

*Nineveh*

Consulting Limited



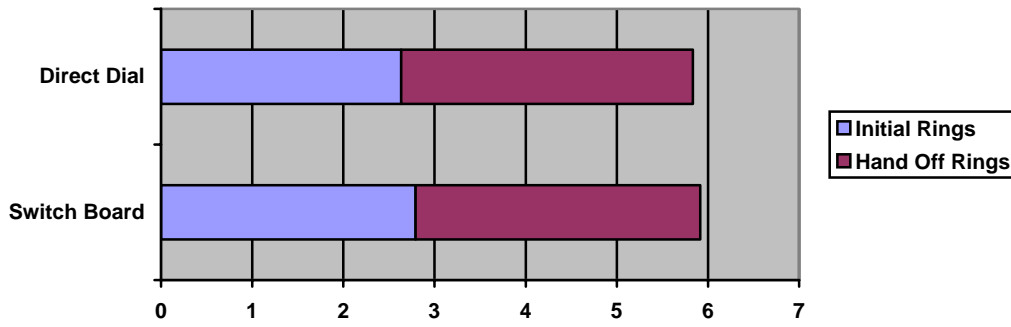
## Telephone Access Findings

(Preliminary Draft)

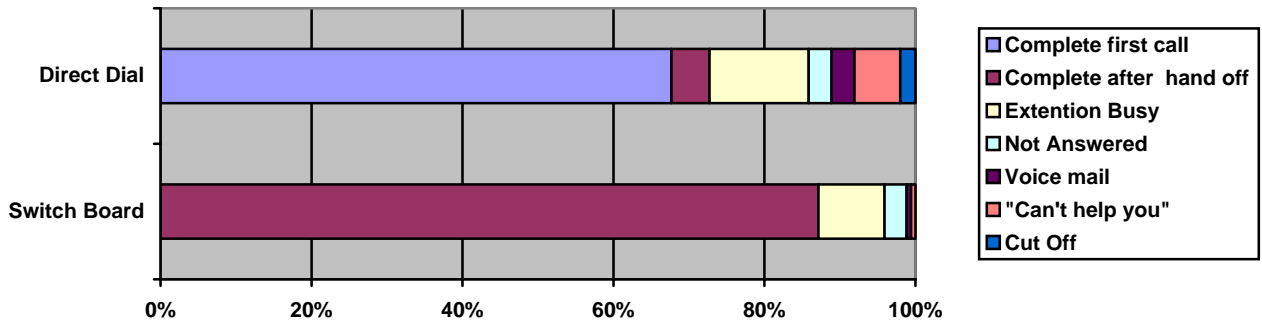
## Scenarios:

- Scenario 1 Abandoned vehicle - Report a burnt out vehicle
- Scenario 2 Change of address notification
- Scenario 3 Benefits - Council Tax enquiry - Am I eligible for a single person discount?
- Scenario 4 Benefits enquiry - How do I apply for housing benefit?
- Scenario 5 Benefits enquiry - I have a private landlord, am I eligible for housing benefit?
- Scenario 6 Benefits enquiry - I am about to start work, am I still entitled to any benefits?
- Scenario 7 Housing repairs enquiry - my boiler has broken down
- Scenario 8 Housing enquiry - I'm new to the area, how do I join the housing register?
- Scenario 9 Housing enquiry - How do I go about buying my council house?
- Scenario 10 Noise complaint - What can you do about my noisy neighbours?
- Scenario 11 Who is my local councillor and how do I contact them?
- Scenario 12 Planning - how do I go about making a planning application for my extension?
- Scenario 13 Planning - I want to prune a tree that has a preservation order on it. What do I do?
- Scenario 14 Planning - I want to replace my casement windows and my house is in a conservation area, what do I do?
- Scenario 15 Licence enquiry - I am starting work as a taxi driver, how do I obtain a licence?
- Scenario 16 Licence enquiry - How do I renew my public entertainment licence
- Scenario 17 Street lighting - report one not working **NOT ANALYSED**
- Scenario 18 Environmental Health - I have seen a rat in my garden...
- Scenario 19 Environmental Health - I want to book an employee on a H&S training course
- Scenario 20 Environmental Health - I want to book an employee on a food hygiene course
- Scenario 21 Business rates - Can you tell me the rateable value of a business property I am thinking of buying?
- Scenario 22 Business rates - Are we eligible for relief from business rates because we are a church group?
- Scenario 23 Sport & rec. - The swings in our playground have been vandalised for weeks, Weeke Estate web
- Scenario 24 Sport & rec. - I'd like to rent an allotment
- Scenario 25 Sport & rec. - I'd like to hire a football pitch, The Garrison Ground
- Scenario 26 Travel & parking - Can I pay my parking fine by credit card? Web no.
- Scenario 27 Refuse - How do I get rid of my broken fridge?
- Scenario 28 Refuse - Missed domestic refuse collection
- Scenario 29 Tourism - how do I book a guided tour of Winchester?
- Scenario 30 Museums - how do I book a school trip to the city museum?

Time to Answer Experience (successful connections)



Connection Success Rates



Direct Dial Connection Times by Scenario (Average Rings)

| <b>Scenario</b> | <b>Average No. Rings</b> | <b>First time success rate</b> |
|-----------------|--------------------------|--------------------------------|
| 1               | 2.833                    | 83.33%                         |
| 2               | 2.667                    | 100.00%                        |
| 3               | 2.000                    | 100.00%                        |
| 4               | 2.000                    | 100.00%                        |
| 5               | 2.000                    | 100.00%                        |
| 6               | Not Tested               |                                |
| 7               | 3.250                    | 50.00%                         |
| 8               | 4.500                    | 0.00%                          |
| 9               | 3.000                    | 60.00%                         |
| 10              | 2.200                    | 80.00%                         |
| 11              | 2.667                    | 83.33%                         |
| 12              | 3.000                    | 40.00%                         |
| 13              | 3.600                    | 60.00%                         |
| 14              | 2.000                    | 50.00%                         |
| 15              | 2.167                    | 66.67%                         |
| 16              | 3.600                    | 60.00%                         |
| 18              | 2.000                    | 100.00%                        |
| 19              | 3.000                    | 0.00%                          |
| 20              | Not Tested               |                                |
| 21              | 3.000                    | 100.00%                        |
| 22              | 2.000                    | 100.00%                        |
| 23              | 2.500                    | 100.00%                        |
| 24              | 2.500                    | 50.00%                         |
| 25              | 2.250                    | 100.00%                        |
| 26              | 2.200                    | 40.00%                         |
| 27              | 2.000                    | 100.00%                        |
| 28              | 3.000                    | 100.00%                        |
| 29              | 2.833                    | 100.00%                        |
| 30              | 2.333                    | 0.00%                          |