

Freedom of Information – Response – 26754

I am writing to request information under the Freedom of Information Act 2000 relating to customer call waiting times for your council.

Specifically, I would like to request the following information for the calendar years 2023, 2024 and 2025:

Question 1

Total time spent on hold by callers to your council's customer contact centre(s), broken down by month (e.g. January 2023, February 2023, etc.).

Question 2

Total number of incoming calls that were placed on hold each month.

Question 3

Where available, for each month:

The number of calls answered by an agent after being placed on hold.

The number of calls abandoned by the caller (i.e. callers who hung up while on hold).

Please see the below document.

Q1	Total Time Waiting In Queue		Q2	Calls Entered		Q3	Calls Answered	Calls Abandoned
01/01/2023	1337:34:30		01/01/2023	13558		01/01/2023	9569	3851
01/02/2023	997:20:15		01/02/2023	11386		01/02/2023	8463	2833
01/03/2023	1283:56:38		01/03/2023	14698		01/03/2023	11206	3360
01/04/2023	814:52:35		01/04/2023	11517		01/04/2023	9024	2396
01/05/2023	993:21:42		01/05/2023	13326		01/05/2023	10071	3138
01/06/2023	1224:07:09		01/06/2023	14667		01/06/2023	10680	3866
01/07/2023	796:44:19		01/07/2023	13314		01/07/2023	10693	2529
01/08/2023	538:03:11		01/08/2023	12918		01/08/2023	11155	1686
01/09/2023	903:57:09		01/09/2023	16509		01/09/2023	13404	2972
01/10/2023	1157:40:14		01/10/2023	15307		01/10/2023	11306	3860
01/11/2023	956:22:45		01/11/2023	14366		01/11/2023	11396	2826
01/12/2023	938:29:36		01/12/2023	10617		01/12/2023	7907	2623
01/01/2024	1496:19:35		01/01/2024	16605		01/01/2024	11860	4584
01/02/2024	1036:19:50		01/02/2024	13375		01/02/2024	10172	3108
01/03/2024	946:51:29		01/03/2024	12250		01/03/2024	9564	2634
01/04/2024	1019:22:59		01/04/2024	12624		01/04/2024	9814	2734
01/05/2024	1067:44:09		01/05/2024	12752		01/05/2024	9785	2890
01/06/2024	966:59:12		01/06/2024	12178		01/06/2024	9486	2639
01/07/2024	1149:58:49		01/07/2024	14441		01/07/2024	11093	3281
01/08/2024	1029:27:12		01/08/2024	13238		01/08/2024	10194	2980
01/09/2024	1061:32:59		01/09/2024	14371		01/09/2024	11364	2959
01/10/2024	949:32:24		01/10/2024	13517		01/10/2024	10686	2767
01/11/2024	826:38:11		01/11/2024	11690		01/11/2024	9476	2183
01/12/2024	453:56:56		01/12/2024	8835		01/12/2024	7455	1351
01/01/2025	1277:11:40		01/01/2025	12661		01/01/2025	9335	3263
01/02/2025	976:30:12		01/02/2025	10946		01/02/2025	8353	2528
01/03/2025	1182:03:14		01/03/2025	12992		01/03/2025	9756	3142
01/04/2025	996:56:01		01/04/2025	11365		01/04/2025	8705	2609
01/05/2025	1146:06:15		01/05/2025	11432		01/05/2025	8517	2851
01/06/2025	1198:09:13		01/06/2025	12505		01/06/2025	9219	3183
01/07/2025	1398:21:50		01/07/2025	13463		01/07/2025	9749	3605
01/08/2025	1087:49:07		01/08/2025	11631		01/08/2025	8590	2981
01/09/2025	1398:46:21		01/09/2025	14437		01/09/2025	10627	3749
01/10/2025	1203:38:36		01/10/2025	13131		01/10/2025	9849	3230
01/11/2025	915:59:58		01/11/2025	10982		01/11/2025	8423	2521
01/12/2025	770:57:55		01/12/2025	9482		01/12/2025	7323	2113