

Table 1 – Breakdown of contact channels

| | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Contact (total phones, webchat & enquires) | 11,020 | 8,807 | 9,108 | 8,149 | 7658 | 6,540 | 6,298 | 6,210 | 5,096 | 7,792 |
| Phones | 5,893 | 5,723 | 6,016 | 5,863 | 5,662 | 4,723 | 4,803 | 4,294 | 3,264 | 4,925 |
| | 53.5% | 65.0% | 66.1% | 71.9% | 73.9% | 72.2% | 76.3% | 69.1% | 64.1% | 63.2% |
| Email | 3,564 | 1,407 | 1,743 | 1,031 | 799 | 777 | 635 | 878 | 1,381 | 1,242 |
| | 32.3% | 16.0% | 19.1% | 12.7% | 10.4% | 11.9% | 10.1% | 14.1% | 27.1% | 15.9% |
| Portal | 151 | 213 | 277 | 223 | 276 | 346 | 114 | 442 | 50 | 350 |
| | 1.4% | 2.4% | 3.0% | 2.7% | 3.6% | 5.3% | 1.8% | 7.1% | 1.0% | 4.5% |
| Webchat | 594 | 546 | 577 | 657 | 581 | 559 | 589 | 465 | 351 | 669 |
| | 5.4% | 6.2% | 6.3% | 8.1% | 7.6% | 8.5% | 9.4% | 7.5% | 6.9% | 8.6% |
| Indexing | 790 | 882 | 475 | 335 | 322 | 108 | 95 | 92 | 32 | 575 |
| | 7.2% | 10.0% | 5.2% | 4.1% | 4.2% | 1.7% | 1.5% | 1.5% | 0.6% | 7.4% |
| F2F | 28 | 36 | 49 | 40 | 18 | 27 | 62 | 39 | 18 | 31 |
| | 0.3% | 0.4% | 0.5% | 0.5% | 0.2% | 0.4% | 1.0% | 0.6% | 0.4% | 0.4% |

**Table 2
TIC face to face contact figures compared to all contact types since April 2023**

| Enquiry Type | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | TOTAL |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total all channels | 11,020 | 8,807 | 9,108 | 8,149 | 7,658 | 6,540 | 6,298 | 6,210 | 5,096 | 7,792 | 76,678 |
| Face to Face | 28 | 36 | 49 | 40 | 18 | 27 | 62 | 39 | 18 | 31 | 348 |
| % Face to Face | 0.3% | 0.4% | 0.5% | 0.5% | 0.2% | 0.4% | 1.0% | 0.6% | 0.4% | 0.4% | 0.5% |

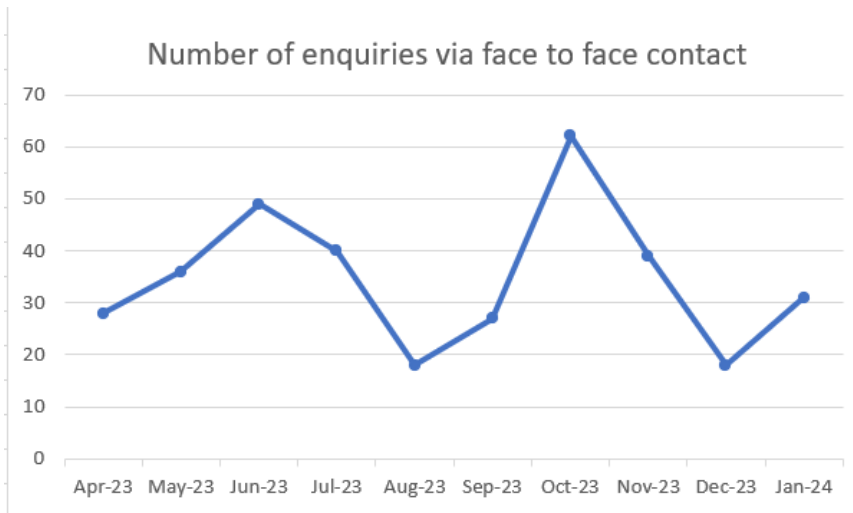


Table 3

| Face to Face Enquiry type | July 23 to December 23 | % July 23 to December 23 |
|---------------------------|------------------------|--------------------------|
| Benefits | 48 | 21% |
| Bins | 4 | 2% |
| Cemetries | 4 | 2% |
| Council Tax | 39 | 17% |
| Environmental | 7 | 3% |
| Housing & tenancy | 61 | 27% |
| Other | 56 | 25% |
| Planning | 1 | 0% |
| Repairs | 3 | 1% |
| Street Scene | 3 | 1% |
| Total | 226 | 100% |

