

Appendix 3 – Benchmarking Data

R&B Contact Centre	Bromley R&B Contact Centre		Council 1 R&B Contact Centre		Council 2 R&B Contact Centre	
	Call Volumes	Performance (KPI = 5% abandoned)	Call Volumes	Performance (KPI = 7% abandoned)	Call Volumes	Performance (KPI = 15% abandoned)
Jun 21	8,744	2%	8,881	2%	12,083	6%
Jul 21	7,301	3%	8,194	4%	12,690	8%
Aug 21	6,485	3%	8,305	5%	13,137	13%
Sep 21	7,144	0%	8,315	3%	10,525	15%
Oct 21	8,057	1%	8,535	3%	11,275	10%
Nov 21	6,887	1%	8,223	6%	10,259	9%

R&B F2F	Bromley R&B F2F		Council 1 R&B F2F	
	Footfall	Performance (KPI = 85% in 15 mins.)	Footfall	Performance (KPI = 95% in 15 mins.)
Jun 21	138	100%	0	N/A
Jul 21	122	100%	0	N/A
Aug 21	135	100%	0	N/A
Sep 21	138	100%	0	N/A
Oct 21	147	100%	0	N/A
Nov 21	130	100%	0	N/A

Corporate Contact Centre	Bromley Corporate Contact Centre		Corporate F2F	Bromley Corporate F2F		
	Current Year (Actual)	Performance (KPI = 50% in 1 mins.)		Current Year (Actual)	Performance (KPI = 80% in 5 mins.)	Performance (KPI = 100% in 15 mins.)
Jun 21	11,924	61%	Jun 21	142	100%	100%
Jul 21	12,619	50%	Jul 21	130	100%	100%
Aug 21	12,052	51%	Aug 21	122	100%	100%
Sep 21	11,107	67%	Sep 21	100	100%	100%
Oct 21	7,961	82%	Oct 21	108	100%	100%
Nov 21	7,337	84%	Nov 21	112	100%	100%