CC_Environment	1,442	00:06:17	1,610	00:06:11	1,453	00:06:36	1,700	00:05:57	1,688	00:06:49	1,370	00:06:49	1,174	00:07:32	1,277	00:06:53	957	00:06:29	1,247	00:06:51	2,944	00:06:24	3,888	00:06:10
CC_Feedback	530	00:07:30	701	00:07:15	792	00:06:57	724	00:07:09	720	00:07:57	599	00:08:38	497	00:08:51	686	00:08:38	497	00:08:04	639	00:08:01	640	00:07:40	837	00:08:29
CC_Highways	564	00:06:52	731	00:06:52	628	00:07:05	698	00:06:38	699	00:07:13	576	00:07:39	615	00:08:22	691	00:07:18	384	00:07:09	642	00:07:08	624	00:07:24	624	00:08:09
CC_ICON_01215693679	1,619	00:06:44	1,788	00:06:17	1,552	00:06:48	1,694	00:06:25	1,983	00:06:43	2,021	00:07:13	1,858	00:07:47	1,829	00:07:16	949	00:07:13	1,600	00:06:55	1,492	00:07:28	6,693	00:08:00
CC_Registrars	763	00:04:54	799	00:04:57	773	00:05:03	768	00:05:05	776	00:05:38	691	00:05:37	712	00:06:12	769	00:05:44	510	00:05:26	920	00:05:17	650	00:05:35	797	00:05:57
CC_Regulatory_Services	170	00:07:16	221	00:07:16	251	00:07:02	242	00:06:37	246	00:07:25	211	00:08:09	226	00:09:12	260	00:07:34	203	00:07:22	346	00:06:25	271	00:06:36	287	00:07:50
SH_Infomr_ASB_New	282	00:08:47	406	00:07:53	433	00:09:03	390	00:08:19	460	00:08:15	342	00:08:14	275	00:09:42	278	00:10:26	157	00:10:48	295	00:09:28	271	00:08:28	318	00:09:49
SH_Infomr_Hsg_New	2,605	00:06:59	2,368	00:06:33	2,306	00:06:33	2,292	00:06:11	2,079	00:06:52	2,083	00:07:10	2,195	00:07:30	2,269	00:07:30	1,368	00:08:02	2,699	00:07:36	2,225	00:07:20	2,610	00:07:35
SH_Infomr_Lettings_New	2,620	00:07:23	2,846	00:07:48	2,905	00:07:34	2,938	00:07:39	3,013	00:07:43	2,775	00:08:14	2,620	00:08:43	2,594	00:08:43	1,461	00:08:20	2,852	00:08:16	2,636	00:08:31	2,907	00:08:49
SH_Infomr_Rents_New	1,358	00:06:07	1,048	00:06:35	762	00:06:12	830	00:06:42	810	00:07:06	733	00:07:33	713	00:07:58	641	00:08:30	434	00:07:22	700	00:07:04	799	00:07:06	908	00:07:08
SH_Infomr_Repairs_New	13,527	00:06:45	13,713	00:07:03	13,328	00:06:48	12,688	00:06:48	13,006	00:07:40	14,901	00:07:56	15,864	00:08:24	18,054	00:08:21	16,376	00:07:46	16,757	00:08:04	13,813	00:07:59	17,628	00:08:19
SH_Repairs_One	6	00:02:00	1	00:02:40	3	00:04:55	2	00:00:00	2	00:00:40	4	00:01:10	5	00:00:00	4	00:00:00	4	00:00:00	4	00:08:10	2	00:00:58	3	00:00:55
SH_Safeguarding	7	00:01:11	6	00:01:42	5	00:04:18	6	00:00:00	7	00:01:54	8	00:06:47	11	00:11:03	7	00:10:51	8	00:07:39	6	00:05:43	9	00:05:03	7	00:06:42
Totals/Average	27,483	0:05:58	28,890	0:05:57	27,664	0:06:30	27,432	0:06:15	27,516	0:06:17	28,776	0:06:53	29,071	0:07:45	31,743	0:08:03	24,876	0:07:37	30,949	0:07:05	28,422	0:06:42	39,802	0:06:44